

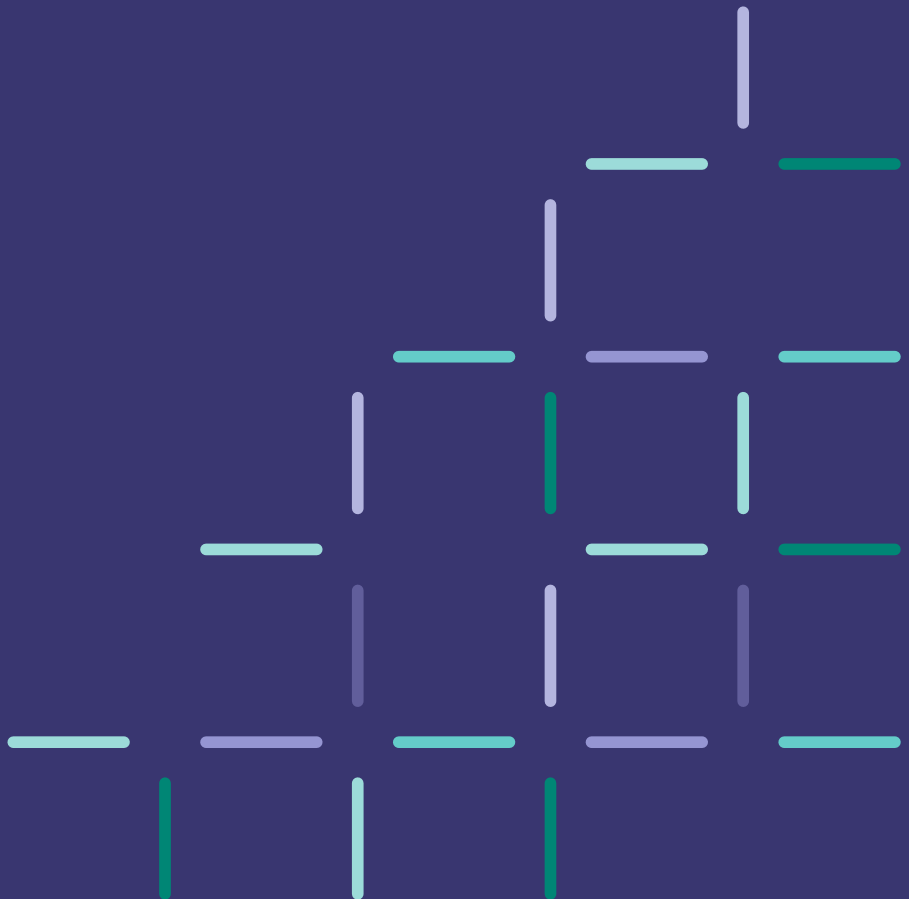


Australian Government

Australia's
**Digital ID
System**

Australia's Digital ID System

Easy Read version



digitalidsystem.gov.au

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About this book



Australia's
**Digital ID
System**

This book is from the Australian Government.



This book is a summary. Summary means we only include the most important ideas.

This book tells you about Digital IDs.



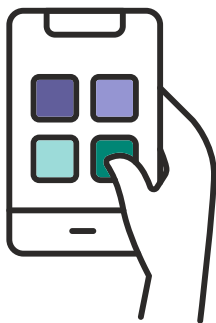
A Digital ID is a safe and easy way to verify who you are. Verify means prove.

About Digital IDs



A Digital ID is like an ID.

You can get a Digital ID through an app for free.



An app is a program you can download to your:

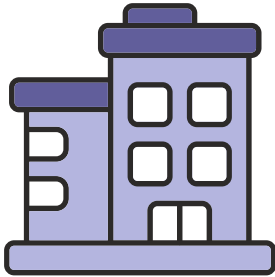
- smart phone
- tablet.

Smart phones and tablets are connected to the internet. You can carry them around with you.



A Digital ID is **not** a physical card or document.

What Digital IDs are for



You can use a Digital ID to verify who you are to:

- services, like the post office
- businesses, like the bank
- government services, like Services Australia.



You can use a Digital ID to get services in person and online.



In the future you might be able to use a Digital ID to verify who you are to do more things.



For example, you might be able to use a Digital ID to:

- apply for a job
- apply for a home to rent
- open a bank account or bank loan.

Who can have a Digital ID



To have a Digital ID you must be 15 years or older.

You also need to have your own:

- email address
- smart phone or tablet.

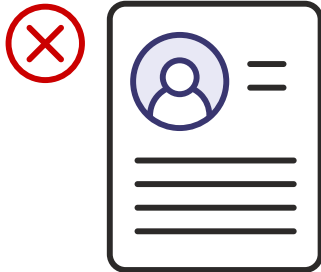
If you are not an Australian citizen



You do not need to be an Australian citizen to get a Digital ID.

You can get a Digital ID if you have a visa to live in Australia.

