



VOI Reports for Property Transfers

User Guide

Powered by FileBound

Australia Post - Identity Services
Version 1.41 - 22nd January 2019

auspost.com.au

Classification: For client use only

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1 Introduction

This user guide refers to the processes for Users (Users) including Conveyancers, Lawyers and Mortgagees (CLM), to log into the **VOI report repository** (FileBound), within the Property VOI portal, to locate, view and manage verification of identity (VOI) Reports.

1.1 Key contact and escalation

1.1.1 Support contact

The following indicates the key contact for assistance and issue resolution.

For any support related queries contact Australia Post by phone (**1300 364 543**) or e-mail to LandTitleVOI@auspost.com.au

1.2 VOI report repository powered by FileBound

1.2.1 What is FileBound

The VOI report repository is powered by FileBound - a web-based office automation management solution that allows you or an organisation, to access, manage, and distribute VOI reports.

VOI reports are stored in FileBound in Portable Document File (PDF) format and can be accessed through the **Web Viewer** (default).

1.3 System Requirements

When using FileBound, your PC does not need to have any special software loaded onto the PC. Below are the system requirements that will allow FileBound v7 series to operate at an optimal level.

Supported Operating Systems:

- Microsoft Windows 7 (32 bit and 64 bit)
- Microsoft Windows 8.1 (32 bit and 64 bit)
- Microsoft Windows 10 (32 bit and 64 bit)

Minimum Screen Resolution:

- The minimum supported screen resolution is 1024 x 768 pixels.

Supported Internet Browsers:

- Internet Explorer 11.x
- Microsoft Edge (current version)
- FireFox (current version)
- Google Chrome (current version)
- Safari (current version)

IMPORTANT NOTE: Internet Explorer 11 and later is strongly recommended, as Microsoft is no longer supporting older browser versions. As such, FileBound functionality in older versions may be limited.

Processor:

- Minimum 2Ghz dual core
- Recommended 3 Ghz quad core

RAM:

- Minimum 8GB
- Recommended 16GB

Other Requirements:

- Microsoft .NET Framework 4.5.2

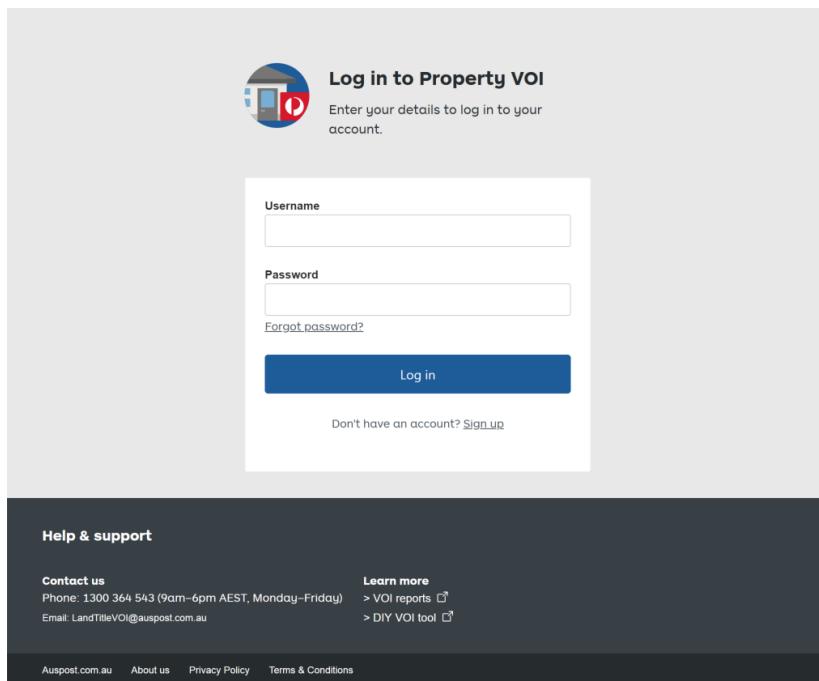
2 User accounts

2.1 Login Instructions

To log into the Property VOI portal, you'll need to have received the 'log-in instructions' e-mailed to you as part of the registration process with Australia Post. This e-mail will contain:

- The URL (internet address) for accessing the site;
- Your unique Username; and
- a password which must be changed after the first log in attempt (see section 2.3 *Updating your User account password*)

1. Key in the Username and Password.
2. Click the 'Log in' button.



You'll then be presented with the Property VOI dashboard:

Property VOI

Welcome

Changes to Property VOI services:
Our new portal makes it easier to use our services. [Find out more](#)

Please return your Referral Agreement
To use our in-store VOI service and access the required forms, simply complete and return the Referral Agreement that we emailed when you registered. Questions? Call 1300 364 543 or email LandTitleVOI@auspost.com.au

VOI reports
Access all of your reports, anytime. [Access reports](#)

Do-it-yourself VOI
Conduct fast, simple and secure VOIs for clients at your office using our DIY tool. [Get started](#)

Help & support

Contact us
Phone: 1300 364 543 (9am-6pm AEST, Monday-Friday)
Email: LandTitleVOI@auspost.com.au

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> VOI reports
> DIY VOI tool

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If you've also registered for Australia Post's in-store VOI checks (by returning your completed Referral Agreement), an additional 'Your VOI forms' tile will be available to generate VOI forms for your clients.

Property VOI

Welcome

Changes to Property VOI services:
Our new portal makes it easier to use our services. [Find out more](#)

VOI reports
Access all of your reports, anytime. [Access reports](#)

Your VOI forms
Generate a reusable form with your business name and barcode for clients to use in store. [Generate reusable form](#)
Pre-fill your client's details on the form for them to use in store. [Generate client-specific form](#)

Do-it-yourself VOI
Conduct fast, simple and secure VOIs for clients at your office using our DIY tool. [Get started](#)

Help & support

Contact us
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Email: LandTitleVOI@auspost.com.au

Learn more
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2.2 Logout Instructions

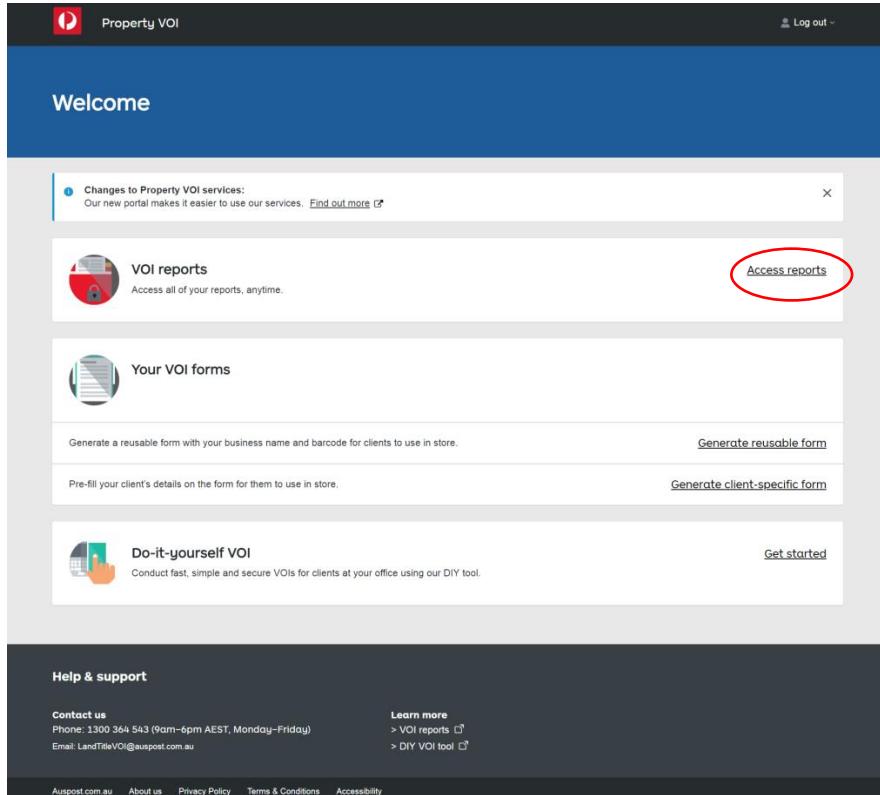
After a period of session inactivity, Users are automatically logged out of the Property VOI portal.

