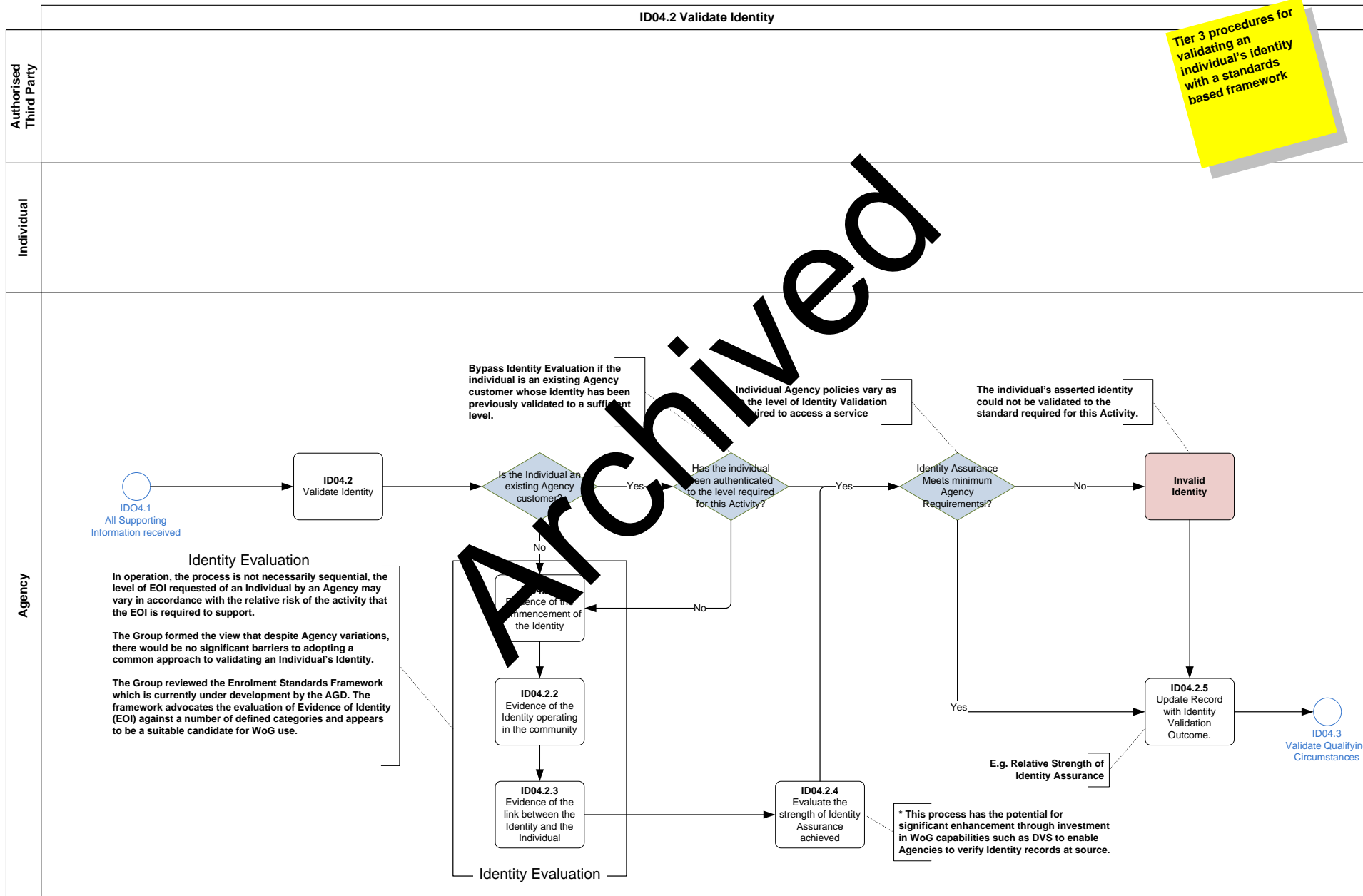


Engagement of an Individual
 Mid-Level Business Process Pattern: ID04.2 [VALIDATE IDENTITY]