Reasons to use a Digital ID



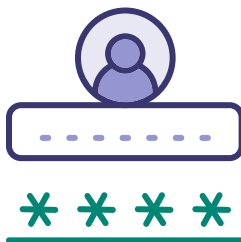
A Digital ID might be easier to manage because you do **not** need to:

- use your physical ID to get services
- share copies of your ID.



If you use a Digital ID there is less chance that someone can steal your information.

This means that your information is safer.



You can also use a Digital ID to log in to online services, like myGov.

This means you do not have to remember lots of usernames and passwords.

Your personal information on a Digital ID



Personal information means information about you, like on your:

- Australian driver licence
- Australian proof of age card
- Australian birth certificate.



A Digital ID will keep your information private.

Private means the service you show your Digital ID to **cannot** get a copy of your ID documents.

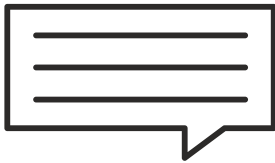


This makes it harder for someone to steal your information from the service.



Your Digital ID will ask for your permission before it shares your information with services.

If you say yes, the Digital ID will only share the information that a service needs to know.



You can see what information the Digital ID wants to share.



For example, a service might ask you to verify you are over 18 years old before you buy something.

The Digital ID will only tell the service if you are over 18 years old.

Digital IDs are voluntary



Voluntary means it is your choice to use a Digital ID.

You do **not** have to use a Digital ID.



Your physical ID cards or documents will still work with most services.



If you want to use a Digital ID you need to choose one.

How to choose a Digital ID

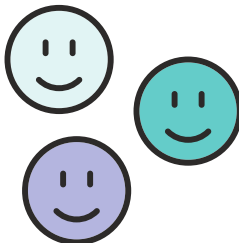


There are many Digital IDs in Australia.

We recommend that you choose an accredited Digital ID.



An accredited Digital ID **must** follow strict rules from the Australian Government to keep your information safe.



Accredited Digital IDs must be easy to use.



To check if a Digital ID is accredited, look for the Digital ID trustmark.

Digital ID companies that follow the strict Australian Government rules can display the Digital ID trustmark.

You can find a list of accredited Digital IDs on the [Digital ID registers](#).

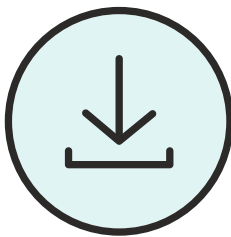


You can visit the website at:

digitalidsystem.gov.au/digital-id-registers

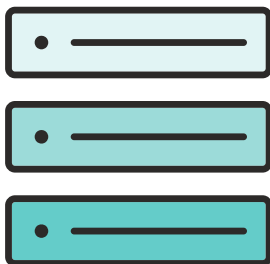
How to set up a Digital ID

If you need help you can ask a support person, like a family member, friend or carer.



Step 1

Download an accredited Digital ID app onto your smart phone or tablet.



Step 2

Follow the steps in the app about how to set up your Digital ID.

You might need some physical ID

To finish setting up your Digital ID, you might need some physical cards or ID documents.

For example, you might need some of these:



- Australian birth certificate
- Medicare card
- Australian driver licence
- Australian passport
- ImmiCard
- Australian citizenship certificate
- visa to live in Australia.

Digital ID strength levels

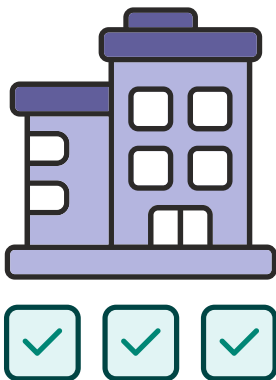


Strength level means how much personal information you share to set up your Digital ID.

You might need to provide more personal information to create a stronger Digital ID.



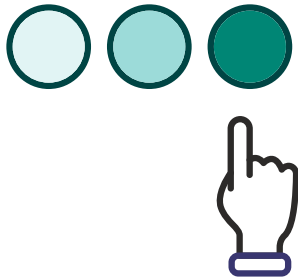
To verify who you are, the services you use might need a certain kind of Digital ID strength level.



A stronger Digital ID will let you use the most services. For example, you need a stronger Digital ID to apply for a tax file number online.

When a service needs a stronger Digital ID it is harder for someone to pretend to be you.

How to decide on your Digital ID strength level



You can choose what strength you want in your Digital ID app.

A service will tell you what Digital ID strength they need from you.

You can think about what services you want to use with your Digital ID.



You can also think about what personal information and ID you have.

How to get help with your Digital ID

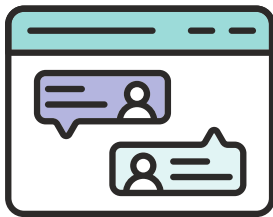


Sometimes you might need to update your information, for example if your:

- information changes
- ID expires.



To find out how to update your information you can go to the website for your Digital ID.



