

Applicant Instructions - Uploading ID Documents

Uploading your ID Documents for your Nationally Coordinated Criminal History Check

Step 1. After entering your basic personal details such as your date of birth and address, you will progress to the Additional Details screen that asks for you to provide Identity Documents.



Step 2. Read the instructions in the yellow box carefully that states you need to upload **three (3) identity documents (ID)**. You will also be asked to upload a photo of yourself holding **1** of your photo IDs e.g. Passport or Driver Licence. Once you have read and understood the instructions below, please click on the '**+ Add ID documents**' button circled in red below.

Identity

You are required to upload 3 ID documents as part of your application. The combination of your 3 documents must contain the following at a minimum:

- 1 document containing your photo
- 1 document containing your date of birth
- All 3 documents containing the same full name and details as you provided in the previous screen. Please note, the name in the previous screen should be your current legal name and not an informal preferred name.

Please note: if none of your documents contain a photo, you must submit a certified passport-style photograph certified by a person listed here.

Providing a Photo of yourself

You MUST provide at least 1 photo of yourself holding the photo ID you upload to confirm the ID belongs to you. The photo id must be from the Category A or Category B document list.

Having trouble uploading your IDs?

Click here to download ID uploading instructions

Do not upload an image of your credit or debit card to fit2work, unless it is under the credit or debit card section. Please click here to view how to upload your credit or debit card.

Do not have the required documents?

We recognise that some applicants may need to renew or obtain relevant documentation to verify their identity prior to submitting a check. But in some cases, applicants may find it difficult to provide the evidence to identify themselves in line with minimum requirements. In these cases, we have an exceptional circumstances approach namely which allows you to use special provisions to verify the identity.

Reasons for exceptional circumstances may include applicants:

- whose birth was not registered;
- who are homeless;
- who are undocumented, or recent arrivals to Australia;
- who live in remote areas;
- who are transgender or intersex;
- who are affected by natural disasters;
- with limited access to identity documents for reasons associated with how they were raised, their ability to participate in society, or due to their age; or
- who are foreign nationals and reside outside of Australia.

Please click on "Add ID documents" and then click on "I don't have documents" to proceed with the special provision application.

Note: If any of your documents are in your maiden name or previous name, then you will need to provide a change of name document or any valid supporting document.



Step 3. You will see the screen below displayed with further instructions in the yellow box on what ID documents you can provide. To start uploading your documents, click anywhere on the 'Please Select' drop-down boxes to select **1 ID document for each of the 3 categories** listed. You must provide one Category A document, one Category B document and **one Category C Document**. If you do not have the identity documents to meet these minimum requirements, please refer to page **17** for further instructions.



Step 4. Once you have selected 1 document from each category (as displayed in the screenshot below), click on the red '**Next**' button to proceed.

dd Identity Documents				
1 Choose Document	5		2 Take Photo	
When applying for a Nationally Coordinated Criminal History Check it is necessary for you to verify your identity in line with Australia's National Identity Security Strategy. To achieve this, you must at a minimum: Provide 3 documents Provide 3 documents (one Category A, one Category B and one Category C) Provide at least 1 document containing your photo Provide at least 1 document containing your birth date Do not have the required documents? Please click on "I don't have documents" to proceed with the special provision application.				
Select Document from Category A +	Please Select	~		
Select Document from Category B +	Please Select	~		
Select Document from Category C +	Please Select	~		
		× Cancel	I Don't Have Documents 🔶 Next 🔶	

Step 5. You will be directed to the screen below that provides instructions on how to take your 'selfie' photo. Depending on what device you are using to complete this Nationally Coordinated Criminal History Check application (e.g., mobile phone, tablet, laptop, computer), the system will display 1 of the 2 following options below.

Option 1 – You are using a device that has a camera able to take a photo of you

Click on the '**CLICK HERE TO OPEN CAMERA**' button, and you will be directed to your camera screen to take a photo of yourself holding 1 of your photo IDs e.g., Passport or Drivers Licence.



After you have taken your photo, you will be directed back to this photo instruction screen to check that your photo is clear. If you are satisfied that it is a clear image where your photo in your ID is visible, you can click the red '**Next**' button to proceed.



Option 2 – The system cannot detect a camera, so you are provided options on how to upload your 'selfie'

You can upload your photo in two ways:

1. Click on the '**Upload Photo**' button; this will allow you to upload a pre-taken 'selfie' photo that is on your device without the system having to access any cameras.

