

Evidence of Identity Information

As part of the Request for access to a Mater Shared Electronic Health Record application process, you may be required to present evidence of your identity (EOI). If you have changed your name or the names on your EOI documents are different, you will need to present a change of name document.

If you are unable to produce the required Evidence of Identity documents, or you need more information about obtaining access to a Mater Shared Electronic Health Record, please do not hesitate to telephone 1800 228 470; or email privacyoffice@mater.org.au for further assistance.

What Evidence of Identity is required?

The applicant will need to supply a document that includes current photo identification. Acceptable documents are:

- Driver's licence (Australian or Foreign)
- Passport (Australia or Foreign)
- 18+ Card

In the absence of photo identification outlined above, three (3) documents of EOI identification may be presented:

One (1) Category A + two (2) Category B **OR** Two (2) Category A + one (1) Category B

Category A documents

Evidence of the existence of your name

- Australian or Foreign Birth Certificate
- Bicentennial Birth Certificate (issued for birth in 1988)
- Australian or Foreign Citizenship Certificate
- Australian or Foreign Naturalisation Certificate
- Australian or Foreign Defence Force photo identity card (excluding civilians)
- Department of Immigration and Citizenship (DIAC) Certificate of Evidence of Resident Status
- Queensland (QLD) or Federal Police Officer photo identity card
- Department of Immigration and Citizenship (DIAC) Travel document, for example resident visa (valid up to 5 years after issue)

Category B documents

Evidence of the use of your name in the community

- Australian Firearm Licence (with photo)
- Australian Security Guard/Crowd Controller Licence (with photo)
- Department of Veteran's Affairs/Centrelink Pensioner Concession card (including Healthcare cards)
- Education Institution, student identity document (must include photo and/or signature)
- Financial institution debit/credit card (must include signature + embossed name)
- Medicare Card

Change of Name documents

- Australian or Foreign Marriage Certificate issued by relevant Registrar of Births, Deaths and Marriages.
- Australian or Foreign Change of Name Certificate issued by relevant Registrar of Births, Deaths and Marriages.
- Australian or Foreign Birth Certificate
- Divorce papers, Decree Nisi or Absolute (must show the name reverted to)

The documents provided must be:

- An original or a copy of the original that has been certified by a Justice of the Peace (JP).
- At least one (1) EOI document must show the applicants signature.
- The category A document must also show the applicant's full name.

What does a Justice of Peace need to do to certify your documents?

The Justice of the Peace should do the following in the presence of the applicant (checklist below):

- Certify that each document is a true copy of the original
- Certify that the copy of photographic documentation (e.g. licence or passport) is a true likeness of the applicant
- Witness the signature of the applicant
- Initial every page and sign the last page (as appropriate) with annotation: "I have sighted the original document and certify this to be a true copy of the original".
- List their name, date of certification, and contact phone number accompanied by the stamp or seal of the Justice of Peace



What additional evidence is required if you are a minor?

If you are under the age of 18 years, it is a legal requirement that you provide additional documentation to support your application as a mature minor. This can be in the form of legal documentation or a letter from your treating doctor stating that they have assessed and deemed you a mature minor competent to manage your own health record.

Where can you submit Evidence of Identity documents?

Original evidence of identity documents can be presented in person:

- At the time of your Mater Outpatient Clinic Appointment (only available to public patients who are 18 years and over)
- At the Privacy Office (Mater Adult Hospital, Level 2—opposite Cashiers desk)
- At Reception Level 5, Mater Mothers Hospital
- If you are a private patient you can show your ID when attending the Mother's Hospital Tour or Antenatal Classes

Certified copies of original documents can be:

- Submitted by email – send to privacyoffice@mater.org.au
- Submitted at the Privacy Office (Mater Adult Hospital, Level 2—opposite Cashiers desk)
- Submitted via mail (see address below)
- Scanned and uploaded online during the Request for access to a Mater Shared EHR application process.

If you are submitting via mail, please make reference to your name and account email. Please address to:

C/o Mater Privacy Office

Mater Health Services Raymond Terrace

South Brisbane Qld 4101

Can I be exempt from providing Evidence of Identity documents?

You may be exempt if you have previously supplied Evidence of Identity documents with a prior 'Request for access to a Mater Shared Electronic Health Record' application. If you are exempt, you will be clearly notified during your online application.

Contact Information

If you are unable to produce the required Evidence of Identity documents, or you need more information about obtaining access to a Mater Shared Electronic Health Record, please do not hesitate to telephone 1800 228 470; or email privacyoffice@mater.org.au for further assistance.

For more information about obtaining a Qld Birth, Marriage or Change of Name certificate, please contact the Qld Registrar of Births, Deaths and Marriages by telephone: 1300 366 430 (public enquires) fax: (07) 3247 5818 or visit the Qld website www.justice.qld.gov.au (access Internet links to interstate authorities).