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Policy Manual Policy 3.2

Establishing and Maintaining Tenancies Proof of identification

Policy Title: Proof of Identification
Policy Number: 3.2
Version Number: 3.2.3
Supersedes Number: 3.2.2

Approved by: Wentworth Board of Directors
Approval Date: April 2014
Effective Date: April 2014
Review Date: April 2016

1. Purpose

- 1.1 The purpose of this policy is to provide information on Wentworth's requirements for proof of identity.
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2. Policy

- 2.1 Applicants and tenants maybe required to establish their identity at various times by Wentworth Community Housing.

- 2.2 Wentworth currently has two 'Proof of Identity' checks:
- Documented Proof of Identity Check
 - Verbal Proof of Identity Check

2.3 Applicants

- 2.3.1 Applicants for General Social Housing must satisfy all proof of identity requirements outlined under Housing Pathways.
- 2.3.2 Affordable housing applicants will be asked to establish their identity using the Documented Proof of Identity Check. They will also be asked to provide proof of identity for each person over 18 years listed on their application.

2.4 New Tenants

- 2.4.1 All prospective new tenants will be asked to re-establish their identity prior to signing a Residential Tenancy Agreement with Wentworth Community Housing. This would generally be using the Documented Proof of Identity Check

2.5 Tenants and Household Members

- 2.5.1 Tenants and household members who have provided Wentworth with authority to access their Centrelink income information through the *Income Confirmation Scheme* may from time to time be asked to confirm their identity.
- 2.5.2 Tenants and household members who provide Wentworth with authority to alter their Centrepay payments to Wentworth through the *Multiple Deduction Scheme* may from time to time be asked to confirm their identity.
- 2.5.3 Tenants and household members may from time to time be asked to establish their identity for other reasons for example:

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- to access spare keys to their dwelling held by Wentworth
- to access information on their personal file
- to make changes to an application for housing or a transfer

2.6 Verbal or Documented Proof of Identity Checks should be used to establish identity.

2.7 Wentworth will:

- treat information that is provided by applicants, tenants and household members in a confidential manner according to the Privacy Policy
- keep copies on the applicant and tenant file of all proof of identity documents;
- routinely check that our proof of identity policy is reliably and consistently applied

3. Responsibility

Client Service Officers Effectively carry out Proof of Identity Checks as appropriate

Housing Services Manager and Monitor consistent application of the policy
Client Service Manager

4. Definitions and References

RTA • Residential Tenancy Agreement

NCAT • NSW Civil and Administrative Tribunal
• Residential Tenancies Act 2010
• Eligibility for Social Housing Policy (Housing Pathways)
• Social Housing Eligibility Products and Allocations Policy Supplement (Housing Pathways)

Related policy • Eligibility and Assessment Policy
