

Evidence of Identity

This factsheet explains:

- when we'll ask you to confirm your identity
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When we'll ask you to confirm your identity

We ask you for evidence of your identity when you:

- apply to the National Disability Insurance Scheme (NDIS)
- become a NDIS participant
- become a nominee, child representative or an authorised representative for a NDIS participant.

We may also ask you for evidence of identity when reviewing or renewing your plan, if your record has not met our identity requirements, or if your identity may have been compromised.

We sometimes need to ask for new evidence if something changes, for example if you change your name. We do this to confirm it's really you. Confirming 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 evidence of identity documents do you need to provide?

Every person we request evidence of identity from will need to give us **three (3) documents in total**, including at least:

- one (1) [Birth or Arrival document](#)
- one (1) [Use in Community documents](#).

The third (3) document can be from either category above. At least one of the documents you provide should be photo identification.

We will confirm your identity documents against the relevant third-party records. We do this using the national [Document Verification Service \(DVS\)](#).

Birth or Arrival document

You will need to give us at least **one (1)** Birth or Arrival document. These show your identity from the time you were born or arrived in Australia:

- Full Australian State or Territory Birth Certificate (not a birth certificate extract). Include the back of the certificate if it includes printed information.
- Australian Passport (current or expired within the last 3 years but not cancelled).
- Australian Visa. (New Zealand passport holders can provide a copy of their NZ passport as evidence of their Australian Visa).
- Australian Citizenship Certificate or Certificate of Registration by Descent.
- ImmiCard - must be current.

What if you're applying on behalf of your child through the NDIS Pathway Hearing Stream (Hearing Stream) and you don't yet have a birth certificate?

The Hearing Stream prioritises requests for children younger than 7 who have been newly diagnosed with a permanent hearing loss. This is to make sure your child can access NDIS supports, including early intervention support, as soon as possible.

If your child is a newborn and their Birth Certificate hasn't been issued yet, you can give us a Proof of Birth Declaration signed by a doctor or a midwife. This is the last page of the Newborn Child Declaration form, which is included in your Parent Pack after your child is born. We accept this document only for access requests through the Hearing Stream.

It's a temporary document and must be replaced with your child's official Birth Certificate once it becomes available.

If we haven't received the Birth Certificate within 6 months of your child becoming a participant, we'll contact you to request it.

Use in Community documents

You will need to give us at least **one (1)** Use in Community document. These must be current, please check the expiry date:

- Australian State or Territory Drivers Licence / Learner Permit – both sides.
- Centrelink card (with current reference number).
- Medicare card.
- Proof of Age card (with photo or signature).
- Australian State or Territory Marriage Certificate (Australian Registry issue only; marriage celebrant documents are not accepted).
- Overseas National ID card (with photo or signature).
- Australian Defence Force ID card (with photo or signature).
- Shooter or Firearm Licence.
- Secondary Student ID card / Student ID card.
- Foreign Passport.
- Child's Birth Certificate (to support the parent's identity).
- Court-issued Orders, for example custody papers and legal orders including child protection orders.

Note: these must be submitted to us directly from the relevant Commonwealth, State or Territory authority. If that is not possible then we will need to send a copy of the Court document to the relevant authority to verify it.

- Australian State or Territory Divorce papers (Australian Registry issue only).
- Australian State or Territory Name Change Certificate (Australian Registry issue only).
- Veteran's Affairs (DVA) card.
- Tenancy agreement or lease (current address).
- Mortgage documentation or Australian property Title Deed.
- Motor vehicle registration papers (current address).
- Rates notice showing name and current address of the person.
- Utility account showing name and current address of the person (less than 3 months old). A phone bill can't be used.
- Aviation or Maritime Security Identity Card (ASIC or MSIC).
- Police identity card.
- Prison release certificate.
- [Tangentyere](#) Community ID card.
- Australian Government issued photo ID card.
- Documents issued by foreign governments. These will need to be similar to the Australian documents, and you will need to have an official certified translation attached. Please read [What if the evidence document is not in English?](#) for more information.