2. Click on the '**Send Link to My Phone**' button; this will send your mobile phone an SMS text message with a link that you click on to allow you to take a phone camera photo per Option 1 above. The photo you take will also be uploaded as per the screenshot in Option 1 above.

With both options, please ensure you upload a clear photo of yourself holding up 1 of your photo IDs.



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Step 6. Once your 'selfie' has been successfully uploaded, you will be directed to upload your **3** ID documents. Please read the instructions on each screen carefully to ensure you enter in the correct information that matches your ID document. After entering your information in each field below, click on the '**+ Add File**' button next to the Attachments section.

Add Identity Documents				×
Choose Documents	Take Photo	3 Australian Passport	4 Australian Drivers Licence	5 Medicare Card
PASSPORT	Country of paragons Paragont Number Paragont Number Distant Rises Nadorsality Date of Binh Date of Binh Date of Binh Date of Binh Date of Binh Maranality Date of Binh Maranality Maranality Date of Binh Maranality Maran			
Private Passport: Issued to individuals for o Government Passport: Issued to individuals	rdinary travel, such as vacatior representing their respective	ns and business trips. government on official government business.		
Passport Type 🔹	Private		~	
Country •	Australia		~	
Number •	N12334422			
Given Name •	Malcolm		I do not	have a given name
Middle Name •	John		I do not	have a middle name
Family Name •	Stevens		I do not	have a family name
Clear copy of your Australian Passport •	+ Add File			
I agree that r lagree that l understand Australia to t	ny information is checked with am authorised to provide thes that information I have provid New Zealand or vice versa.	the issuer or official record holder. se personal information and document details led and the results of this document check ma	: to <i>fit2work.</i> ay involve the use of third party systems and se	rvices and may be transmitted from
				← Previous Next →

This will bring up an 'Open' box, displayed on the right side of the screenshot above, that allows you to select a file of your ID document. Click on the relevant ID document file and then the '**Open**' button circled in red. This will upload the document for you. You will know the document has been successfully uploaded if you see the correct file name below in the green box.

Open			
\leftarrow \rightarrow \checkmark \uparrow \blacksquare « Documents » My Documents \checkmark \circlearrowright	Search My Documents		
Organize 🔻 New folder	€b ▼ 🔲 🤅		
 Quick access Documents Downloads 			
~		Clear copy of your Australian Passport +	+ Add File
File name: Passport.pdf ~	All Files (* *) 🗸 🗸		Files To Upload:
	Open Cancel		Passport.pdf

If you have uploaded at least 1 Australian Government issued document (e.g., Australian Passport, Australian Driver Licence, Australian Medicare Card), you will be asked to provide consent to undergo an Electronic ID Verification to confirm the authenticity of your ID. Please read the consent text carefully, then click on the '**NO**' button on the left of the consent text to slide over to display '**YES**' highlighted in blue with the blue tick.



I agree that my information is checked with the issuer or official record holder.

I agree that I am authorised to provide these personal information and document details to fit2work.

I understand that information I have provided and the results of this document check may involve the use of third party systems and services and may be transmitted from Australia to New Zealand or vice versa.



agree that my information is checked with the issuer or official record holder.

I agree that I am authorised to provide these personal information and document details to *fit2work*. I understand that information I have provided and the results of this document check may involve the use of third party systems and services and may be transmitted from Australia to New Zealand or vice versa.

Step 7. Continue uploading your documents until you have uploaded the 3 as requested.

Add Identity Documents				
Choose Documents	Take Photo	Australian Passport	4 Australian Drivers Licer	5 nce Medicare Card
Driver Licence New South Wales, Australia John CITIZEN 260 ELIZABETH ST SYDNEY NSW 2000 0122456785 Como Citizen Como Citiz	0 000 2 000			
Issuing Agency •	New South Wales		~	
Given Name as per document •				Does not have a given name
Middle Name as per document •				Does not have a middle name
Family Name as per document •				Does not have a family name
Licence Number +				
Card Number				
Clear copy of your Australian Driver Licence •	+ Add File			
				← Previous Next →

