

Proving your QGov digital identity at a Customer Centre

We have listened to your feedback, and we have rolled out our identity verification service to our select Customer Centre's. This will help you to complete online procedures that are offered by participating Queensland Government services.

We are offering this service at 5 of our Customer Service Centre's: Brisbane, Beaudesert, Maroochydoore, Cairns and Gatton.

At the Customer Centre, you will be asked to agree that:

- the identifying information you provide will be checked with the issuer or official record holder
- your name and date of birth will be stored securely.

Once your identity is verified at a counter, your login will be updated, and you will be able to complete the service online.

Before visiting a Customer Centre, please bring your:



Mobile phone with the number you registered online

A confirmation code will be sent to this mobile number at the counter.



100 points of identification

- You must include at least one primary document.
- Your family name must match the family name on at least two documents, unless a Marriage certificate or Change of name certificate is provided.

Primary documents (at least one)

Australian citizenship certificate *	- 40 points
Australian passport *	- 50 points
Australian Visa *	- 30 points
Birth certificate *	- 40 points
Driver licence *	- 60 points
Foreign passport *	- 40 points
Immigration card *	- 40 points

Secondary documents

Adult proof of age (APA) *	- 30 points
Australian secondary school ID *	- 30 points
Aviation/maritime security photo ID card	- 40 points
Change of name certificate *	- 30 points
Certificate of Registration by Descent	- 30 points
Foreign driver licence with photo	- 40 points
Government employee photo ID card	- 40 points
Medicare card *	- 30 points
Marriage certificate *	- 30 points

Other supporting documents

Blue/exemption card	- 20 points
Club/social cards *	- 10 points
Credit card / bank card *	- 20 points
Current occupational licence *	- 20 points
Electoral enrolment	- 20 points
Employee photo ID card	- 30 points
Government benefit card	- 20 points
Income tax assessment	- 20 points
Private health fund card	- 20 points
University student ID *	- 20 points
Rates bill	- 10 points
Utilities/phone bill	- 10 points

* You may be eligible for extra points.

Documents must be Australian, or state issued unless otherwise stated. It may be helpful to bring additional documents if available. Original documents must be provided; photocopies will not be accepted.

Read our FAQs (<https://identity.qld.gov.au/help/faq.html>) to learn more about your QGov digital identity.

Locations and Contact details:

Brisbane | Upper Plaza, 33 Charlotte Street, Brisbane

Cairns | William McCormack Place, Ground Floor, 5B Sheridan Street, Cairns

Maroochydoore | Mike Ahern Centre, Ground Floor, 12 First Avenue, Maroochydoore.

Beaudesert | 1 Telemon Street, Beaudesert

Gatton | 7 William Street, Gatton

Monday to Tuesday, Thursday to Friday
8.30am to 4.30pm Wednesday 9.30am to 4.30pm

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