However it is recommended that you manually log out at the end of each session. Click 'Log out' located in the top-right corner of the page, then click 'Log out'

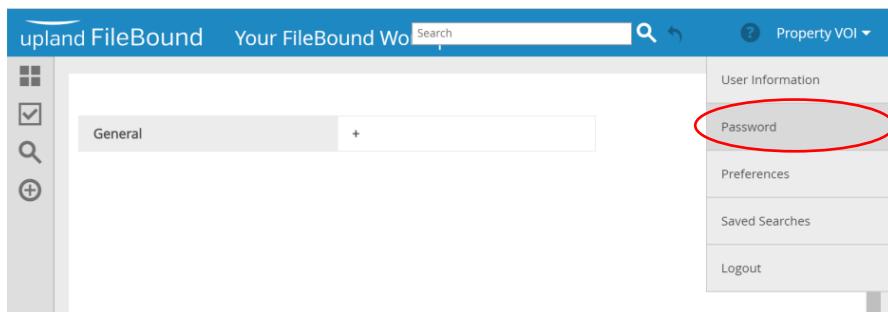
2.3 Updating your User account password

We recommend you change your password upon first login and on a regular basis. To change your default password:

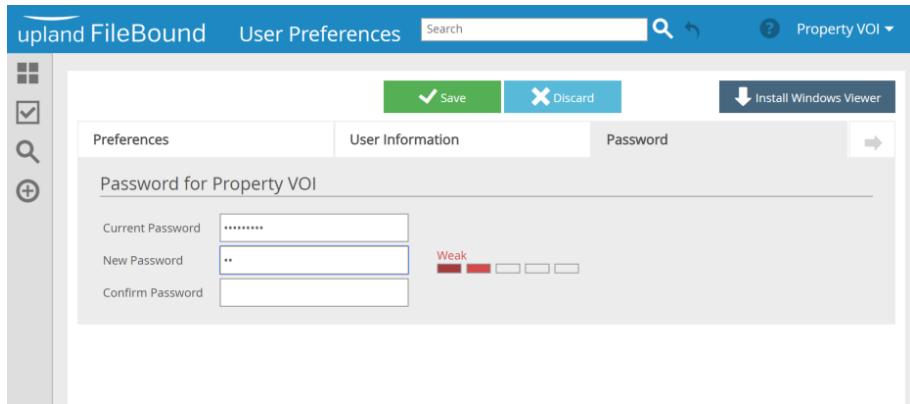
1. Access the Property VOI dashboard.
2. Click on the 'Access reports' button next to the VOI reports tile.



A separate VOI report repository (FileBound) window will then open and your username will appear in the toolbar, in the top right hand corner.



- Hover the mouse pointer over the user name on the toolbar to display a list of user options.
- Click 'Password' in the displayed menu to open the Password tab.



- Type your existing password in the Current Password box.
- Type the new password in the New Password box.

Note: FileBound indicates the strength of the new password that you have specified. 'Weak' indicates that you must specify a password with more characters, preferably including uppercase, digits, and special characters.

- Re-type the new password in the Confirm New Password box.
- Click 'Save'.

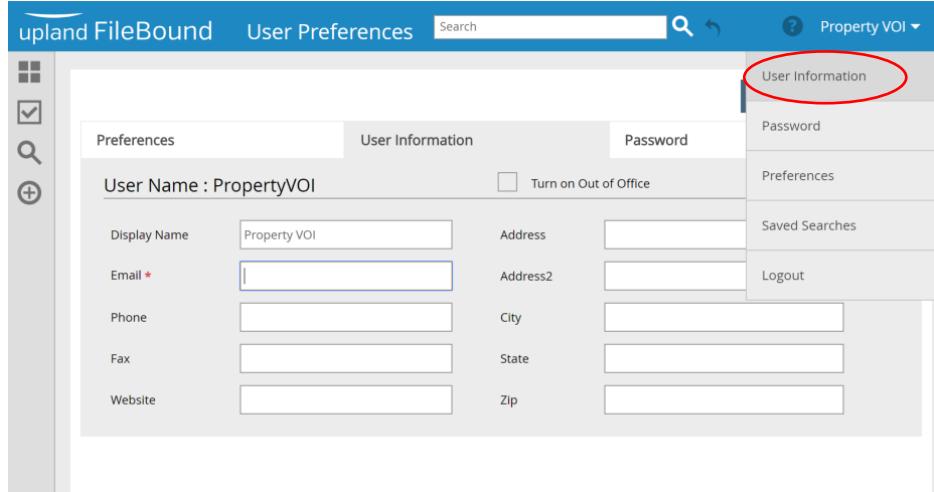
Your new password will take effect immediately and will be required upon next login to the Property VOI portal.

2.4 Updating your User account information

While within the VOI report repository, other User account information can be updated.

1. Hover the mouse pointer over the username on the toolbar.
2. Click 'User information' from the menu.

The User Information tab opens.



The following can be updated from the toolbar Information drop down menu:

- Email address (see note below)
- Address
- Phone
- Fax

- Website

Click the 'Save' button to save any changes made.

Please note: changing the email address does not change your username. Changing the email address changes where the email notifications with each VOI report are sent. To change your username, please contact the Property VOI team by phone (1300 364 543) or email LandTitleVOI@auspost.com.au

2.5 Updating Preferences

A number of preferences can be updated from the toolbar 'Preferences' drop down menu. Although this functionality is available, the default settings have been configured.

To change the Time Zone or other preferences:

1. Hover the mouse pointer over the user name on the toolbar.
2. Click 'Preferences' from the menu.
The Preferences tab opens within the User Preferences page.
3. Select the desired preferences and click the 'Save' button.

2.6 Requesting the deletion or addition of User Accounts

To request for the addition or deletion of User accounts, submit your request by email to the Australia Post Property VOI team at LandTitleVOI@auspost.com.au. Including these details:

- 5 digit user ID
- Contact Name
- Contact telephone number
- Details of the user to be added or deleted including:

- o Username
- o Email address

3 Generating VOI forms

There are two versions of the VOI form to use, depending on your preference.

