

Confirming your identity

This fact sheet will explain:

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

Why we confirm your identity

If you're an NDIS participant, or applying to the NDIS, we will ask for documents that prove your identity.

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

Confirming your identity is one way we protect your privacy, by making sure we only discuss your information with the right people.

What documents we need to confirm your identity

To confirm who you are, we need to see 3 different identity documents.

- **one 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.

- **2 documents you use in the community:** these are documents showing how you live in the community, like a Centrelink card, driver licence, Medicare card, or a utility account with your name and current address on it.

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 factsheet](#) on our NDIS website.

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

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 with 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:

1. **Face-to-identity check:** this shows us that you are the person in the photo ID and your documents belong to you.
2. **Document Verification Service (DVS):** this is a secure national online system to check if your documents are real.

To do this, we will ask you to:

- show us your original documents, in person or by video call
- let us record your document details and how we checked them on our computer system.

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
- 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?

The [Document Verification Service \(DVS\)](#) is a national secure online system. The 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 will ask for your consent before we use the DVS. You do not need to let us use the DVS, but it will take us longer to finish confirming your identity. If we can't check your documents using the DVS, we will need to keep a copy of your identity documents on our computer system.

When will we confirm your identity?

For most people, we only need to check your identity documents once. We will usually do this the first time we meet you.

If you change your legal name, we need to confirm evidence of this change in a document. We'll update your record with the new documents and your new legal name. Learn more about [change of circumstances](#) on our NDIS website.

Each time you, your child representative, authorised representative, or nominee contact us, we will check it's really you. We will use an authentication process to check we're speaking to the right person.

For example, we might ask you to confirm by providing 3 pieces of personal information we already have about you, and then we will check your answers match. Or we might send you a one-time code and then ask you to confirm the code so we can confirm it matches.

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)

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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](https://www.accesshub.gov.au)