Subject to Individual Agency policies

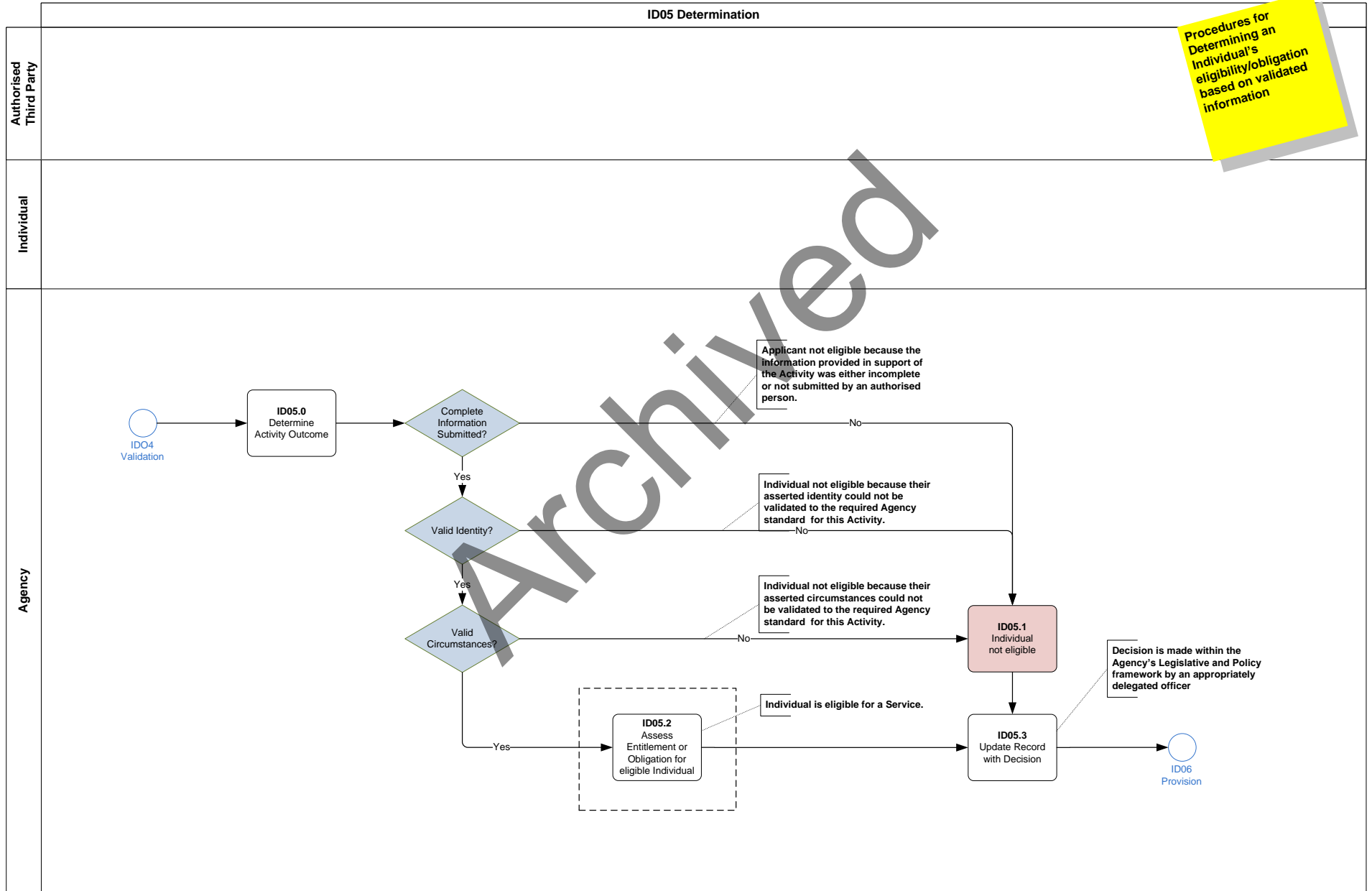
Tier 3 procedures for validating an individual's identity with a standards based framework



Engagement of an Individual
 Mid-Level Business Process Pattern: ID05 [DETERMINATION]