You can also contact the Digital ID company for help, like:

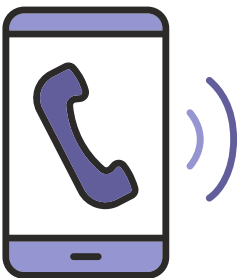
- to update your information
- if you have a problem with your Digital ID
- if you want to know more about your privacy.

What to do if something goes wrong



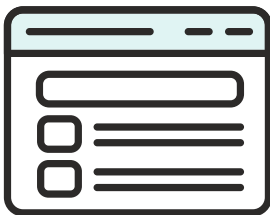
If someone steals your identity

It is against the law for someone to take your personal information and pretend to be you.



You should contact:

- your local police
- the Digital ID company.



You can also report if someone is pretending to be you to police online at: cyber.gov.au/report-and-recover/report

If you want to make a complaint



If you think your personal information on your Digital ID is not private any more you can:

- contact the Digital ID company
- make a complaint.

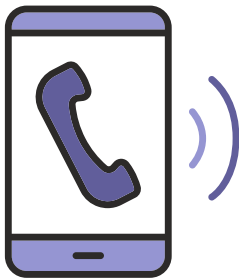


A complaint is when you:

- tell the Digital ID company something has gone wrong
- ask the Digital ID company to try and fix what has gone wrong.

If you are not happy after you make a complaint

You can contact the Office of the Australian Information Commissioner or OAIC about privacy issues.



Call the OAIC

1300 363 992

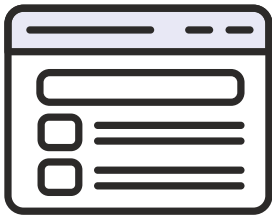
You can call the OAIC Monday to Thursday, 10am to 4pm AEST/AEDT.

The OAIC is located in New South Wales. You should check the time zone for your state to understand what times you can call.

Use the OAIC complaint form



You can use the complaint form to tell the OAIC about what has gone wrong with your Digital ID.



You can find the form at: oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us



For more information about complaints, you can visit the OAIC website at: oaic.gov.au/privacy/privacy-complaints

More information about Australia's Digital ID System



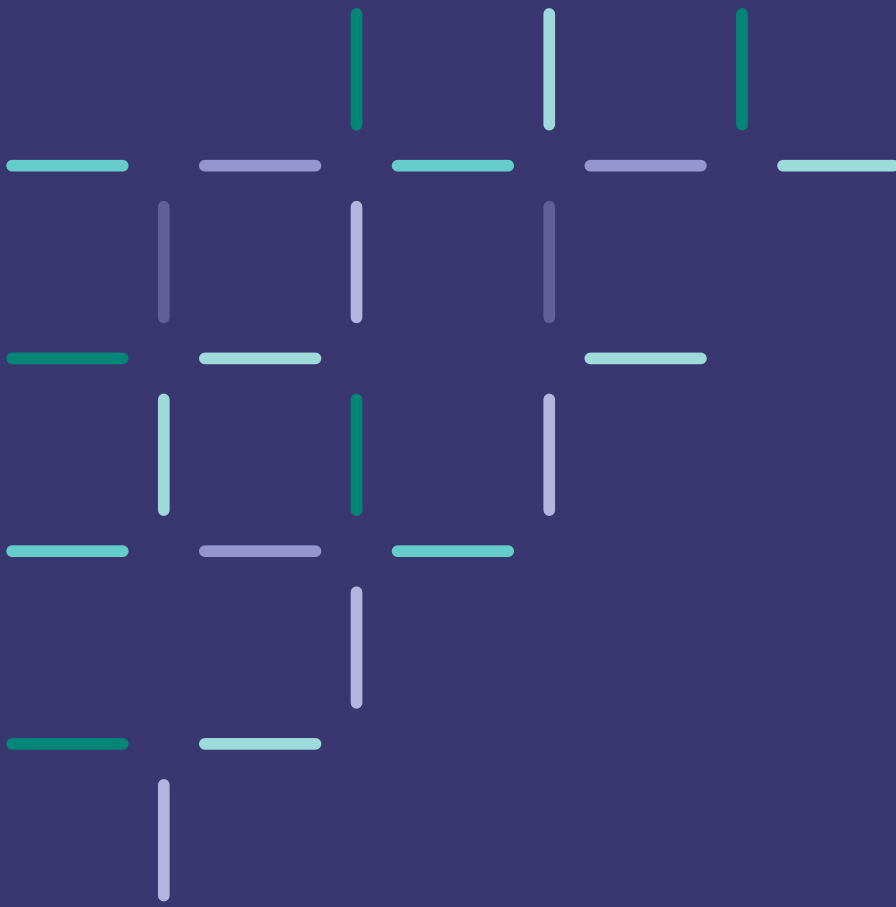
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Visit our website

digitalidsystem.gov.au



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