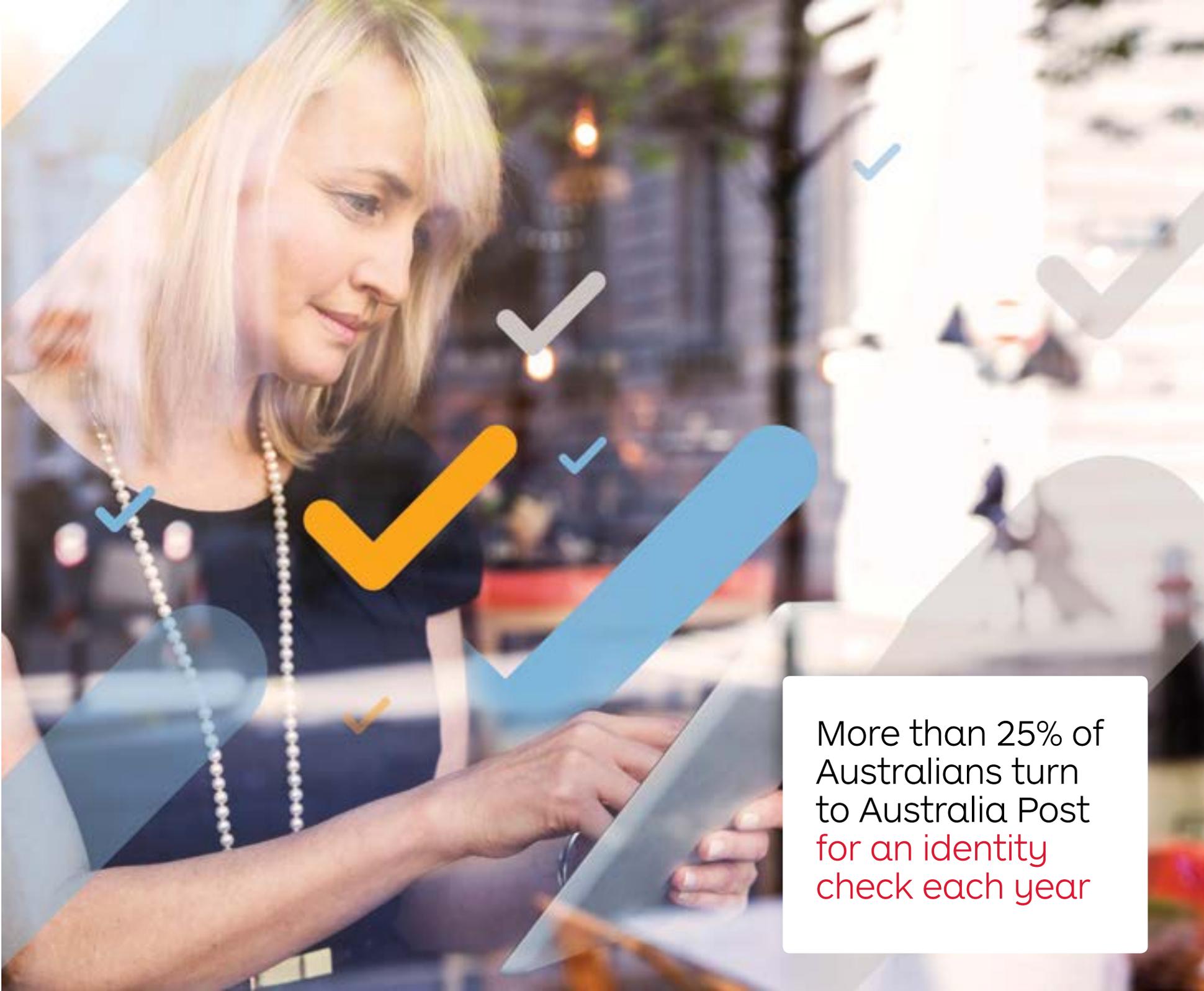# Identity
services

Enterprise & Government
Solutions

More than 25% of Australians turn to Australia Post **for an identity check each year**

Our identity services give people the confidence they need to interact, transact and work with organisations.

With several hundred million identity transactions performed every year in Australia, we help business and government reduce some of the friction associated with proving identity through a combination of digital and physical services so they can:

• Effectively manage, use and reuse identity with confidence

• Access verification services to validate customer transactions

• Enable seamless physical and digital identity transactions.

We deliver convenient, tailored services – with both digital and face-to-face capabilities – to help enable efficient, reliable and highly available services people expect today.

Digital identity insights

Consumers want simple, secure and seamless access to services.

• Convenience, security and organisational integrity are important factors.

• Consumers expect control over their information – over what's shared and where.

• Users are looking for organisations to reduce 'identity fatigue', and the need to provide personal details more than once.

Business and government want cost-effective, customer-focused solutions.

• Organisations are looking for easy and cost-effective opportunities to personalise experiences.

• Providing simple customer enrolment solutions, while reducing the risk of fraud, is still a challenge for many Australian organisations.

"Solving digital identity friction could unlock $11billion of economic value each year for Australia's consumers, business and government."

Source: AP Commissioned Research, March 2016

Providing people, business and government with trusted, relevant and reliable services – is fundamental to who we are.

With strong experience in verifying the identity of around six million Australians every year, we are uniquely positioned to facilitate secure transactions, with our unrivalled network of Post Offices and leading digital solutions and capabilities.