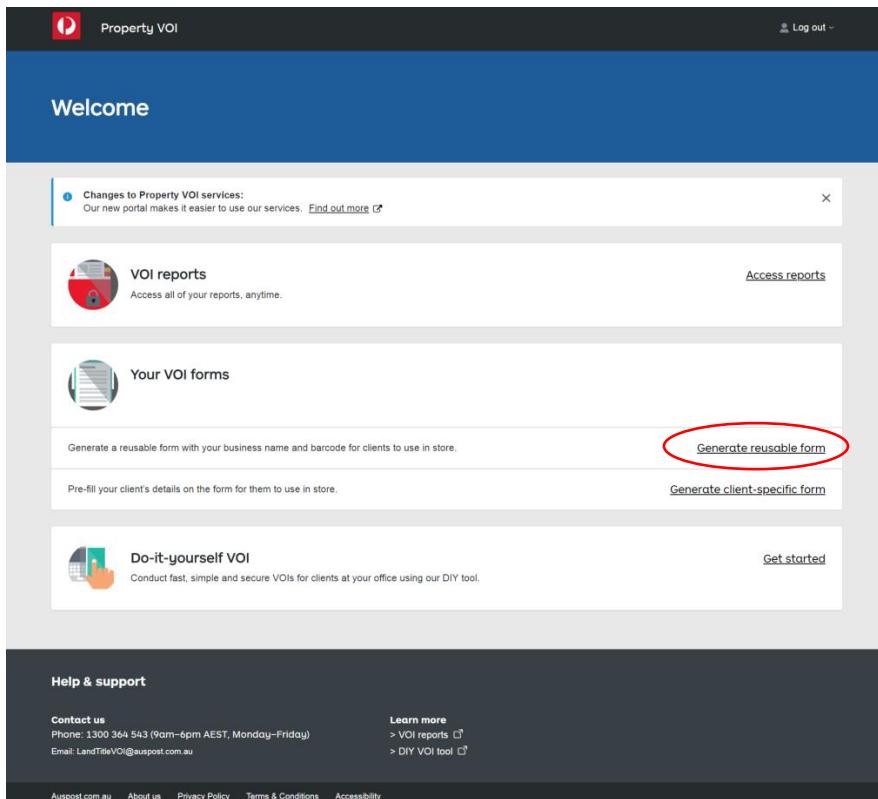
- Reusable VOI form (version V5.10) – Pre-populated with your company name and unique barcode, this form can be printed as needed for clients to complete manually.
- Client-specific VOI form (version V5.10) – Also pre-populated with your company name and barcode, this form allows you to prefill individual clients' details.

Both are accessible from within the Property VOI portal.

3.1 Reusable VOI form

The Reusable VOI form is prepopulated with your company name and unique barcode. This form can be printed as needed for clients to complete manually.

This form can be accessed by clicking the 'Generate reusable form' link in the 'Your VOI forms' tile.



Your Company name, as provided to Australia Post, is listed on the form. If this is incorrect, contact Australia Post to have the changes made (see section 1.1.1).

You also have the ability to display a custom name eg a Trading Name, if clients know you by a name different to that registered. This will appear on the second line of the form.

Reusable VOI form

Generate your form

Your clients will need to complete this form prior to going in store for verification of identity. It features your company/business name, custom name (optional) and unique barcode.

Company/business name
Your registered business name or legal trading name
Metro Conveyancing Pty Ltd

Custom name (optional)
The name clients know you by, if different from above
T/A Metro Conveyancing

Generate form cancel

Help & support

Contact us
Phone: 1300 364 543 (9am-6pm AEST, Monday-Friday)
Email: LandTitleVOI@auspost.com.au

Learn more
› VOI reports ⓘ
› DIY VOI tool ⓘ

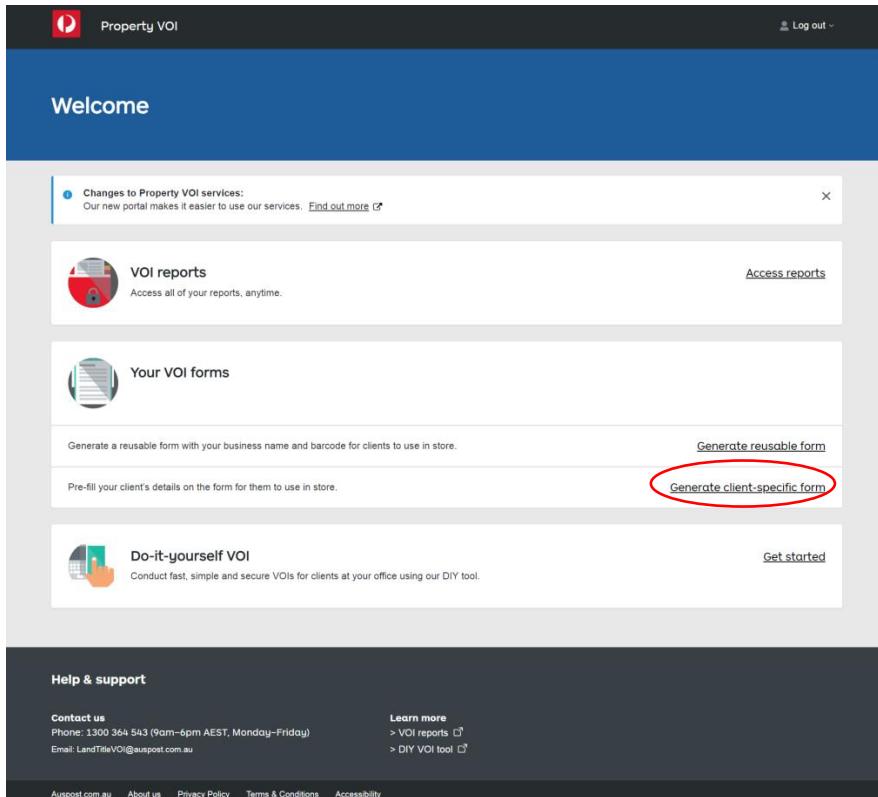
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Click “Generate form” to generate the pdf form.

3.2 Client-specific VOI form

Also pre-populated with your company name and unique barcode, this form allows you to prefill individual client's details.

This form can be accessed by clicking the ‘Generate client-specific form’ link in the ‘Your VOI forms’ tile.



A separate window will then open and you will be presented with a screen with which you can create a form specific to each client.

Ensure that you have your client's consent to the collection of their information and that they are aware of the purpose the information is being obtained for.

Property VOI

Client-specific VOI form

← Back to previous page

Generate a client-specific form

Enter your client's details below to generate a customised VOI form for them to take in store for verification of identity. The form will also feature your company/business name, custom name (optional) and unique barcode.

Reminder

Ensure that each client is aware of the purpose their information is being obtained for, and that they provide their consent to its collection.

Business details

Company/business name
Your registered business name or legal trading name
Porto Covo Pty Ltd

Custom name (optional)
The name clients know you by, if different from above

Details of applicant

Title (optional)
Please select

I have a single name only

Given Name(s)

Family name / surname

Date of birth (optional)
DD/MM/YYYY

Contact phone number
Including area code for interstate numbers

Current residential address

Address
Domestic address only

Property details - of property being transacted (if applicable)

Yes No

Transacted property address
Domestic address only

Generate form Cancel

Help & support

Contact us
Phone: 1300 384 543 (8am-8pm AEST, Monday-Friday)
Email: LandTitleVOI@auspost.com.au

Learn more
VOI reports
DIY VOI test

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Your Company name, as provided to Australia Post, is listed on the form. If this is incorrect, contact Australia Post to have the changes made (see section 1.1.1).

You also have the ability to display a custom name eg a Trading Name, if clients know you by a name different to that registered. This will appear on the second line of the form.

1. Enter the details of your client and the details of the property being transacted (optional).
2. Click the 'Generate form' button.
3. The VOI form, populated with your company details and the client's details, is generated as a pdf, ready to be provided to the client.

