# Information Pack – Checking your identity

## Why do we ask for identity documents?

If you’re a participant, getting community connections or early supports, or applying to the NDIS, we will ask for documents that prove your identity.

We will also ask to check your identity documents if you are a child representative, nominee, or an authorised representative.

Checking your identity is one of the ways that we protect your privacy, by making sure we only discuss your information with the right people.

## What identity documents do I need to provide?

Identity documents are documents that tell us who you are. They include information like your name, address, date of birth and a photo of you.

To check who you are, we need to see 3 different identity documents. Your my NDIS partner will help you find the documents you need, or to find another way to prove your identity.

**We need 1 birth or arrival document.**

This is a document that shows when you were born or arrived in Australia, like your full birth certificate, your passport or your Australian Citizenship Certificate.

**We need 2 documents you use in the community.**

These are documents showing how you live in the community, like a Medicare card or a bank card with your name on it, or a utility account with your name and current address.

You can learn more about the identity documents we use in the [**Proof of Identity Fact Sheet**](https://www.ndis.gov.au/media/300/download) on our website.

## How do you check my identity documents?

We check your identity documents in 2 ways.

* We need to check you’re the person that the documents belong to. We complete a face-to-identity check to make sure you’re the person in the photo ID.
* We also need to make sure your identity documents are real. The quickest way to do this is to give us consent to use the Document Verification Service (DVS).

To do this, we’ll ask you to:

* show us the original documents, in person or by video call.
* let us keep a copy of your documents, and the way we checked them, on our secure computer system.

Usually, we will make copies of your documents with you, in person. If we can’t meet with you in person, you can send us copies of your documents either by mail or by email. Once we have uploaded your documents, we will safely destroy any other printed or scanned copies.

### What is a face-to-identity check?

Completing a face-to-identity is how we check that you are the person that the documents belong to. We can do this in person or during a video call.

In a face-to-identity check, we will:

* check you have the right identity documents, and that they are the original versions.
* check each document to make sure the personal details and signatures match.
* look at your face and compare this with your photo ID. We make sure your features match the features on the photo.

### What is the document verification service (DVS)?

The Document Verification Service (DVS) is a national secure online system. Australian, State and Territory government agencies, including the NDIS, use the DVS to make sure identity documents are real.

We use the DVS to check identity documents given to you by Australian, State and Territory agencies. We won’t use the DVS if you don’t give us consent to, but it will take us longer to finish checking your identity.

## When will you check my identity?

For most people, we only need to check your identity documents once. We’ll normally do this the first time we meet. But if you change your legal name, we need to check evidence of this change in a document. We’ll update your record with the new documents and your legal name.

We will also check who you are each time you, your child representative, authorised representative, or nominee contact us. We’ll ask for three pieces of personal information we have recorded, and then check that this matches the information on your secure computer system. This is how we check we’re speaking to the right person.

If you need more information about checking your identity, you can:

* contact us on 1800 800 110, or
* send us an email at [enquiries@ndis.gov.au](mailto:enquires@ndis.gov.au)
* message us on our Webchat – ndis.gov.au

You can find more ways to contact us at [www.ndis.gov.au/contact](https://ndisgovau-my.sharepoint.com/personal/georgia_coldebella_ndis_gov_au/Documents/Identity%20and%20consent%20-%20RECUT/www.ndis.gov.au/contact).