Our capabilities

Customer verification

We have decades of experience in identity verification, and the ability to handle millions of customer transactions and scale the level of identity assurance depending on your requirements. Supported by our extensive physical network, and advanced digital capabilities, our solutions give people more choice and more access – with the option to securely prove their identity in-person or online.
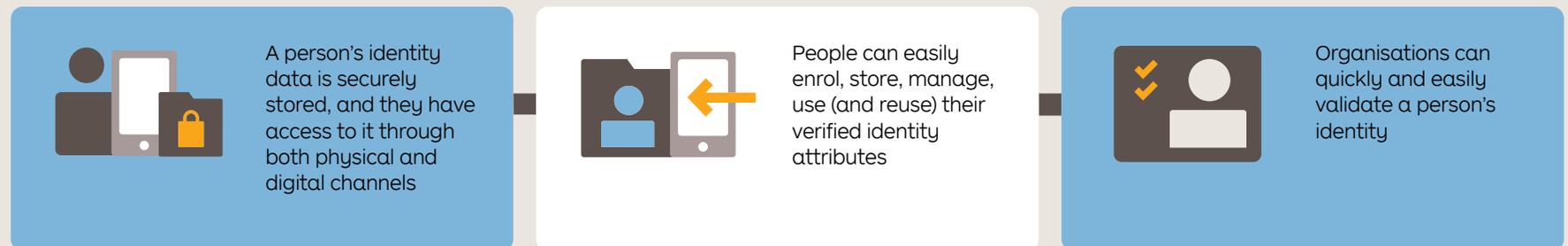
Customer authentication

We operate a credential store with over six million users, and support both single-factor and multi-factor authentication. Our authentication solutions link back to a central consumer profile, so you can interact easily across both digital and physical channels. We have also invested heavily in biometric capability and can currently capture and store face and fingerprints, with the capacity to extend to voice if required.

Customer enrolment

Australia Post also has experience with federated identity, and a long history of working with organisations to manage identity data. Our experience ranges from helping agencies issue identity credentials, right through to issuing our own credentials. We support government and open standards – avoiding custom and proprietary protocols – and offer customers the choice of digital and physical enrolment, making it easier to enter identity information.

Identity ecosystem

A person's identity data is securely stored, and they have access to it through both physical and digital channels

People can easily enrol, store, manage, use (and reuse) their verified identity attributes

Organisations can quickly and easily validate a person's identity

Identity services

Document witnessing
Our retail teams in our Post Offices can certify copies of original documents – and (depending on your requirements) witness signatures.

Physical identity verification
With decades of experience performing in-person identity checks, and handling applications, we can verify and authenticate identities, process applications and process payments.

Electronic verification
Our electronic proof of identity service is relied on by financial and government institutions to digitally verify official identity documents. The service easily integrates into many systems through APIs.

Biometric capture
We provide secure identity, biometric data capture and storage for in-person and digital transactions – including fingerprint and photographic biometrics – with the capability to use biometrics as a low friction authentication method.
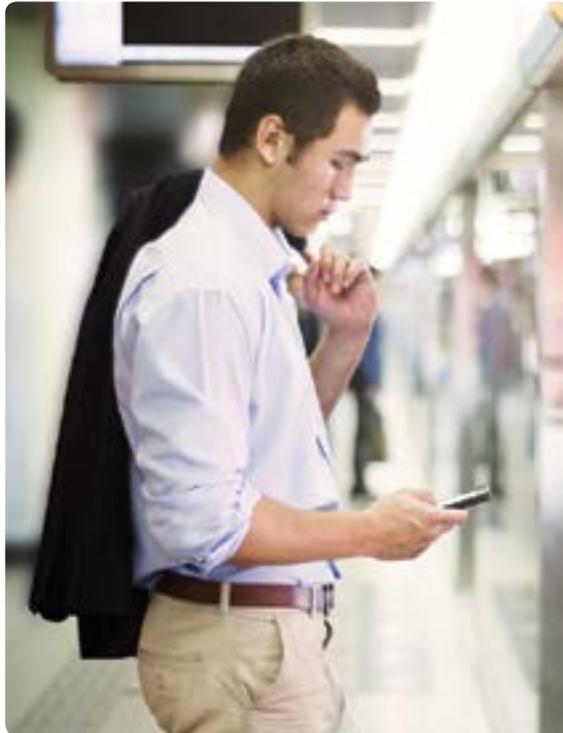
Identity authentication
Our identity authentication services help organisations provide easy and secure access to their digital services. We can use either simple or advanced authentication techniques, depending on your needs – and everything we do is backed by verified customer credentials.

Customer stories

Passport services

Each year, 1.75 million Australians renew or apply for a passport.

And since around 98% of Australians live within 20kms of a Post Office, we saw an opportunity to offer travellers a more convenient and flexible service.

The solution we developed can also include the digital capture of ICAO-compliant biometric passport photos. Making the process more efficient and reliable.

Working with Children Checks

In Victoria, we conduct Working with Children Checks (to Online Level 2 Assurance) for the WWC clearance licence.

National Police Certificates

We worked closely with the WA Police to create Australia's first fully digital police certificates.

The process, which once took days (using the manual process), now takes less than 30 minutes in most cases. And the verified identity attributes can be saved and reused for other government or commercial purposes.

It's a solution that's convenient for applicants, gives employers more peace of mind, and supports a safer community.

Land title transfers

Through our identity checks and digitised biometric photos, we help clear land title transfers. Using our Verification of Identity app, conveyancers, lawyers and mortgagees can easily check the identity of property buyers and sellers. The service helps cut down paper processes, saving time and improving overall compliance.

To find out more about our Enterprise & Government solutions, please visit auspostenterprise.com.au
This information is true and correct as at August 2016