

Verification of Identity

From 9 November 2015, lawyers, conveyancers, and mortgagees have been required to verify the identity of their clients before any dealing can be lodged at the Land Titles Office for registration and before any duplicate Certificates of Title for a client are handed to that client.

The verification of identity requirement applies to, but is not limited to:

- Transfers of land.
- Withdrawal of caveats.
- Discharges of mortgage.
- Plans of subdivision and consolidation.
- Application by surviving proprietor.

The obligation to verify identity extends to attorneys under powers of attorney and directors for companies.

Verification of Identity ("VOI") documents

To have identity verified, a client will be required to produce the original identification documents specified in either option 1 or option 2 below.

Option	Identification documents
Option 1	<ul style="list-style-type: none">• Australian passport or foreign passport• plus Australian driver licence or Photo Card• plus change of name or marriage certificate where names are inconsistent All original identification documents must be presented at the VOI interview.
Option 2	<ul style="list-style-type: none">• Australian passport or foreign passport• plus full birth certificate, citizenship certificate, or descent certificate• plus Medicare, Centrelink, or Department of Veterans' Affairs card• plus change of name or marriage certificate where names are inconsistent All original identification documents must be presented at the VOI interview.

If a client does not have the documents to comply with option 1 or option 2 requirements, they should seek further advice immediately about additional requirements that must be met.

VOI interview

Clients must attend an in person interview with their original identification documents. This can be done at their lawyers', conveyancers', or mortgagees' offices. The lawyer, conveyancer, or mortgagee may charge a fee for this service.

A VOI interview can be conducted by Australia Post if the lawyer, conveyancer, or mortgagee has registered to use these services with Australia Post. A client must attend a participating Australia Post branch with the Australia Post Land Title Identity Verification Form and their original identification documents. A photograph will be taken at the appointment to confirm the client was physically

present. Upon completion, Australia Post will send the completed VOI to the client's representative using a secure portal. The cost of the Australia Post service is \$39.00 (including GST) per person and is payable to Australia Post at the appointment.

Non represented parties

If any party to a paper conveyancing transaction is not represented, that person must have their identity verified by an Approved Identity Verifier, for example Australia Post. The non represented party will need to bring the required verification of identity form, their original identification documents, and any documents associated with the transaction to the face to face interview.

Contact

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