Proof of identity

Guidelines document **July 2026**

You must send us certified copies of documents to prove you are the person entitled to make the transaction. Please don't send the originals.

Acceptable documents

One of the following documents:

- drivers licence, issued under Australian State or Territory law or equivalent authority of a foreign country for the purpose of driving a vehicle that contains your photograph
- passport issued by the Commonwealth
- a passport or a similar document issued for the purpose of international travel, that:
  a. contains a photograph and your signature
  b. is issued by a foreign government, the United Nations or an agency of the United Nations; and
  c. if it is written in a language other than English – it is to be accompanied by an English translation prepared by an accredited translator
- a card issued under a State or Territory law for the purposes of providing your age which contains your photograph
- a national identity card issued for the purpose of identification, that:
  a. contains a photograph and your signature
  b. is issued by a foreign government, the United Nations or an agency of the United Nations; and
  c. if it is written in a language other than English – it is to be accompanied by an English translation prepared by an accredited translator.

OR

A combination of documents:

If you can't supply either a drivers licence or passport, you can send a combination of documents. You will need one document from each of the 2 groups below.

One of the following documents:

- birth certificate or birth extract issued by a State or Territory
- citizenship certificate issued by the Commonwealth
- citizenship certificate issued by a foreign government that, if it were written in a language other than English – it is to be accompanied by an English translation prepared by an accredited translator
- a birth certificate issued by a foreign government, the United Nations or an agency of the United Nations that, if it were written in a language other than English – it is to be accompanied by an English translation prepared by an accredited translator
- a concession card issued by the Australian Department of Human Services that entitles you to financial benefits.

AND

One of the following documents which:

1. was issued within the last twelve months; and
2. contains your name and residential address.
   - a notice from an office of the Australian Department of Human Services entitling you to a government financial payment
   - a notice from the Australian Taxation Office recording a payment you are required to pay or vice versa
   - a notice issued by a local council or utilities provider
   - if you are under age 18, a notice that was issued to you by a school principal.

If you are unable to provide any of the documents above, you can call us on **1300 133 177** to discuss your circumstances as there may be an alternative identity process available.

If you have changed your name

We need a linking document – that is, a document that proves a relationship between your previous and your current name. It could be a marriage certificate, deed poll, decree nisi or change of name certificate from the Births, Deaths and Marriages Registration Office.

If you are signing on behalf of another person

We need a linking document – that's a document that proves a relationship between your name and the name of the person you are signing for. It could be guardianship papers or record of a power of attorney.

Certification of identity documents

Take photocopies of your original proof of identity documents and have them certified as true copies of the originals.

The person certifying the documents must see the original document and the photocopy so that they can certify that the documents are identical. They must certify every page as a true copy by stamping or writing 'certified true copy', sign and add their printed name, full qualification as a certifier of identity documents (such as 'a permanent employee of Australia Post with 2 or more years of continuous service') and date.

Please note, any person that is related to you cannot certify your identification, an independent certifier is required.

Please **post** your certified documents to:

NGS Super
GPO Box 4721
MELBOURNE VIC 3001

Who can certify proof of identity documents?

Any of these people can certify copies of your original documents as true and correct copies:

- a permanent employee of Australia Post with 2 or more years of continuous service
- a finance company officer with 2 or more years of continuous service
- an officer with, or authorised representative of, a holder of an Australian Financial Services Licence (AFSL) having 2 or more years of continuous service with one or more licensees
- a notary public officer
- a police officer
- a registrar or deputy registrar of a court
- a Justice of the Peace
- a person enrolled on the roll of a state or territory Supreme Court or the High Court of Australia, as a legal practitioner
- an Australian consular or diplomatic officer
- a judge of a court
- a magistrate
- a Chief Executive Officer of a Commonwealth court
- a teacher employed on a full-time basis at a school or tertiary education institution
- an officer with, or a credit representative of, a holder of an Australian credit licence, having 2 or more years of continuous service with one or more licensees
- a person in a foreign country who is authorised by law in that jurisdiction to administer oaths or affirmations or to authenticate documents.

More information?

Contact us

You can contact us at **ngssuper.com.au/contactus** or call us on **1300 133 177** Monday to Friday, 8am–8pm (AEST/AEDT).

Postal address:
GPO Box 4721
MELBOURNE VIC 3001

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