To undertake a VOI of a client you need to be familiar with the following documents as a minimum:

# Face to face VOI checklist

*Doing VOI well protects you and your good clients and deters bad clients*

## Steps for practitioners

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* Model Participation Rules. In particular clause 6.5 and schedules 8 and 9.

* ARNECC MPR guidance note 2 – verification of identity.

* [LPLC notes - capacity, authority and identity](https://lplc.com.au/resources/checklists/voi-notes-capacity-authority-and-identity).

## Step 1

Send / give the client:

* LPLC [VOI client information sheet](https://lplc.com.au/resources/checklists/voi-client-information-sheet)

* Client authorisation form

## Step 2

Arrange a face to face in person meeting with the client to complete the VOI. At this point:

 ask the client which identity documents they will bring to the VOI meeting

refer to the categories in the ARNECC MPR guidance note 2 – verification of identity and the client must have a valid reason for not being able to provide the highest category.

## Step 3

Meet face to face in person with one client at a time. At this meeting:

 take a photo of the client

check the VOI client information sheet is properly completed

complete the LIV VOI checklist

obtain the original identity documents from the client

check the identity documents by comparing them to each other

look at the ID documents very carefully – look for typos, poor quality etc

look at the client and compare them to the photo in the identity documents

compare the signature on the photo ID to that on any document(s) to be witnessed at the meeting.

## Step 4

Retain on file:

VOI client information sheet

Client authorisation form

LIV VOI checklist

photo

copies of identity documents. At this stage you may want to make a certified copy of the identity document as this may be required in the future.