Example screen to upload Australian Driver Licence

Add Identity Documents			×
Choose Documents Take Ph	oto Australian Passport	Australian Drivers Licence	5 Medicare Card
Medicare Card			
Medicare Medicare Sold 80315 1 Sold 80315 1 Medicare			
Card Type 🔸	Green – Australian Resident		~
Medicare Card Number *			
Individual Reference Number 🔸	Please Select		~
Name as per document •			
Expiry Date •	mm/yyyy		
Clear copy of your Medicare Card •	+ Add File		
		← Pi	revious Finalise

Example screen to upload Medicare card

Step 8. Following your upload of the **3rd** ID document, click on the red '**Finalise**' button to complete the section of uploading your ID documents for your Nationally Coordinated Criminal History Check. You will then be directed to a screen to review your information, sign your application electronically and submit it for processing.

Uploading your ID Documents for your Nationally Coordinated Criminal History Check via Special Provisions

Step 1. After entering your basic personal details such as your date of birth and address, you will progress to the Additional Details screen that asks for you to provide Identity Documents.

Step 2. If you do not have the required ID documents and therefore, do not meet the minimum identity requirements, refer to the question 'Do not have the required document?' instructions in the yellow box.

Identity

You are required to upload 3 ID documents as part of your application. The combination of your 3 documents must contain the following at a minimum:

- 1 document containing your photo
- 1 document containing your date of birth
- All 3 documents containing the same full name and details as you provided in the previous screen. Please note, the name in the previous screen should be your current legal name and not an informal preferred name.

Please note: if none of your documents contain a photo, you must submit a certified passport-style photograph certified by a person listed here.

Providing a Photo of yourself

You MUST provide at least 1 photo of yourself holding the photo ID you upload to confirm the ID belongs to you. The photo id must be from the Category A or Category B document list.

Having trouble uploading your IDs?

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Do not have the required documents?

We recognise that some applicants may need to renew or obtain relevant documentation to verify their identity prior to submitting a check. But in some cases, applicants may find it difficult to provide the evidence to identify themselves in line with minimum requirements. In these cases, we have an exceptional circumstances approach namely which allows you to use special provisions to verify the identity.

Reasons for exceptional circumstances may include applicants:

- whose birth was not registered;
- · who are homeless;
- · who are undocumented, or recent arrivals to Australia;
- who live in remote areas;
- who are transgender or intersex;
- who are affected by natural disasters;
- with limited access to identity documents for reasons associated with how they were raised, their ability to participate in society, or due to their age; or
- who are foreign nationals and reside outside of Australia.

Please click on "Add ID documents" and then click on "I don't have documents" to proceed with the special provision application.

Note: If any of your documents are in your maiden name or previous name, then you will need to provide a change of name document or any valid supporting document.

+ Add ID documents



Step 3. Once you have read and understood the instructions below, please click on the '**+ Add ID documents**' button circled in red below.



Step 4. To proceed with your Special Provisions application, please click the 'I don't have documents' button.

1-			
Choose Docun	nents		2 Take Photo
 When applying for a Nationally Coordinated Criminal Hi To achieve this, you must at a minimum: provide 3 documents provide 3 documents (one Category A, one Category provide at least 1 document containing your photo provide at least 1 document containing your birth data Do not have the required documents? Please click on "I don't have documents" to proceed with 	istory Check it is necessary for you to verify your ide B and one Category C) ate h the special provision application.	entity in line with Australia's N	lational Identity Security Strategy. Indicates that the document has photo on Indicates that the document has birth date mentioned on
Select Document from Category A *	Please Select	~	
Select Document from Category B +	Please Select	~	
Select Document from Category C *	Please Select	~	

Step 5. The following prompt will be displayed, which means on submission, that the operations team will need to manually assess your application prior to submitting to the third party. Please click the 'Yes' button to continue.



Step 6. Please follow the instructions in the highlighted section below and download the required documents. You are required to list which exceptional circumstance you qualify for and why you are unable to provide the minimum ID documents - one Category A document, one Category B document and **one** Category C Document. Please provide as much detail as possible in the text box available to support your use of special provisions.