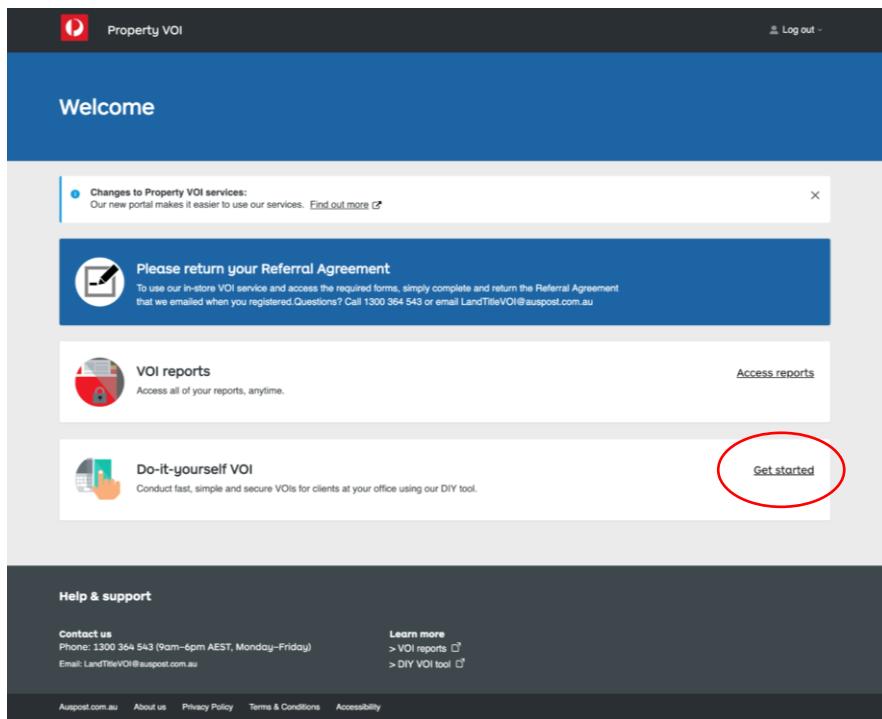
4 DIY VOI tool

4.1 What is the DIY VOI tool?

Australia Post allows you to perform your own VOI checks for clients in the comfort of your office or at their preferred location. You can securely capture the identity documentation for your client, with no need to rely on your own storage.

4.2 Using the DIY VOI tool

From the Property VOI portal dashboard, click on the 'Get started' link on the 'Do-it-yourself VOI' tile:



This opens a new window within the Property VOI portal.

For more detailed instructions on how to use the DIY VOI tool, please refer to the Do It Yourself VOI Tool for Property Transfers User Guide, available via the 'DIY VOI tool' hyperlink in the footer of the Property VOI portal.

 Do It Yourself Verification Of Identity for Property Transfers
Logout

1. Enter details
2. Mobile verification
3. Document capture
4. Post

Identity Verifier to complete VOI check - \$14.95 (inc. GST)

Reminder: Prior to the collection of a customer's personal information, you should ensure that the customer is aware of the purpose for which their information is being collected and that they have consented to its collection.

First name*

Middle name Surname*

Unit number Street number

Street name* Street type

Suburb*

State* Postcode*

Date of birth (DD/MM/YYYY)* Mobile phone number*
Number will be verified on the following screen.

Address of property being transacted*

I confirm that the customer has provided their consent to the collection and use of their information and acknowledged the enclosed Privacy Notice.

Your personal information is being captured to fulfil an in-person identity check by your conveyancer, lawyer or mortgagee. Without this information, they would be unable verify your identity in accordance with applicable standards. The personal information you disclose will be subject to the privacy policies or practices of your conveyancer, lawyer or mortgagee and may be shared with certain third parties contracted to assist them in the provision of their verification of identity services. Any personal information shared with and/or maintained by Australia Post as a result of use of the In-house VOI Solution will be handled in accordance with the Australia Post Group Privacy Policy which outlines how to access and/or correct your personal information or make a privacy related complaint. For more information please visit www.auspost.com.au/privacy.

5 VOI Reports

5.1 What is a VOI Report

A VOI Report is a PDF document that is generated following evidence captured during a VOI check performed by:

1. Australia Post over the counter at a participating post office.
2. You using the *Do It Yourself Verification of Identity (VOI) Tool*.

5.2 VOI Reports With Comments generated from VOI checks conducted by Australia Post

In exceptional circumstances Australia Post may add comments for your consideration that appear:

- on the first page of a VOI Report in the *Australia Post use only* section on your form, or
- on the last page of a VOI Report generated from an *Australia Post ID Check* express service post office .

Where comments appear in a VOI Report, you should consider taking further steps necessary to constitute reasonable steps to verify the identity of the person being identified. VOI Reports containing comments are flagged with either *New With Comments* or *Viewed With Comments* in the Status field.

5.3 VOI Reports generated from VOI checks conducted using the Do It Yourself VOI Tool

VOI Reports generated from a VOI check performed by You using the VOI Tool can be identified by a Reference ID commencing with “DIY”. This Reference ID appears in the bottom right hand side footer of a VOI Report.

Additionally, the *Unique Reference Number* searchable field in Filebound will commence with “42” for that record.

VOI Reports of this type can be listed by performing a *Unique Reference Number* search commencing with “42” (refer to Section 6 *Viewing and Searching for VOI Reports* for more information).

6 Viewing and Searching for VOI Reports

6.1 Viewer Settings

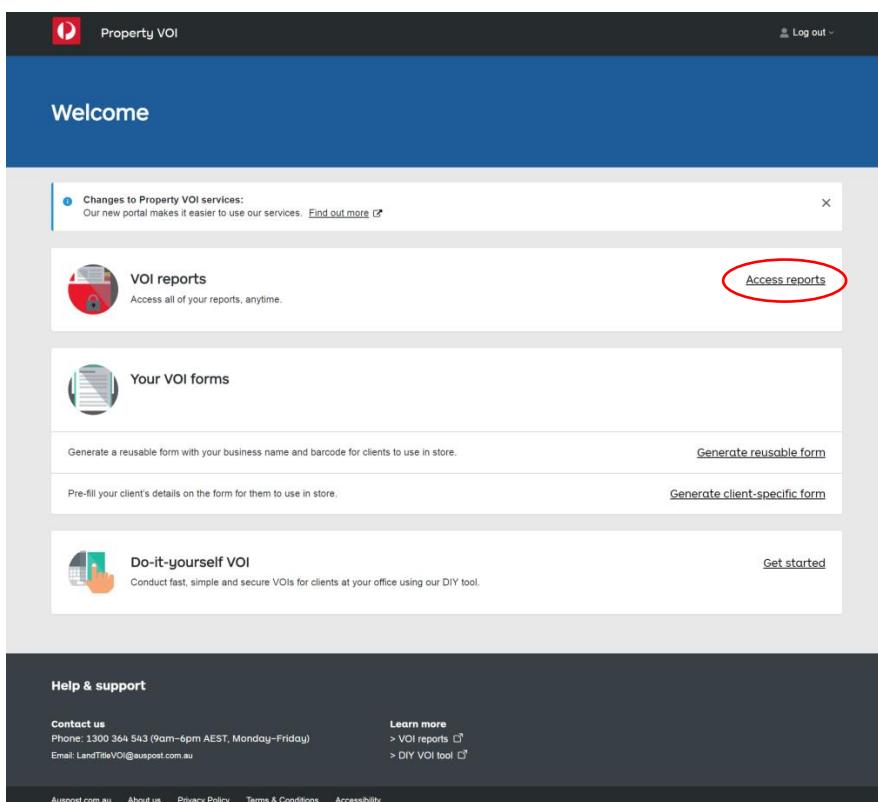
There are two options for viewing VOI reports from your PC:

1. Web Viewer.
2. Windows Viewer (requires installation of viewer application).

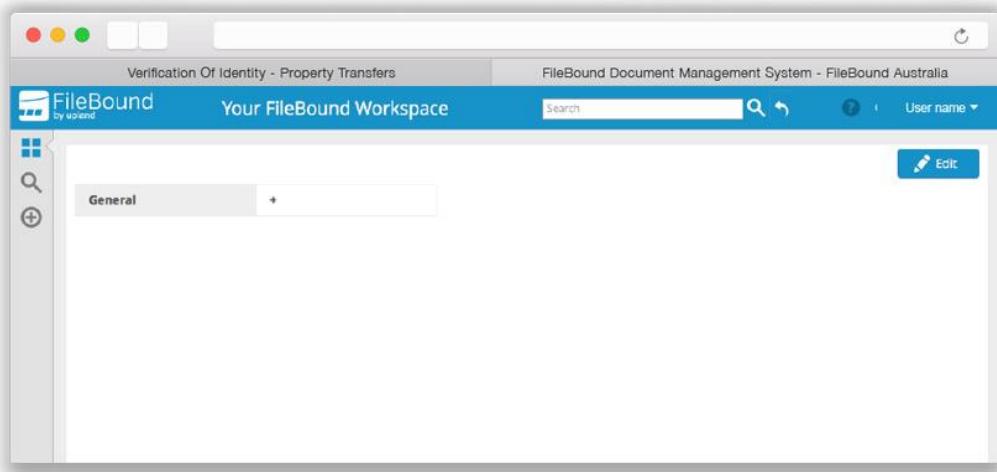
As the default Viewer setting is Web Viewer, the content of this User Manual is confined to the Web Viewer interface. The viewer setting determines the viewer a VOI report opens when the VOI report view icon is clicked in the **Search Results** page.

