

## Documents you can use to confirm your identity

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The National Disability Insurance Scheme (NDIS) is responsible for keeping your information and privacy safe. We also need to make sure that supports and funding are going to the right people. We ask you for documents to prove your identity when you apply to be a participant, nominee, child representative or an authorised representative for the participant.

### Which Proof of Identity documents do you need to provide?

**For each person where NDIS has requested identity documents, you will need to provide:**

- One (1) Birth or Arrival Document
- At least two (2) Use in Community Documents

Please see headings below for examples of these documents

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

### Which documents can you use?

#### Birth or Arrival document

You will need to give us **one (1)** of these documents. These documents show your identity from the time you were born or arrived in Australia:

- Full Australian State or Territory Birth Certificate (not birth certificate extract)
- Australian Visa (supported by a Foreign Passport)
- Australian Citizenship Certificate
- ImmiCard – must be current
- Certificate of Identity (issued by the Australian Government to refugees and non-Australian citizens for entry to Australia) – must be current
- Australian Passport (current or expired within the last 2 years, but not cancelled)

#### Use in Community documents

You will need to give us at least **two (2)** of these documents. These documents 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
- Foreign Passport
- Australian State or Territory Drivers Licence / Learner Permit
- Australian State or Territory Marriage Certificate (Australian Registry issue only)
- Overseas National ID card (with photo or signature)

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- Proof of Age card (with photo or signature)
- Australian Defence Force ID card (with photo or signature)
- Centrelink card (with current reference number)
- Shooter or Firearm Licence
- Secondary Student ID card / Student ID card
- Medicare card
- 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 Use in Community 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 reports 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

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Australian Passport, which may be expired within the last 2 years, but not cancelled.

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

## What if you cannot give us the identity documents?

If you are not able to give us the documents listed above, the NDIS will work with you in order to confirm your identity depending on your situation.

## What if the document 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 \(NAATI\)](#).

## How can you give us documents?

### In person

You can show us your original identity documents in person at your local NDIS office. We will scan or photocopy the documents and return them to you.

### Via Post

If you can't show us the documents in person you can post copies of your identity documents to:

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

### Via Email

If you can't show us the documents in person or post the documents, you can scan and email the identity documents for:

- Applicants to [NAT@ndis.gov.au](mailto:NAT@ndis.gov.au)
- Participants to [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au).

## 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 the Community documents](#), or the name you have provided to us.

You will still be able to give us these documents by giving us a [linking document](#). This document 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)

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- Marriage certificate (Australian Registry issue only)

## 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 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.