

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?
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- 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 will ask you for evidence of your identity when you:

- apply to the National Disability Insurance Scheme (NDIS)
- 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.

Confirming 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 evidence of identity do you need to provide?

You will need to provide us with:

- one [birth or arrival document](#)
- 2 [use in community documents](#).

One of these documents must be photo identification.

What evidence can you use?

Birth or arrival document

You will need to give us one 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 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, included in the parent pack after your child is born. We will 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 will contact you to request it.

Use in community documents

You will need to give us at least 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 an Australian passport as your birth or arrival document, you will need to choose 2 other use in community documents.
- Australian, state or territory drivers licence or 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 - marriage celebrant documents are not accepted).
- 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 or student ID card.
- Foreign passport.
- Bank or financial institution 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 Australian, State or Territory authority. If this 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, state or territory name change certificate.
- 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 that 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.

Evidence of identity we will not accept

We can't accept the following identity evidence:

- a document that has been changed, or corrected and initialled
- a scan or photocopy which is unclear, unreadable, or incomplete
- a document that 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 is used for the priority Hearing Stream.

We need to verify your identity documents against the relevant third-party records, where possible. You can give us your consent to use an instant digital (document verification service), or we may seek verification in writing from the document issuer.

What if you cannot give us evidence of identity?

If you don't have 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 an identity document isn't written in English, we may ask you to provide a full written translation that is certified by an authorised translation service. You need to pay for the translation as we don't cover this cost.

An authorised translation service can be 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](#).

Linking documents

Linking documents show your current and previous name. For example, if you got married, divorced or changed your name for another reason.

Linking documents include:

- 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're updating your legal name, pronouns or information about your gender, you may find the [updating your name, pronouns and information about your gender 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 [confirming your identity factsheet](#) 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 will check your documents using the national [Document Verification Service \(DVS\)](#).

Your local area coordinator or early childhood partner can help you upload identity documents to the my NDIS portal, or via the NDIS website.

Upload to the my NDIS portal

You can upload copies of your identity documents securely to the my NDIS portal by using the [NDIS Service Hub](#).

If you're a participant, login to your portal then click on submit a new enquiry.

If you're not a participant, click on submit a new enquiry.

Upload to the NDIS website

You can upload copies of your identity documents securely onto the [NDIS website](#) and select send NDIS an enquiry.

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 will need to keep copies of your documents in our system and may seek to verify them in writing with the agency that issued the document.

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 organisation or individual, 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](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](#), [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](https://www.accesshub.gov.au)