

## Challenges to applying for identification for those experiencing homelessness can be:

No phone	No transportation	No internet
Mental health	Literacy	Addictions
General health	No fixed address	Sleep deprivation
Disability	Technological literacy	Online literacy
Citizenship status	Fees	Language

## Without identification, there are barriers to accessing:

Education	Other forms of identification	Tax File Number
Health care services	Services Australia payments	Employment
Housing	Support services	Bank accounts
myGov services		

## Resources

Type the shortened link into your internet browser

### → QLD Birth Certificates

Application Form - [bit.ly/3rPbixu](https://bit.ly/3rPbixu)

Application Information - [bit.ly/3DtAX1w](https://bit.ly/3DtAX1w)

Hardship Situations - [bit.ly/3KaLmTz](https://bit.ly/3KaLmTz)

Fee Waiver Policy - [bit.ly/3rGbr6H](https://bit.ly/3rGbr6H)

### → ImmiCard

Application Form - [bit.ly/3rHuTzM](https://bit.ly/3rHuTzM)

ImmiCard Information - [bit.ly/3Q7iRtN](https://bit.ly/3Q7iRtN)

Eligibility - [bit.ly/44CrYH3](https://bit.ly/44CrYH3)

Proof of Identity - [bit.ly/3q2BS5X](https://bit.ly/3q2BS5X)

### → Citizenship Certificate

Certificate Information - [bit.ly/3Ou3Ws8](https://bit.ly/3Ou3Ws8)

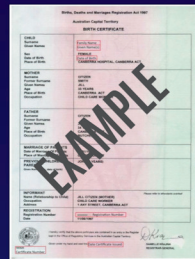
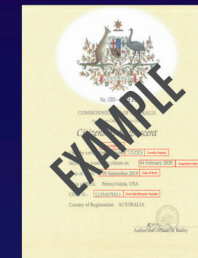
Create an ImmiAccount - [bit.ly/3KcINSe](https://bit.ly/3KcINSe)

Identification documents other than those listed may be required or accepted, depending on service.

**LOGAN  
ZERO**

Unlocking systems to end homelessness

## Step-by-step guide to obtaining identification in Queensland



## ImmiCard, Australian Citizenship Certificate, and QLD Birth Certificate

Designed for both service users and workers, this resource offers information to help with the identification application process.

## ImmiCard

Protection or Safe Haven Enterprise Visa holder (subclass 785, 790 and 866) within three months of visa grant.

Replacing ImmiCard

Applying for first ImmiCard

Provide your visa grant letter

Provide an Australian photo identification or submit a passport photograph (no more than 6 months old)

Provide documents for Travel to Australia (DFFTA) or Visa Evidence Cards (PLO56)

Provide an Australian photo identification or submit a passport photograph (no more than 6 months old)

Provide 3 documents showing you have continuously lived in Australia. For example:

- School and employment records
- Financial records
- Mortgage documents
- Rental leases
- Utility bills
- Taxation records
- Marriage certificate
- Children's birth certificates

Provide other documents that show your identity.

For example:

- Medicare card
- Credit card
- Centrelink concession card

**If you cannot provide identification evidence or are without a fixed address, provide a cover letter stating the reasons why.**

Processing team will determine if you have enough documentation, or they will provide you with information on other steps to take.

Pay fee

(Free to new humanitarian and protection visa holders within 3 months of visa granted and unaccompanied minors)

- First ImmiCard \$100 AUD
- Replacement of card due to loss, damage, or expiry \$30 AUD

Complete ImmiCard application

## Australian Citizenship Certificate

Provide 3 identity documents with:

- Birth name
- Date of birth
- Birth gender
- Proof of change of name if applicable
- Photograph and signature
- Current residential address

Provide documents showing your photograph and signature. For example, United Nations High Commission for Refugees (UNHCR) document, pages from a passport (photo, personal details, issue, and expiry dates, Proof of Age card.

Provide evidence of residential address. (For example, electricity bill, rental contract, bank statement).

Complete *Form 1196 Identity Declaration* as evidence of identity in the community. A passport-sized photograph signed by correct authority must be included. Scan and attach the form and photograph to the online application.

Provide other required supporting documents.

Prepare documents by translating (if needed), scanning, and attaching to form.

**If you cannot provide identification evidence or are without a fixed address, provide a cover letter stating the reasons why.**

Processing team will determine if your documentation is sufficient, or will provide you with information on alternative pathways.

Apply for application online through ImmiCard account.

Pay the \$240 AUD fee.

Processing time is 4-27 days, with an additional 10 days for printing and postage.

Receive citizenship certificate through mail

## QLD Birth Certificate (Born or adopted in QLD)

Fill in application with your birth certificate details including:

- Your birth city or town
- Date of birth
- First and Last name
- Mother's name
- Father's or parent's name

Then provide your:

- Home address
- Mobile number
- Email address

You must provide 3 forms of current ID:

- 1x Personal ID, 1x Community ID, and 1x home address ID
- OR**
- 2x Community ID, and 1x home address ID

**If you cannot provide identification: Contact Registry of Births, Deaths & Marriages, they will assist on a case-by-case basis.**

You will need to submit your proof of ID documents in-person or post.

**ID submitted by post needs to be certified by a JP or authorised person.**

Pay the \$54.40 application fee:

- Online,
- In-person
- Mail

**For a fee waiver you will need evidence of financial hardships, immediate need, and proof of ID.** There may be opportunities for support organisations to assist with funding. Seek advice from your main support organisation.

2-5 days to receive the certificate