

Evidence of Identity

This factsheet explains:

- [when we'll ask you to confirm your identity](#)
- [what evidence of identity do you need to provide?](#)
- [which evidence can you use?](#)
- [what if you cannot give us evidence of identity?](#)
- [what if the evidence is not in English?](#)
- [what if your name has changed?](#)
- [how can you give us evidence of identity?](#)
- [privacy, collection and use of personal information.](#)

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)
- receive community connections or early connections
- become a NDIS participant
- become a nominee, child representative or an authorised representative for a NDIS participant.

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. This is important because we are responsible for keeping your information and privacy safe, and to confirm supports and funding are going to the right people.

What evidence of identity do you need to provide?

Every person that the NDIS requests evidence of identity from will need to provide:

- one (1) [Birth or Arrival document](#)
- at least two (2) [Use in Community documents](#).

Please see below for examples of this evidence.

At least one of the documents you provide should be photo identification.

Which evidence can you use?

Birth or Arrival document

You will need to give us **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 2 years but not cancelled).
- Australian Visa.
Note: New Zealand passport holders can provide a copy of their NZ passport as evidence of their Australian Visa.
- Australian Citizenship Certificate.
- ImmiCard - must be current.

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 **two (2)** Use in Community documents. These must be current, please check the expiry date:

- Australian Passport (current or expired within the last 2 years but not cancelled).
Note: If you are using your Australian Passport as your Birth or Arrival document, you will need to choose two other Use in Community documents.
- 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).
- 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.
- Bank or financial institution card (front side only), credit card (front side only), statement or passbook.
- 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).

Note: A phone bill cannot be used.

- Electoral enrolment (proof of enrolment card).
- 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 that 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.

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 which is expired, cancelled or no longer valid. The only exception to this is an Australian Passport, which may be expired within the last 2 years, but not cancelled
- a proof of birth declaration unless it's used for the priority Hearing Stream.

If you give us your consent, we'll confirm your identity documents against the relevant third-party records.

What if you cannot give us evidence of identity?

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 for a full written translation that is certified by an authorised translation service. You need to pay for the translation as we do not cover this cost.

An authorised translation service is 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 will still be able to give us 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

- 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 have confirmed your identity with us, you will need to provide us with a linking document. If you are in the process of updating your legal name, pronouns, or information about your gender you may find this [Factsheet](#) 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 provide your identity documents to us in several ways. More information about how we confirm your identity is available in our [Fact sheet:– Confirming your identity](#) on the NDIS website.

In person or by video call

You can show us your original identity documents:

- in person at a NDIS office, where we can make copies and return the originals to you
- by video call where we'll check your documents using the national [Document Verification Service \(DVS\)](#).

Your local area coordinator or early childhood partner can help you send copies by mail or email if needed.

By email

You can email scanned copies of your identity documents to:

- enquiries@ndis.gov.au.

Scans must be clear, easy to read and in colour. If there is information on the back of the identity card or document, we need a scan of that too.

Do not send scans of the back of bank or credit cards or CVS numbers.

Do not send password protected documents as these can't be stored or accessed.

By post

You can post copies of your identity documents to:

- PO Box 700, Canberra ACT 2600. (Do not send the original documents).

These do not need to be certified. Do not send the original documents.

Send clear colour or greyscale photocopies. We can't accept black & white copies.

If there is information on the back of the identity card or document, we need this information too. Please include this in the scanned copy you send to us.

Do not send scans of the back of bank or credit cards or CVS numbers.

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. We may verify your identity documents against the issuing party's records.

If your documents don't pass DVS, or if you don't give us consent to use DVS, we'll need to keep copies of your documents in our system

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 refer to the [Privacy page](#) on the NDIS website.

National Disability Insurance Scheme

ndis.gov.au

Telephone 1800 800 110

Webchat 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