

Certified Document Information Sheet

This information sheet provides guidance on the requirements to successfully submitting documents to the PPA Portal that require certification.

To ensure that you meet all eligibility requirements, you must first read the relevant Program Rules, which can be found under the specific Program on the [Pharmacy Programs Administrator \(PPA\) Website](#).

Some Program Registrations, Applications or Claims require you to upload certified copies of specific documents. This information sheet highlights some of the key details to help ensure you have the correct document for your submission.

What does 'certified copy' mean?

A certified copy means a copy of an original document that has been signed as a certified true copy by a person authorised to do so (i.e. legal professionals, medical & health professionals, etc).

Please upload a certified copy of proof of Australian Citizenship or permanent residency

Please select a file...

Browse

Upload File

Why do PPA require certified copies of some documents?

The Program Rules require a certified copy of a document be provided to the PPA to ensure that the copy uploaded is a true and accurate reflection of the original information. This would otherwise not be possible without you physically providing the original hardcopy.

If a certified copy is required in your submission, the PPA is unable to accept photocopies or pictures of original documents unless they are certified.

How do I get a document certified?

Step 1: Make a copy of the original document (i.e. photocopy or scan the required document)

Step 2: Take that copy, along with the original, to an authorised officer who can certify documents (i.e. legal professionals, medical & health professionals, etc)

Step 3: Have the authorised officer certify that the copy matches the original. Depending on who is certifying the document, this might be done with a stamp or with all the required details handwritten on the copy.

Certified to be a true copy of the original seen by me.

Date: xx/xx/xxxx Sign: _____

Full Name: _____

Occupation/Qualification: (The certifier's job title or qualification, e.g., Justice of the Peace, Solicitor).

Note: If you have a 'digital' original (i.e. a VEVO check, ATO notice of assessment, etc) this will still require the same steps above. You will be required to show the authorised officer the digital original.

What Australian Citizenship or Permanent Residency Documents are accepted?

To prove Australian citizenship, you can upload a *certified copy* of an Australian birth certificate, Australian citizenship certificate or an Australian passport. For permanent residency, you can upload *certified copy* of your VEVO check or a *certified copy* of your current eligible visa.

Please note: Driver's licenses and Medicare cards do not classify as proof of citizenship or permanent residency.

Can the PPA accept certified copies of documents that have expired?

The PPA is unable to accept certified copies of an expired (no longer valid) document. Document certifications expire when the original document does (i.e. a certified copy of an expired Australian passport would not be accepted).

If your current name does not match identity documents, please:

- Combine both the old and new (e.g. marriage certificate) identity documents into one file & upload it, or
- Email the name change document to the PPA via the support@ppaonline.com.au email address.

The Pharmacy Programs Administrator is responsible for administering, processing, and paying eligible claims for Community Pharmacy Programs funded by the Australian Government Department of Health, Disability and Ageing.