

Evidence of Identity

Documents you can use to confirm your identity

The National Disability Insurance Scheme (NDIS) asks you for evidence of your identity when you:

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

We sometimes also 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

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 there is information printed there.
- 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.

Use in Community documents

You will need to give us at least **two (2)** Use in Community documents. These must be **current**, so 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, credit card (front side only), statement or passbook
- Child's Birth Certificate (to support the parent's identity)

- Court-issued Custody papers
- 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)
- 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 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 such as reports, invoices, etc which contain the child's name
- Medical documents such as doctors' reports (from registered practitioners) or official immunisation records.

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.

We will confirm your identity documents against the relevant third-party records.

What if you cannot give us evidence of identity?

If you are not able to give us the evidence of identity listed above, we will work with you to confirm your identity based on your individual situation.

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.

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 my name has changed?

If you have 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 provided to 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, 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 [Fact sheet](#) helpful. Or you can 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 identity?

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 or by video call. We will check your documents are real using the national [Document Verification Service \(DVS\)](#).

If you don't give us your consent to use the DVS, we will need to keep copies of your documents on our computer system.

Your local area coordinator or early childhood partner can support you to send copies by mail or email. You can also visit an NDIS office (**not** a local area coordinator or early childhood partner office) where we can make copies of your documents and return them to you.

Via email

You can email scans of your identity documents. Scans must be clear and easy to read, and in colour. If there is information on the back of the card or document, we need a scan of that too. Email to:

- enquiries@ndis.gov.au

Via post

You can post **copies** of your identity documents: **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 card or document, send a copy of that too. Post to:

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

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 confirm your identity documents against the issuing party's records.

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 Agency

[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](#), [Twitter](#), [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: relayservice.gov.au