

Checking your identity



This fact sheet will explain:

- what identity documents you need to show us
- how we check your identity documents
- when we check your identity.

Checking your identity

If you're an NDIS participant, getting community connections or early connections, 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 you need to show us?

To check who you are, we need to see 3 different identity documents. Your my NDIS contact can help you work out what documents you need, or help you find another way to prove your identity. You can also check the [evidence of identity fact sheet](#) on the NDIS website.

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.

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.

What if you don't have these identity documents?

If you don't have the identity documents we need, let us know. We'll talk to you about your situation and work out the best way to support you.

How we check your identity documents

We check your identity documents in 2 ways:

- We complete a face-to-identity check. This shows us that you are the person in the photo ID, and your documents belong to you.
- We use the Document Verification Service (DVS) to check your documents are real.

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 a record of the way we checked them, on our 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?

We complete a face-to-identity check to make sure you are the person 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'll ask for your consent before we use the DVS. You don't need to let us use the DVS, but it will take us longer to finish checking your identity.

When will we check your identity?

For most people, we only need to check your identity documents once. We'll normally do this the first time we meet. If you're already a participant, we might need to check your identity again when you receive your first plan on our new computer system.

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 new 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 about you, and then check your answers match. This is how we check we're speaking to the right person.



Notes



Fact sheet – Checking your identity

For more information visit [ndis.gov.au](https://www.ndis.gov.au)

National Disability Insurance Agency



Website: [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



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: relayservice.gov.au