

Protecting your identity

Protecting your personal information

- Lock all personal documents in a safe container when not using them.
- Don't carry more personal information than you need.
- Destroy documents such as letters with personal information (e.g. date of birth, address, parents' details, passwords, PINs, investment ID numbers). Don't just throw them in the bin.
- Put a lock on your letter box.
- Don't respond to suspicious or unsolicited mail or email.
- Don't store personal data on your mobile phone.

Protecting yourself online and on your computer

- Use strong passwords and access controls.
- Avoid giving out personal information on the net.
- Be aware of how much personal information you are posting on public sites (such as social networking sites).
- Never click a link or open an attachment from someone you don't know or a source you don't trust.
- Regularly install and update antivirus software.
- Avoid using public computers to access personal information.



Protecting your financial information

- Order a copy of your credit report regularly.
- Check billing and account records carefully.
- Do not give your personal or financial information to anybody with whom you have not initiated contact.

For information on protecting
your identity please visit:
www.ag.gov.au



Australian Government
Attorney-General's Department



Lost, Stolen or Found Identity Documents



Dealing with **identity theft**

Lost, stolen or found identity documents



What is an identity document?

An 'identity document' is a document that provides evidence that you are who you say you are. It contains personal information about you, such as your name, date of birth, and address. Examples include your passport, birth certificate, and drivers licence. These documents have high value in establishing and confirming your identity.

What if my identity document has been lost or stolen?

If your identity document has been lost or stolen, you must inform the agency that issued the document as soon as possible. A list of agencies and their contact details is in this brochure.

Why should I report it?

If you don't report lost or stolen identity documents, people who find them can use them to create a false identity for themselves, using your identity as a cover, and even commit crimes in your name. This is called 'identity theft'. More information about how to prevent identity theft is at the back of this brochure.

What if I find someone else's identity document?

If you find someone else's identity document it is your responsibility to deliver it to your local police station. For high priority documents (that is, passports, visas, citizenship certificates, birth certificates and drivers licences), the local police will contact the owner to arrange retrieval. If the owner cannot be located the local police will contact the agency that issued the document.



Contact details

PASSPORTS

Department of Foreign Affairs and Trade

Ph: 131 232

www.passports.gov.au

VISAS, CITIZENSHIP CERTIFICATES

Department of Immigration and Citizenship

Ph: 131 881

www.immi.gov.au

BIRTH, DEATH & MARRIAGE CERTIFICATES

New South Wales

Ph: 1300 655 236

www.bdm.nsw.gov.au

Victoria

Ph: 1300 369 367

www.bdm.vic.gov.au

Queensland

Ph: 1300 366 430

www.justice.qld.gov.au/bdm

Western Australia

Ph: 1300 305 021

www.bdm.dotag.wa.gov.au

South Australia

Ph: (08) 8204 9599

www.ocba.sa.gov.au/bdm

Tasmania

Ph: 1300 135 513

www.justice.tas.gov.au

Australian Capital Territory

Ph: (02) 6207 0460

www.ors.act.gov.au

Northern Territory

Ph: (08) 8999 6119

www.nt.gov.au/justice/bdm

DRIVERS' LICENCES

New South Wales

Ph: 132 213

www.rta.nsw.gov.au

Victoria

Ph: 131 171

www.vicroads.vic.gov.au

Queensland

Ph: 132 380

www.transport.qld.gov.au

Western Australia

Ph: 131 156

www.transport.wa.gov.au

South Australia

Ph: 131 084

www.transport.sa.gov.au

Tasmania

Ph: 1300 851 225

www.transport.tas.gov.au

Australian Capital Territory

Ph: 132 281

www.rego.act.gov.au

Northern Territory

Ph: 1300 654 628

www.nt.gov.au/transport