6.2 Accessing the VOI report repository

VOI reports are accessed from the Property VOI portal via the 'Access reports' link in the 'VOI reports' tile.

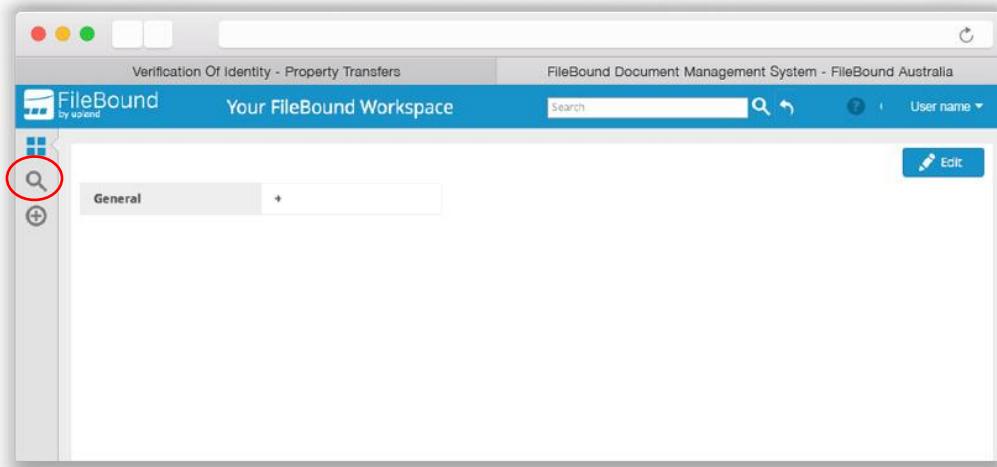


This opens a new window containing the VOI report repository.



6.3 Performing a Search

Click the magnifying glass icon in the navigation pane.



Enter the applicant's Surname or Phone Number and click the Search button to produce a list of search results.

upland FileBound Search

Project Search Criteria

Project: Land Titles

Unique Reference Number:

Surname: **Amos** (circled)

Applicant's Phone Number:

Date Loaded: to

Status:

Advanced Search Options

Search (circled) | Save Search

All matches for the entered Surname are displayed.

Searches of partial Surname or phone number (where provided) can also be performed to produce match hits. The resulting partial matches are displayed.

upland FileBound

Project: Land Titles

Found 2 File(s)

	CLMID	Surname	Applicant's Phone Number
<input type="checkbox"/>	12345	WALLACE	0412123456
<input type="checkbox"/>	12345	BRYANT	0412654321

6.4 What wildcards can be used in a search?

Wildcard (%): This variable performs a wildcard search and retrieves all the files. It is useful for both alphanumeric and numerical field values. When used at the beginning of the search criteria the index field will be searched for the entered criteria anywhere within the index field, not just at the beginning.

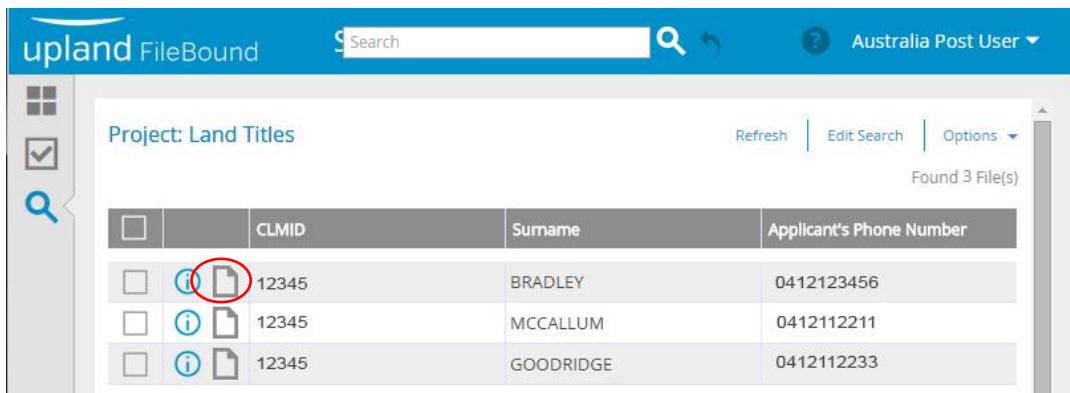
Exact (~): This variable performs an exact search, when you place it at the end of the search string. For example, "Brian~" retrieves all the records having the exact value 'Brian'. It is also useful for both alphanumeric and numerical values.

Exclude (!): This variable excludes the search string from the search result, when you place it in the beginning. For example, '!Brian' retrieves all the files that do not begin with 'Brian'.

Or (|): This variable when placed between search criteria will allow FileBound to perform an 'OR' search.