Subject to Individual Agency policies

Procedures for Determining an Individual's eligibility/obligation based on validated information



Pattern Notes for Engagement of an Individual

| ID Number | Description | |
|-----------|---|---------------|
| ID01 | An Agency identifies an <i>Individual</i> who has an <i>Obligation</i> to comply with an Agency requirement. The <i>Obligation</i> may have been identified internally or referred from an external third party. | Registration |
| ID02 | An Agency receives an <i>Application for Service</i> or <i>Notice of Intent</i> to apply from or on behalf of an <i>Individual</i> . | |
| ID03 | An Agency having either received an <i>Application</i> from an <i>Individual</i> or identified an individual with an <i>Obligation</i> , <i>Registers</i> an <i>Activity</i> against the individual by making an entry in a business information system. While the form of the Business information system will vary across agencies, the intent is to provide assurance that processing of the activity is managed in an efficient and accountable manner, | |
| ID03.1 | The Agency carries out checks to determine if the <i>Activity</i> can be associated with an <i>existing record</i> for the <i>Individual</i> . | |
| ID03.2 | If no existing record of the <i>Individual</i> is identified, a new record is created. Depending on Agency practice, this record may be provisional in nature, subject to final determination of the <i>Activity</i> . | |
| ID03.3 | The Agency records relevant details of the <i>Activity</i> in the <i>Individual's</i> record. | |
| ID03.4 | The Agency assigns a unique identifier to the <i>Activity</i> . | |
| ID03.5 | The Agency notifies the individual of commencement of the <i>Activity</i> . | Validation |
| ID04 | An Agency may be required by legislation or policy to independently <i>Validate</i> the information provided in support of an <i>Activity</i> , in order to accurately determine the extent of an individual's <i>Service Entitlement</i> or <i>Obligation</i> . | |
| ID04.1 | The Agency requests additional information, confirmation or supporting evidence from the appropriate parties as required. | |
| ID04.2 | The Agency validates the <i>Identity</i> of the <i>Individual</i> in accordance with the relevant Agency policies. | |
| ID04.2.1 | The Agency evaluates evidence of the <i>Commencement of the Identity</i> of the <i>Individual</i> . | |
| ID04.2.2 | The Agency evaluates evidence of the individual's identity <i>Operating in the Community</i> . | |
| ID04.2.3 | The Agency evaluates evidence of the <i>Links between the Individual and the Identity</i> . | |
| ID04.2.4 | The Agency evaluates the overall strength of Identity Assurance achieved. | |
| ID04.2.5 | The Agency records the Identity Validation outcome in the <i>Individual's</i> record. | |
| ID04.3 | The Agency <i>Validates the Qualifying Circumstances</i> of the <i>Individual</i> in accordance with the relevant Agency policies. | |
| ID04.4 | The Agency records the Validation outcomes in the <i>Individual's</i> record. | Determination |
| ID05 | An Agency determines an individual's <i>Service Entitlement</i> or <i>Obligation</i> based on an assessment of the information provided and where appropriate, validated in accordance with agency policy. | |
| ID05.1 | The Agency determines if the <i>Individual</i> is <i>eligible for a Service</i> or is <i>required to comply with an obligation</i> . | |
| ID05.2 | The Agency assesses the extent of the <i>Service Entitlement</i> or <i>Obligation</i> for an <i>eligible Individual</i> . | |
| ID05.3 | The Agency <i>records the outcome of the Determination</i> in the <i>Individual's</i> record. | Provisioning |
| ID06 | An Agency provides an <i>eligible Individual</i> with the means to access their entitlement or obligation. | |
| ID06.1 | The Agency updates their Business Information System to enable delivery of the <i>Determination</i> outcome via the appropriate delivery channel/s. | |
| ID06.2 | The Agency provides the individual with the information, identifiers and credentials they will need when conducting ongoing business with the Agency. | |
| ID06.3 | The Agency <i>notifies the Individual</i> of the outcome of the <i>Activity</i> and informs them of their Rights and Obligations with respect to the <i>Determination</i> . | |
| ID06.4 | An Agency may determine that an ineligible individual should be referred to another Agency for further action. | |