



## When to use this form

Use this form if you were unable to verify your identity online for your Provider Digital Access (PRODA) account.

## Evidence of Identity

To finalise the registration of your PRODA account, you will need to verify your identity using:

- a Commencement of Identity document, and
- Use in the Community documents.

If your name differs between these documents, you may need to provide a change of name document.

Only provide accepted documents from the list shown or as requested by PRODA Support. These documents do not need to be certified, a copy of the original is accepted. Documents provided must be current at time of application.

**A document can only be used once as either a Commencement of Identity or Use in the Community document.**

Only legible, complete and official documentation can be accepted. Extracts of documents, ceremonial and commemorative certificates and low quality scanned or copied documents cannot be accepted.

Keypass ID is not acceptable identification for PRODA.

## For your security

You must take all reasonable precautions to prevent loss, disclosure, modification, or unauthorised use of your PRODA access details.

You must create your own PRODA account using your own identity documents. Do not create an account for someone else.

## For more information

Go to [servicessaustralia.gov.au/proda](https://servicessaustralia.gov.au/proda) or call **1800 700 199** Option 1 (PRODA), Monday to Friday, 8 am to 5 pm, local time.

Call charges may apply.

For support and education resources, go to [servicessaustralia.gov.au/hpeducation](https://servicessaustralia.gov.au/hpeducation)

## Accepted documents

### Change of name documents

Change of name documents are only needed if you have legally changed your name. If you have changed your name more than once, you need to document all name changes that link to your current name.

- Marriage certificate (ceremonial certificates are not accepted)
- Change of name certificate
- Amended Australian birth certificate
- Other official document issued from Births, Deaths and Marriages (BDM)

## Commencement of Identity documents

You must provide **1** of the following documents.

- Australian passport
- Australian birth certificate (extracts and commemorative certificates are not accepted)
- Australian citizenship certificate (front and back)
- Australian immigration visa (supported by a foreign passport)
- Certificate of registration by descent
- ImmiCard

## Use in the Community documents

You must provide at least **1** document from the **primary documents** list. Your primary document must be different to your chosen Commencement of Identity document. If you provide 1 primary document, you must also provide **1** document from the **secondary documents** list.

### Primary documents

- Australian driver licence (front and back)
- ImmiCard
- Australian passport
- Australian immigration visa (supported by a foreign passport)
- Australian Government issued proof of age card or photo card
- Australian Working With Children or Working With Vulnerable Persons card (must include a photo)
- Australian secondary student document (you must be under 18 years of age and unable to provide another primary document), issued by a government agency or Australian school

### Secondary documents

- Medicare card
- Department of Foreign Affairs and Trade (DFAT) issued Certificate or Document of Identity
- DFAT issued United Nations convention travel document
- Foreign government issued documents (for example, driver licence)
- Enrolment with the Australian Electoral Commission
- Security guard or crowd control photo licence
- Evidence of right to a government benefit (Department of Veterans' Affairs or Centrelink)
- Consular photo identity card issued by DFAT
- Police force officer photo identity card
- Australian Defence Force photo identity card
- Commonwealth, state or territory government photo identity card
- Aviation security identification card
- Maritime security identification card
- Firearms licence
- Credit reference check
- Australian tertiary student photo identity document
- Australian secondary student photo identity document
- Certified academic transcript from an Australian university
- Signed bank or credit card (front and back – cover the security code)



# Manual identity verification for Provider Digital Access (HW080)

## Filling in this form

You can complete this form on your computer using Adobe Acrobat Reader, and some browsers, or you can print it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.

## Before you start

This form cannot be processed until you have created a PRODA username and password online and have received your Registration Authority (RA) number. For more information, go to [servicesaustralia.gov.au/proda](http://servicesaustralia.gov.au/proda)

**For your security**, you must take all reasonable precautions to prevent loss, disclosure, modification, or unauthorised use of your PRODA access details.

## Applicant's details

1 Family name

First given name

Second given name

2 Gender

Male

Female

Indeterminate/Non-Binary

3 Date of birth (DD MM YYYY)

4 Mobile phone number

5 Email

6 PRODA account username

7 PRODA RA number

8 Are you a healthcare provider registered with Services Australia?

No  **Go to 10**

Yes

9 Would you like us to link your healthcare identifiers to your PRODA account?

No

Yes  Provide your healthcare identifier

## Privacy notice

10 The privacy and security of your personal information is important to us, and is protected by law. We collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to [servicesaustralia.gov.au/privacy](http://servicesaustralia.gov.au/privacy)

## Declaration

You **must** tick the declaration below or the form will be returned.

11 I declare that:

- the information I have provided in this form is complete and correct.

I understand that:

- in providing identification documents to Services Australia, I consent to those documents being checked and validated with the issuing authority.
- giving false or misleading information is a serious offence.

I have read, understood and agree to the above.

Date (DD MM YYYY)

## Returning this form

Return this form and any supporting documents:

- **by email to [proda@servicesaustralia.gov.au](mailto:proda@servicesaustralia.gov.au)**

There may be risks with sending personal information through unsecured networks or email channels.

- in person at one of our service centres.



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