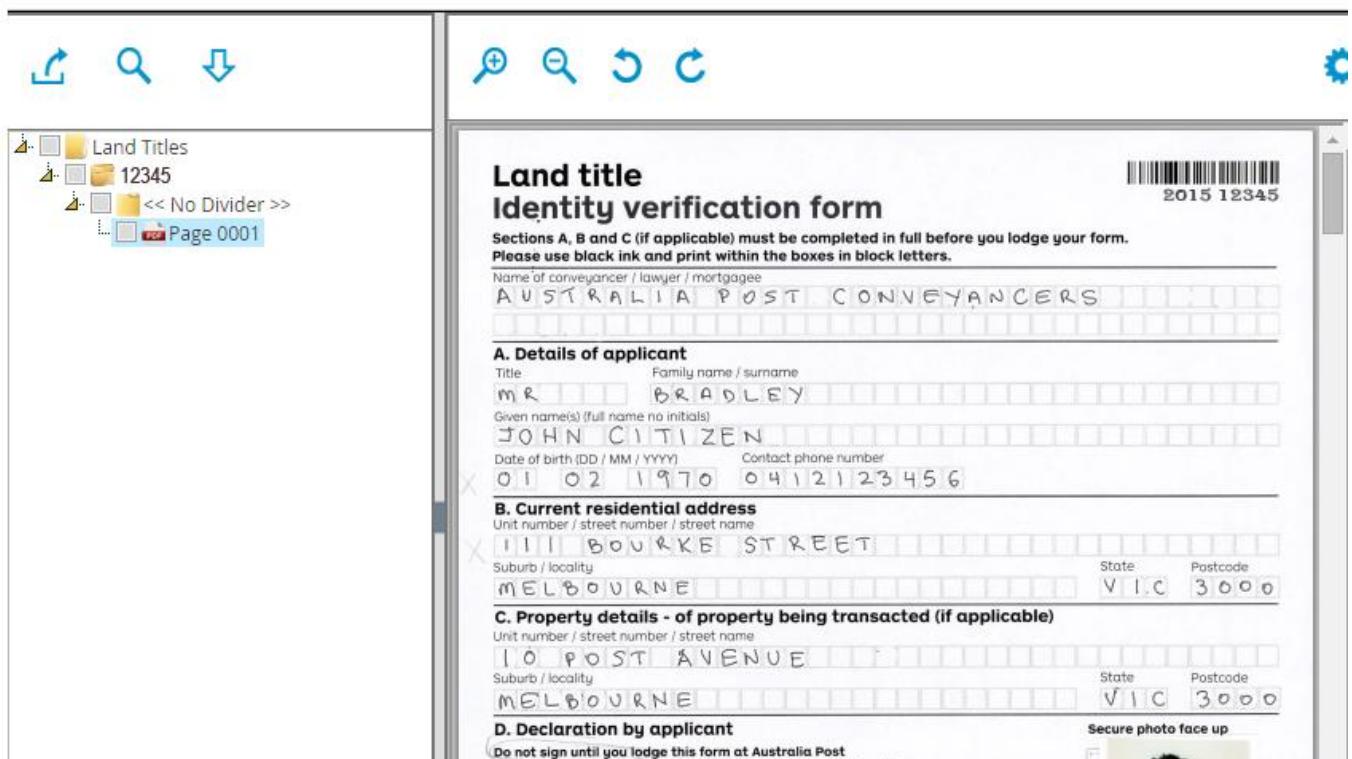
6.5 View a VOI Report

To view a VOI Report, click on the document icon.



	CLMID	Surname	Applicant's Phone Number
<input type="checkbox"/>	12345	BRADLEY	0412123456
<input type="checkbox"/>	12345	MCCALLUM	0412112211
<input type="checkbox"/>	12345	GOODRIDGE	0412112233

The VOI Report is displayed in a separate window. Scroll through the pages to view the information contained therein.



Land title
Identity verification form

2015 12345

Sections A, B and C (if applicable) must be completed in full before you lodge your form.
Please use black ink and print within the boxes in block letters.

Name of conveyancer / lawyer / mortgagee
AUSTRALIA POST CONVEYANCERS

A. Details of applicant

Title Family name / surname
MR BRADLEY

Given name(s) (full name no initials)
JOHN CITIZEN

Date of birth (DD / MM / YYYY) Contact phone number
01 02 1970 0412123456

B. Current residential address

Unit number / street number / street name
10 POST AVENUE

Suburb / locality State Postcode
MELBOURNE VIC 3000

C. Property details - of property being transacted (if applicable)

Unit number / street number / street name
10 POST AVENUE

Suburb / locality State Postcode
MELBOURNE VIC 3000

D. Declaration by applicant

Do not sign until you lodge this form at Australia Post

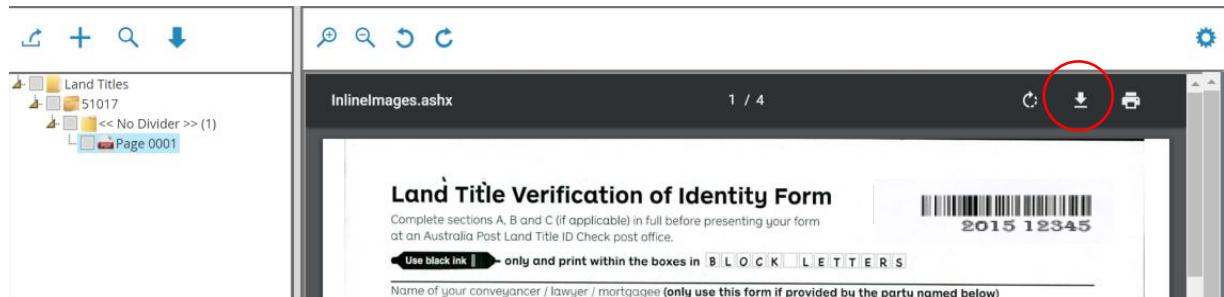
Secure photo face up

7 Saving and Printing VOI Reports

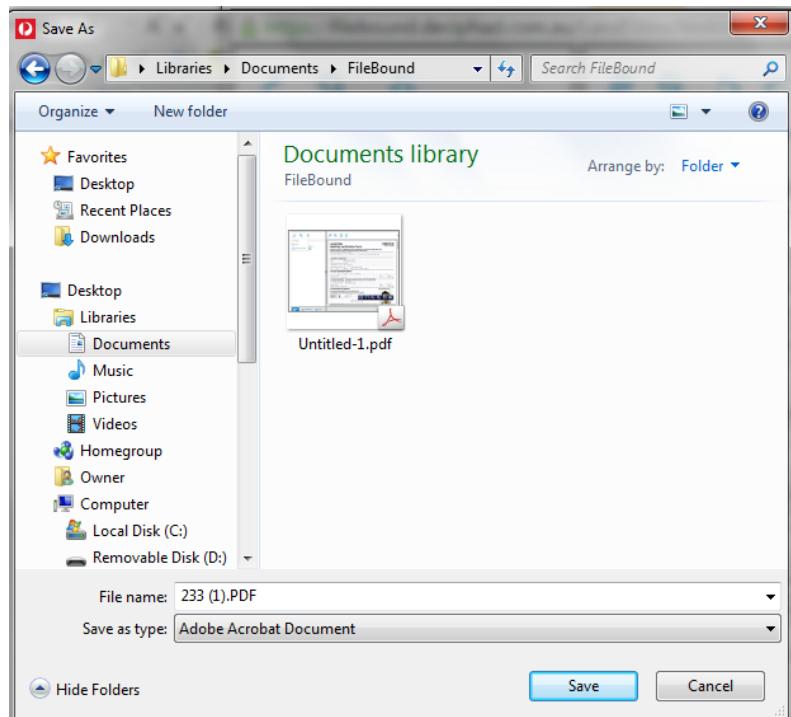
7.1 Save VOI Report as a PDF

To save the VOI Report as a PDF file, click on the report. A menu should appear at the top of the page.

Click on the 'Download' icon.

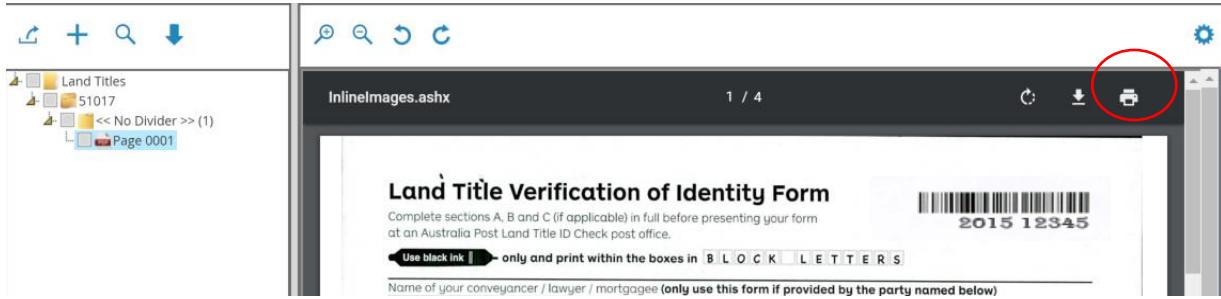


You will be prompted to save the VOI Report as a PDF in folder location on your computer.



7.2 Printing VOI reports

Click on the report. A menu should appear at the top of the page.