We understand it may be difficult to obtain some of these documents for children. In this case, we will also accept:

- Official school documents which contain the child's name, for example reports and invoices.
- Medical documents such as doctors' reports (from registered practitioners) or official immunisation records including from My Health Record.

Which evidence of identity documents can't we accept?

We will not accept:

- a document that has been changed, or corrected and initialled
- a scan or photocopy which is unclear, unreadable, or incomplete
- a document that is expired, cancelled or no longer valid. The only exception to this is an Australian Passport, which may be expired within the last 3 years, but not cancelled
- a proof of birth declaration unless it's used for the priority Hearing Stream.

What if you can't give us evidence of identity?

To keep your information safe and protect the integrity of the NDIS it's important we can confirm your identity with evidence.

If you're not able to give us the evidence of identity listed above, we'll work with you to confirm your identity based on your individual situation. If you need help, you can [contact us](#).

What if the evidence is not in English?

If a document isn't written in English, we may ask you to provide a full written translation certified by an authorised translation service. You need to pay for the translation as we don't cover this cost.

An authorised translation service can be an appropriate embassy, or a professional translation service accredited by the [National Accreditation Authority for Translators and Interpreters Ltd \(NAATI\)](#).

What if your name has changed?

If you've changed your name, your [Birth or Arrival](#) document may no longer match the details on your [Use in Community](#) documents, or the name you have given us.

You'll still be able to use your evidence by giving us a linking document. This shows your current and previous name. For example, if you got married, divorced or changed your name for another reason.

Linking documents

Linking documents include:

- Change of name by deed poll.
- Change of name document (Australian Registry issue only).
- Marriage certificate (Australian Registry issue only).

If you change your name after you've confirmed your identity with us, you'll need to provide us with a linking document.

If you're updating your legal name, pronouns, or information about your gender, you may find section [How to update your name, pronouns or gender](#) of our website helpful. You can also use the [Update your name, pronouns, and information about your gender form](#).

We acknowledge that this can be a stressful process. If you are feeling overwhelmed, please reach out to your support network, or contact [Lifeline](#) for immediate crisis support.

How can you give us evidence of your identity?

You can find more information about how we confirm your identity in our [Fact sheet – Confirming your identity](#) on the NDIS website.

You can provide your identity documents to us in several ways.

In person or by video call

You can show us your original identity documents:

- in person at an NDIS office
- by video call.

We'll check your documents using the national [Document Verification Service \(DVS\)](#). If your documents don't pass DVS, or you don't give us consent to use DVS, we'll need to scan an image of your documents into our system. We may also send images to the agency that issued them to confirm they're valid.

Your local area coordinator or early childhood partner can help you upload identity documents to your myNDIS portal, or via the NDIS website.

Upload to your myNDIS portal

You can upload copies of your identity documents securely to your myNDIS portal by using the [NDIS Service Hub](#).

If you're a participant, **login to your portal** then **submit a new enquiry**.

If you're not a participant, **submit a new enquiry**.

Upload to the NDIS website

You can upload copies of your identity documents securely on the [NDIS website](#) and selecting **Send NDIS an enquiry**.

Privacy, collection and use of personal information

Any personal information provided to the NDIS is protected under the National Disability Insurance Scheme Act 2013 (NDIS Act) and the Privacy Act 1988.

The NDIS will use a person's information to confirm their identity. If you do not provide the information as requested, you, your nominee or child representative, may not receive the information or support you have requested from the NDIS.

The NDIS will not use any personal information for any other purpose or disclose personal information to any other organisations or individuals, unless authorised by law or consent is provided by the person for us to do so.

For more information about how the NDIS handles personal information please go to [Privacy](#) on the NDIS website.

National Disability Insurance Scheme

[ndis.gov.au](https://www.ndis.gov.au)

Telephone 1800 800 110

Webchat [ndis.gov.au](https://www.ndis.gov.au)

Follow us on our social channels

[Facebook](#), [Instagram](#), [YouTube](#), [LinkedIn](#)

For people who need help with English

TIS: 131 450

For people who are deaf or hard of hearing

TTY: 1800 555 677

Voice relay: 1800 555 727

National Relay Service: accesshub.gov.au