



Confirming your identity

Easy Read fact sheet



How to use this fact sheet



The National Disability Insurance Agency (NDIA) wrote this fact sheet.

When you see the word 'we', it means the NDIA.



We wrote this fact sheet in an easy to read way.

We use pictures to explain some ideas.

Bold

Not bold

We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 21.



This is an Easy Read summary of another fact sheet.

This means it only includes the most important ideas.



You can find the other fact sheet on the NDIS website.

www.ndis.gov.au/resources



You can ask for help to read this fact sheet.

A friend, family member or support person may be able to help you.

What is in this fact sheet?

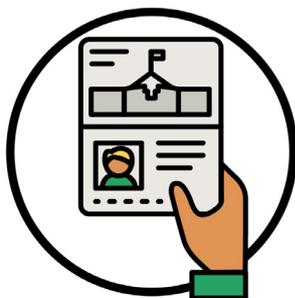
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Why we confirm your identity

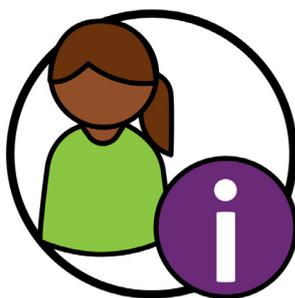


When you take part in the National Disability Insurance Scheme (NDIS), you need to prove who you are.

We call this your **identity**.



We will ask you to give us documents that prove your identity.



These **identity documents**:

- show who you are
- have your personal information on them.



We will ask for these documents if you:

- apply to the NDIS
- take part in the NDIS.



We will also ask for these documents if you make decisions for someone who takes part in the NDIS.

For example, if you are a **nominee**.



A nominee is someone you choose to:

- make decisions for you
- do things for you.



Confirming your identity helps protect your **privacy**.

Privacy means we must keep your information:

- private
- safe.



It helps makes sure we only talk about your information with the right people.

What we need to confirm your identity



When we confirm your identity, we need 3 different types of identity documents.



Your my NDIS contact is a support person who you have a lot of contact with.

Your my NDIS contact can help you:



- work out what documents you need



- find another way to prove your identity.



You can find out more about what documents you need on the NDIS website.

[www.ndis.gov.au/about-us/publications/
booklets-and-factsheets#more-ndis-
information](http://www.ndis.gov.au/about-us/publications/booklets-and-factsheets#more-ndis-information)

The types of identity documents you need



We need one birth or arrival document.

This is a document that shows:

- when you were born in Australia
or
- when you arrived in Australia.

For example, your:



- birth certificate



- passport



- Australian Citizenship Certificate.



We need 2 documents you use in the community.

These are documents that show how you live in the community.

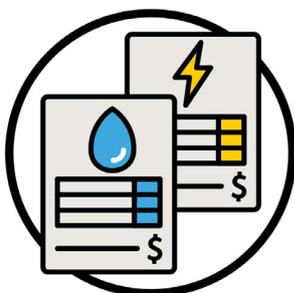
For example, a:



- Medicare card

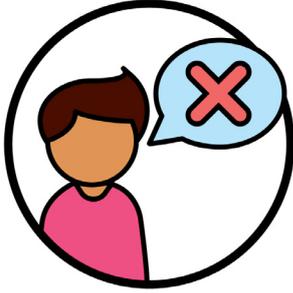


- bank card



- water or electricity bill.

If you do not have these identity documents



If you do not have these documents, you can tell us.

We will:



- talk to you about your life



- work out the best way to support you.

How we confirm your identity



We need to confirm that your identity documents belong to you.



We do this by making sure you are the person in the photo on the documents.

We call this a face-to-identity check.

We explain this more on page 14.



We also need to make sure your identity documents are real.



We do this by using the Document Verification Service (DVS).

We explain this more on page 16.

We will ask you to show us the original documents:



- in person

or



- by video call.



We will need to keep information about your documents on our computer system.

Face-to-identity checks



A face-to-identity check means we can make sure the identity documents belong to you.

You can do a face-to-identity check:



- in person



- by video call.

In a face-to-identity check we will make sure:



- you have the right identity documents



- the documents are the originals, not copies.



We will check that each document has your same:

- personal details
- signature.



We will also compare your face to the photos on your documents.

We want to make sure the photos are of you.

Document Verification Service (DVS)



The DVS is an online system that we use to check that your identity documents are real.



Different government agencies across Australia use the DVS.



You need to give us **consent** before we can use the DVS to check your documents.

When you give your consent, you say it is ok for someone to do something.



If you do not give us consent, it will take us longer to finish confirming your identity.

When we will confirm your identity



For most people, we will only need to check your identity documents once.

We usually do this the first time we meet you.



If you change your name, we will ask for proof.



We will then update our computer system with your new:

- documents
- name.



We will check we are talking to the right person each time you contact us.



We will ask for 3 pieces of personal information about you.

We then check it matches the information on our computer system.



We will also check we are talking to the right person if someone else contacts us to talk about your information.



For example, a person who make decisions for you.



We will ask them about their personal information.

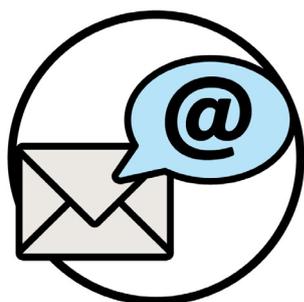
More information

For more information about this fact sheet, please contact us.



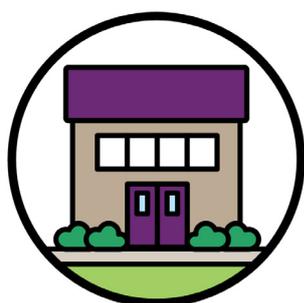
You can call us.

1800 800 110



You can send us an email.

enquiries@ndis.gov.au



You can visit one of our offices in person.

You can find an office near you on the NDIS website.

www.ndis.gov.au/contact/locations

Word list

This list explains what the **bold** words in this fact sheet mean.



Consent

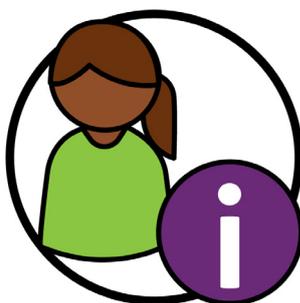
When you give your consent, you say it is ok for someone to do something.



Identity

When you use government services, you need to prove who you are.

We call this your identity.



Identity documents

Identity documents:

- show who you are
- have your personal information on them.



Nominee

Your nominee is someone you choose to:

- make decisions for you
- do things for you.



Privacy

Privacy means we must keep your information:

- private
- safe.



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Notes





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