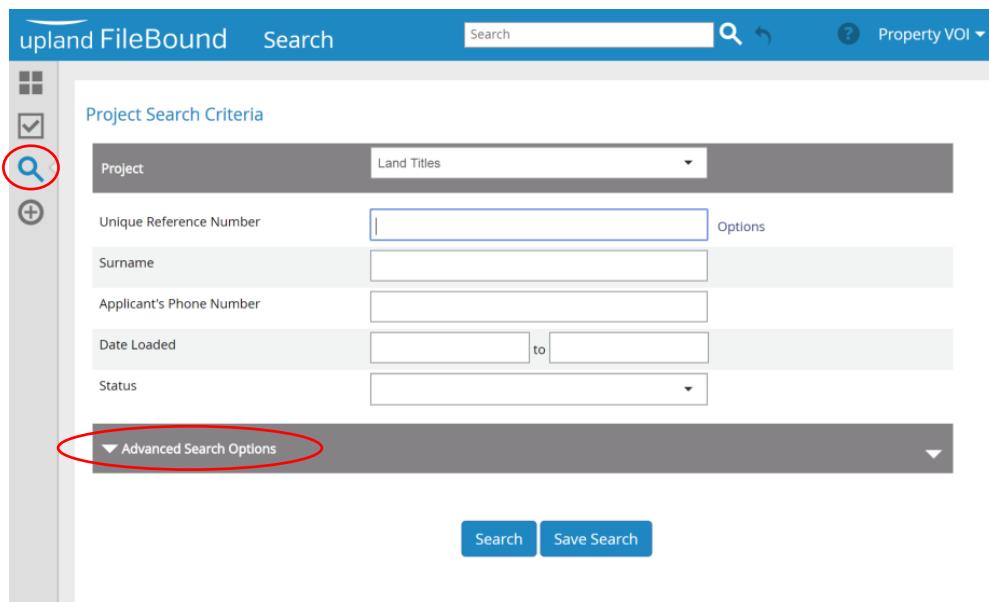
1. Click **Print** icon from the menu within the PDF document.
The **Print** dialog box opens.
2. You can make necessary changes to the print settings if required, and then click **OK** to print the document.

8 Advanced Search Options

8.1 Search using a field that is located within the Advanced Search Options

The advanced search options on the **Search** page have additional features.

Click the search icon on the navigation pane to open the Search page.



The screenshot shows the 'upland FileBound' interface with the 'Search' page open. The top navigation bar includes the 'upland FileBound' logo, a search bar, and a 'Property VOI' dropdown. On the left, there is a navigation pane with icons for 'File', 'Search' (which is selected and highlighted in blue), 'Print', and 'Help'. The main content area is titled 'Project Search Criteria' and contains several search fields: 'Project' (set to 'Land Titles'), 'Unique Reference Number' (input field with a blue border), 'Surname' (input field), 'Applicant's Phone Number' (input field), 'Date Loaded' (input field with a 'to' field), and 'Status' (dropdown menu). At the bottom of this section is a button labeled 'Advanced Search Options' with a downward arrow, which is also circled in red. Below this section are two buttons: 'Search' and 'Save Search'.

Click the **Advanced Search Options** to see all the advanced search options available.

You can use the fields that are displayed under the **Advanced Search Options** section to perform a search eg DOB = Date of Birth.

The screenshot shows the 'Project Search Criteria' section of the upland FileBound search interface. The 'Project' dropdown is set to 'Land Titles'. The 'DOB' field contains the value '1971', which is circled in red. The 'Options' link next to the 'DOB' field is also circled in red. Other fields include 'Unique Reference Number', 'Surname', 'Applicant's Phone Number', 'Date Loaded', 'Status', and 'Annotation Text'. At the bottom are 'Search' and 'Save Search' buttons.

The resulting matches are displayed with each VOI report containing a respective match to the DOB.

8.2 Searching for an exact or no match value

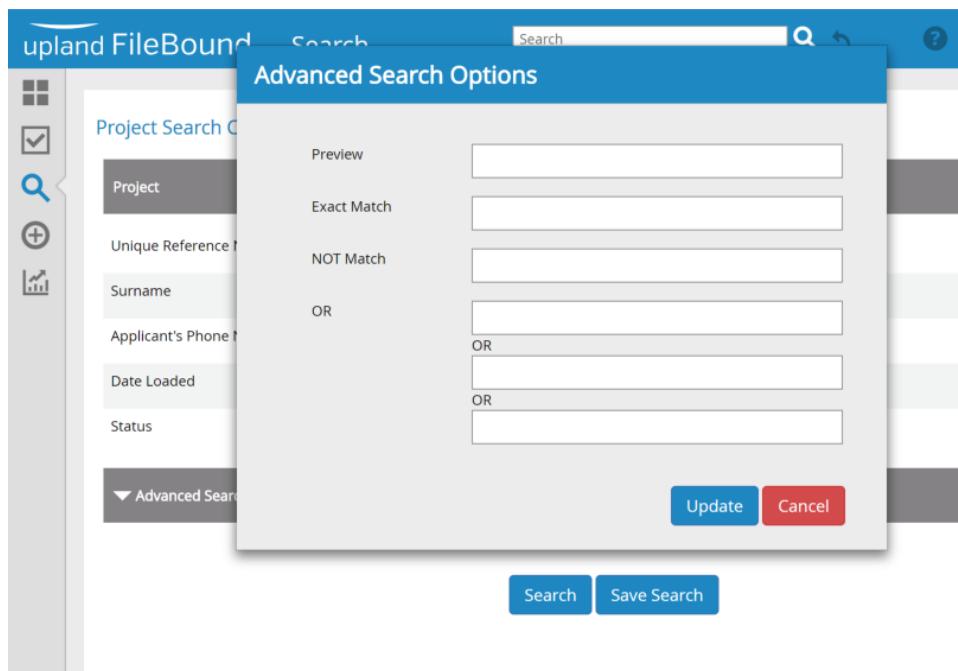
You can use variables to narrow or broaden the search criteria. You can manually enter these variables or let FileBound add them automatically with the use of the Advanced Search. This allows a user to enter criteria to perform exact match, match not equal to the entered criteria, and a search using multiple values.

Click on the field you want to search eg 'Surname'. An 'Options' link will appear next to the field.

Click the 'Options' link.

The screenshot shows the 'Project Search Criteria' section of the upland FileBound search interface. The 'Project' dropdown is set to 'Land Titles'. The 'Unique Reference Number' field is selected and has a blue border. The 'Options' link next to it is circled in red. Other fields include 'Surname', 'Applicant's Phone Number', 'Date Loaded', and 'Status'. At the bottom are 'Search' and 'Save Search' buttons.

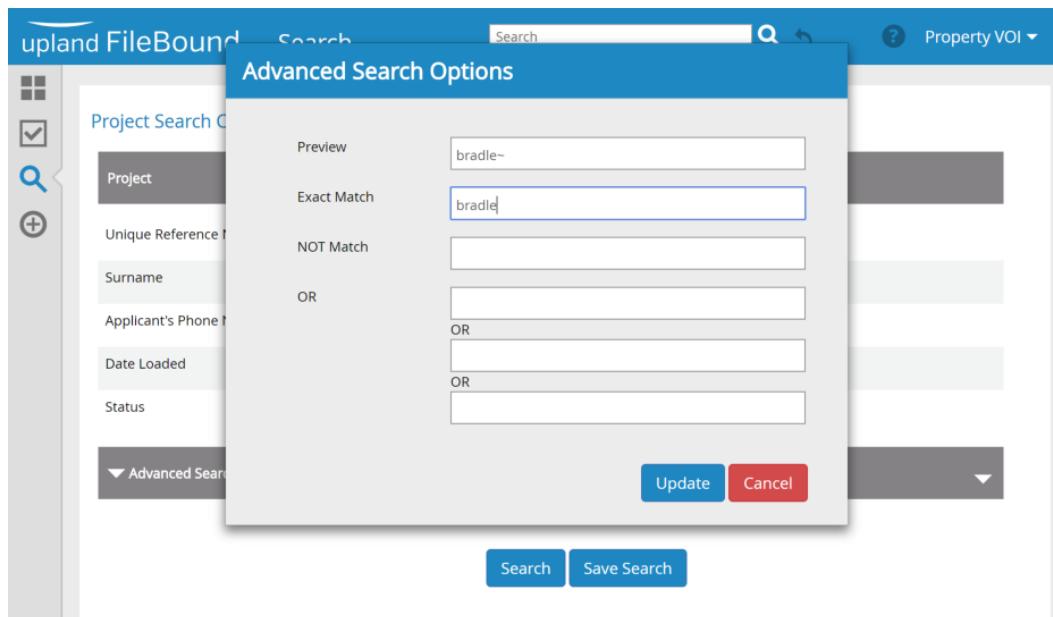
The 'Advanced Search Options' dialog box opens.



