



ARTHUR BROWNE & ASSOCIATES

Verification of Identify What it is and why we do it

Why We Verify Your Identity

Verification of Identity (VOI) helps ensure that the person giving instructions or signing documents is genuinely who they say they are. This reduces the risk of identity theft and property fraud and helps protect you, your assets, and the integrity of your matter.

In Queensland, lawyers are required to take “reasonable steps” to verify a client’s identity, particularly in property transactions and matters involving registry documents. VOI is a common and accepted way of meeting these obligations.

VOI itself does not confirm your authority to act (for example, as an attorney or company director). Additional checks may be required.

The Legal Basis

VOI practices are guided by:

- The **Model Participation Rules (MPR)** for electronic conveyancing
- The **Land Title Act 1994 (Qld)** and Titles Registry requirements
- Professional obligations to prevent fraud and ensure secure, reliable transactions

Following the VOI “Standard” set out in the MPR is known as the **Safe Harbour** method. Lawyers may also use alternative **reasonable steps** where appropriate.

These requirements commonly apply to documents such as transfers of land, mortgages, caveats, powers of attorney used in property dealings, and other Titles Registry documents.

Why VOI Protects You

✓ Reduces the risk of identity fraud

Ensures no one can deal with your property or legal affairs without your authority.

✓ Helps ensure documents are valid and accepted

The Titles Registry requires documents to be signed by the correct person.

✓ Minimises delays

Having your identity properly verified helps transactions proceed smoothly.

✓ Meets legal and professional requirements

VOI is the recognised method for complying with “reasonable steps” obligations.

What to Bring

Depending on the VOI category being used, you may be asked to provide original versions of:

- Passport
- Driver’s licence or photo ID card
- Birth or citizenship certificate
- Medicare, Centrelink or DVA card
- Name-change documents (marriage certificate, deed poll, etc.)

We will advise which category applies and what combination of documents is required.

How the VOI Process Works

1. You attend the office with your original identity documents. It is best to call and make a suitable time to do this.
2. We sight and record your documents in accordance with the VOI Standard or other reasonable steps.
3. You may be asked to sign documents in our presence.
4. If you cannot attend in person, an authorised VOI agent may assist.
(Remote VOI options may not meet Safe Harbour and depend on the level of risk in your matter.)

The VOI process usually takes only a few minutes once the correct documents are provided.

Who Needs to Complete VOI?

VOI is commonly required for:

- Buyers and sellers of property
- Mortgagors and mortgagees
- Attorneys signing under an enduring power of attorney (property matters)
- Company directors or officers signing for a corporation
- Anyone signing documents intended for lodgement with the Titles Registry

VOI may also be appropriate in other matters, depending on risk.

Frequently Asked Questions

Do I have to complete VOI every time?

Not always. A previous VOI may still be valid, depending on your matter and risk factors. Some transactions require updated verification.

Can someone else verify my identity?

Yes. If you cannot attend our office, we can arrange for an authorised VOI agent or provide instructions for alternative reasonable steps.

Is my information secure?

Yes. Identity information is stored securely and handled in line with legal, regulatory and privacy requirements.

We're Here To Help

If you have questions about what documents to bring or how the process works, please contact our office.

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ID checks aren't just paperwork — they're required under Queensland law and help keep your property and legal affairs safe. Thanks for working with us to protect your interests.

Summary of VOI Document Categories

(Aligned with the VOI Standard / Safe Harbour method)

For Australian Citizens or Residents

Category 1

- Passport or ImmiCard
- Driver's licence or Photo card
- Name-change documents if required

Category 2

- Passport or ImmiCard
- Birth/citizenship certificate
- Medicare/Centrelink/DVA card
- Name-change documents if required

Category 3

- Driver's licence or Photo card
- Birth/citizenship certificate
- Medicare/Centrelink/DVA card
- Name-change documents if required

Category 4(a)

- Passport or ImmiCard
- Another government-issued photographic ID
- Name-change documents if required

Category 4(b)

- Passport or ImmiCard
- Birth certificate
- Another government-issued photographic ID
- Name-change documents if required

Category 5(a)

- Identifier declaration
- Birth/citizenship certificate
- Medicare/Centrelink/DVA card
- Name-change documents if required

Category 5(b)

- Identifier declaration (approved declarant)
- Medicare/Centrelink/DVA card
- Name-change documents if required

For Foreign Persons

Category 6(a)

- Foreign passport
- Another government-issued photographic ID
- Name-change documents if required

Category 6(b)

- Foreign passport
- Birth certificate
- Another government-issued identity document
- Name-change documents if required