

National Rural Financial Counselling Conference

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Kate Hay

National Manager

Rural, Environment and Murray Darling Basin Branch

Proof of Identity Trial

- Centrelink and DAFF have agreed to a trial of RFC's certifying Proof of Identity Documents on behalf of Centrelink.
- Concept originated from RFC feedback over the years and Ministerial support from the Parliamentary Secretary Sharman Stone, in 2005.
- Following consultation with DAFF trial sites will be in Queensland and Victoria.



Timeframes

- Trial to begin early in the first quarter of 08/09 financial year.
- Trial for approx 5 to 6 months.
- Followed by an evaluation to be completed by Dec 2008.
- If trial deemed successful, full rollout of new capability to occur for all RFC's in 2009.



Training

- Full training will be provided by Centrelink.
- Duration of course approx 3 hours.
- Support documentation will be supplied.



What's Involved

- RFC's will confirm that the supplied documents are original then photocopy, stamp (with Centrelink provided stamp) and attach to customer claim or information.
- RFC's will not make the determination as to acceptance of POI – this will remain with Centrelink.
- RFC's will not be a lodgement point for Centrelink claims & forms.