For an Exact Match:

1. Type the search criteria in the Exact Match box.
2. Click Update.

Note: As criteria are entered, the Preview field displays the string that is passed as the search criteria.



Alternatively, the NOT MATCH option can be selected to display all non matches.

9 Frequently Asked Questions

This section provides answers to common questions about our VOI Report Portal.

9.1 Australia Post VOI for Property Transfers over the counter service

9.1.1 How does the Australia Post VOI Service work?

The verification of identity (VOI) service utilises Australia Post's advanced technology platform, designed to provide integrity and consistency to the identity check performed by Australia Post. The technology guides Australia Post staff through the identity check process and helps increase compliance as well as mitigating the risk of identity fraud.

The verification of identity service involves:

1. Client presents their VOI form and the required ID documents (as specified by Verification of Identity Standard) at a participating post office.
2. Australia Post staff verifies the clients identity, checking that the person being identified appears to have similar facial characteristics as the person in the photo ID
3. Australia Post staff witness the client signature (and signatures on any additional documents such as the Client Authorisation Form)
4. ID documents are scanned/photocopied and certified as true copies of the originals
5. A photo of the applicant is taken in-store
6. Payment is collected directly from the client and a transaction receipt is issued¹
7. VOI reports are sent securely to your VOI report repository. This includes the VOI form with verifier declaration, copies/images of certified ID documents, a passport standard ID photo and other supporting documentation such as the client authorisation form.

9.1.2 Will I receive electronic copies of the ID check documentation?

Yes. An electronic copy of the VOI form, certified copies of the ID documents, client authorisation form (if presented) and a photograph will be made available for Conveyancers, Lawyers or Mortgagees to download from their VOI report repository.

9.1.3 Which Australia Post post offices is this transaction available in?

The transaction is available nationally at over 1,500 participating post offices.

If your clients want to locate their nearest participating Post Office, they can use the following options:

- Express Land Title ID Check service. (Same day delivery)
<http://auspost.com.au/pol/app/locate/post-office/land-title-id-check-express-service>
- Non-Express Land Title ID Check service. (Subject to delivery standards. 2-5 business days)
<http://auspost.com.au/pol/app/locate?service=land-title-id-check>

or call 13 13 18

9.1.4 What identity documents do you accept?

Australia Post will accept identity documents and document combinations in line with the national Verification of Identity Standard. These are outlined on our VOI Form, as well as listed on the Australia Post website:

<http://auspost.com.au/landtitles>

9.1.5 Do you accept Foreign Passports?

Yes. The Verification of Identity Standard allows for the acceptance of foreign passports as an alternative to Australian passports for the Land Title ID Check.

¹ In some cases, your conveyancing practice may pay this fee on behalf of your customers

Foreign passports can be used (in Categories 1, 2, 4 and 5) if the applicant does not have an Australian passport.

9.1.6 What does the VOI transaction conducted by Australia Post include?

The fee paid by the property purchaser/seller², and includes:

- ID Check;
- Photocopying/scanning and certification of ID documents;
- Witnessing applicant signature;
- Capturing applicant's photograph;
- Collecting payment for the service³;
- Securely delivering the VOI report containing the VOI results (electronically).

9.1.7 What does the applicant need to bring to a participating Australia Post Outlet?

Applicants must bring the following:

- The Land Title Verification of Identity Form issued by their Conveyancer, Lawyer or Mortgagee;
- Original Identification documents – complying with an applicable Category;
- Client Authorisation form or land registry instruments - for execution witnessing (where applicable); and
- Cash, EFTPOS, Visa or MasterCard to pay Australia Post for the service fees.

9.1.8 Will Australia Post witness the signature on Client Authorisation Forms?

Yes. If the applicant provides supporting documents such as the Client Authorisation Form, Australia Post will witness the applicant signing the Client Authorisation Form. The signed form will be scanned/digitised and included in the electronic VOI report. Once signed and witnessed the Client Authorisation form must be forwarded to the conveyancer by the applicant.

9.2 VOI report repository

9.2.1 How long will VOI reports take to be uploaded?

VOI reports will be delivered to your VOI report repository on the same day they are digitised by Australia Post.
Note: where VOI forms are mailed to a digitisation centre, additional time for postage will apply.

9.2.2 How long are VOI reports valid?

Validity is typically 2 years – refer to the Identity Verification Standard for details.

9.2.3 How large is the VOI report file?

This will depend on the number of identity documents and supporting documents.

9.2.4 How secure is my VOI report repository?

The VOI Report Portal uses AES symmetric encryption algorithm for VOI reports at rest.

9.2.5 How do I access my VOI reports?

You can access the VOI report repository from the Property VOI portal: <https://auspost.com.au/propertuovi>

² In some cases, your conveyancing practice may pay this fee on behalf of your customers.

³ In some cases, your conveyancing practice may pay this fee on behalf of your customers.

10 Document Categories

10.1 Document categories that a Person Being Identified is to present

The Person Being Identified (PBI) should produce two Category 1 documents in accordance with the VOI Standard**, if these have been issued.

Identification documents presented must contain matching personal information, be original and current (except for an expired Australian Passport which has not been cancelled and was current within the preceding two years)

If the PBI cannot satisfy Category 1 requirements, they must produce documents from the next highest category possible.

Australian citizen or resident					Non Australian citizen or resident
Category 1	Category 2	Category 3	Category 4 (a)	Category 4 (b)	Category 6
ONE of the following • Australian passport • Foreign passport	ONE of the following • Australian passport • Foreign passport	ONE of the following • Australian driver licence • Proof of age card (issued by the Commonwealth, a state or territory) • Photo card (issued by the Commonwealth, a state or territory)	ONE of the following • Australian passport • Foreign passport	ONE of the following • Australian passport • Foreign passport	<ul style="list-style-type: none">• Foreign passport
AND ONE of the following • Australian driver licence • Proof of age card (issued by the Commonwealth, a state or territory) • Photo card (issued by the Commonwealth, a state or territory)	AND ONE of the following • Full birth certificate • Citizenship certificate	AND ONE of the following • Full birth certificate • Citizenship certificate	AND ONE of the following government issued licences (with photo) • Australian boat licence • Australian firearms licence • Private security licence • Australian WorkCover licence	AND <ul style="list-style-type: none">• Full birth certificate	AND ONE of the following (a) • Australian / foreign driver licence • Proof of age card (issued by the Commonwealth, a state or territory) • Photo card (issued by the Commonwealth, a state or territory) OR (b) • Full birth certificate
AND (If required) Change of Name* • Marriage certificate • Change of name certificate	AND (If required) Change of Name* • Marriage certificate • Change of name certificate	AND (If required) Change of Name* • Marriage certificate • Change of name certificate	AND (If required) Change of Name* • Marriage certificate • Change of name certificate	AND (If required) Change of Name* • Marriage certificate • Change of name certificate	AND (If required) Change of Name* • Marriage certificate • Change of name certificate

* Must be issued by the Registry Birth, Deaths and Marriages. Documents issued by a celebrant are not acceptable.

**"VOI Standard" means the Australian Registrars National Electronic Conveyancing Council's Verification of Identity Standard, contained in the Model Participation Rules Version 4 (published May 2017 and available at www.arnecc.gov.au)

Further Assistance

If you require further assistance, please contact the Australia Post Land Titles VOI Team:

Phone: 1300 364 543

Email: landtitlevoi@auspost.com.au