Add Identity Documents				×	
2 Choose Documents Take Photo					
When applying for a Nationally Coordinated Criminal History Check it is necessary for you to verify your identity in line with Australia's National Identity Security Strategy.					
To achieve this, you must at a minimum:					
 provide 3 documents provide 3 documents (one Category A, one Category B and one Category C) provide at least 1 document containing your photo provide at least 1 document containing your birth date 					
Do not have the required documents?					
Please click on "I don't have documents" to proceed w	ith the special provision application.		lndicates that the d	cates that the document has photo on it	
				ocomencinos on an date mendoried on it	
Select Document from Category A •	Please Select	~		4	
Select Document from Category B •	Please Select	~		×	
Select Document from Category C •	Please Select	~		4	
Please provide reasons or circumstances due to which Please find below the examples of reasons of exceptio	Please provide reasons or circumstances due to which you cannot provide the document from the listed categories A, B and C and click on "I don't have documents" to proceed for further information. Please find below the examples of reasons of exceptional circumstances. You must provide evidence for the same using a statutory declaration form.				
If you are less than 18 years of age, please attach only form.	an authorised <u>referee form</u> or provide eviden	ce of your age. Example - bir	rth Certificate. You are not required to pro	ovide a statutory declaration	
 whose birth was not registered; who are homeless; who are undocumented, or recent arrivals to Australia; who live in remote areas; who are transgender or intersex; who are affected by natural disasters; with limited access to identity documents for reasons associated with how they were raised, their ability to participate in society, or due to their age; or who are foreign nationals and reside outside of Australia. 					
I'm unable to provide the ID documents from the 3 categories as I'm a recent arrival to Australia					
903 characters remaining				-	
			X Cancel I Don't Have D	ocuments 🔶 Next 🔶	

Step 7. To proceed, please click the red '**I Don't Have documents**' button



Step 8. Please read the instructions in the following window carefully to identify which Special Provision you feel you qualify for. A copy of this information will also be emailed to you. Once you are ready to submit your application, please click on the red '**Finalise**' button.

Add Identity Documents	×
Choose Documents	2 Special Provisions
 Special Provisions for not having required ID Documents As you have indicated that you cannot provide the required combinations of 3 identity documents, please consider whether you makes a special circumstances may include : whose birth was not registered; who are homeless; who are undocumented, or recent arrivals to Australia; who live in remote areas; who are affected by natural disasters; with limited access to identity documents for reasons associated with how they were raised, their ability to participate in soce who are foreign nationals and reside outside of Australia. 	eet the conditions for Special Provision as listed below. iety, or due to their age; or
 Applicant over 18 years of age If you meet the exceptional circumstances and are over the age of 18, please send an email to support@fit2work.com.au including Your full name as per your application Your fit2work reference number: 1391723 Evidence of exceptional circumstances in writing by completing statutory declaration document. 	the following:
 Identity Documents: A minimum of 3 ID documents which must satisfy at least one of the below criteria: At least one primary and secondary document; OR At least one commencement and secondary document; OR At least one commencement and primary document. The combination of the identity documents collected must contain your full legal name, date of birth and a photo identification if you provide an Australian Visa, you must also provide the foreign passport linked to the visa. If you are unable to provide 3 documents as per the above, please provide all documents you have. 	on.

Selfie:

- A Photo of yourself ('selfie') holding one of your photo ID documents.
- · If you cannot provide this, please submit a passport-style photograph certified by a person listed here

If you have any questions or queries please contact support@fit2work.com.au or on 1300 525 525.

For more information regarding what is required and a full list of acceptable ID documents please click here: https://www.fit2work.com.au/Documents/General/3Id Documents.pdf

Applicant Under 18 Years of Age

If you meet the exceptional circumstances and are under the age of 18, please send an email to support@fit2work.com.au including the following:

- Your full name as per your application
- Your fit2work reference number: 1391723
- 1 photo identity document showing your full name and photo.
- A Photo of yourself ('selfie') holding one of your photo ID documents. If you cannot provide this, please submit a passport-style photograph certified by a person listed here

Your parent, legal guardian or authorised agent must provide:

- A photo of themself ('selfie') holding one of their photo ID documents. If they cannot provide this, please submit a passport-style photograph certified by a person listed here; AND
- · Provide a minimum of 3 ID documents (1 commencement document, 1 primary document and 1 secondary use in the community document); AND
- Provide a documentary link between you and your authorised agent (e.g. signed power of attorney or a birth certificate).

If you have any questions or queries please contact support@fit2work.com.au or on 1300 525 525.

For more information regarding what is required and a full list of acceptable ID documents please click here: https://www.fit2work.com.au/Documents/General/3Id Documents.pdf

