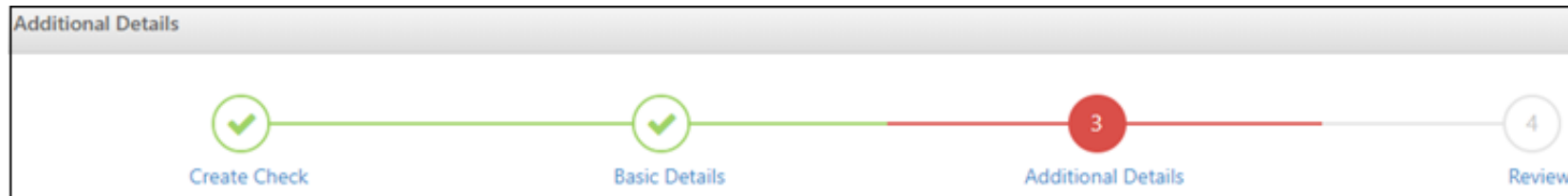# Uploading your ID Documents for your National Criminal History Police Check

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 **four (4) 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 **4 ID documents** as part of your application. The combination of your 4 documents must contain the following at a minimum:

- 1 document containing your photo
- 1 document containing your date of birth
- All 4 documents containing the same full name and details as you provided in the previous screen
- 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.

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 we expressly permit you to in a specific field or document type. For example, do not upload your card to a passport field. If you are expressly permitted to upload a copy of your credit or debit card, then please redact your account number to help maintain security and privacy.

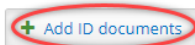**Do not have the required documents?**
We recognise that some applicants may need to renew or obtain relevant documentation to verify their identity prior to submitting a check. But in some cases, applicants may find it difficult to provide the evidence to identify themselves in line with minimum requirements. 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. 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 4 categories** listed. You must provide one Category A document, one Category B document and two Category C Documents. If you do not have the identity documents to meet these minimum requirements, please refer to page 13 for further instructions.

Add Identity Documents ✕

①———————————②
Choose Documents   Take Photo

When applying for a national police 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 **4** documents
▸ provide 4 documents (one Category A, one Category B and two 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.

👤 Indicates that the document has photo on it
📅 Indicates that the document has birth date mentioned on it

Select Document from Category A ✱

Please Select ⌄
🔍
Please Select
Australian Passport 👤 📅
Australian Birth Certificate 📅
Australian Visa
ImmiCard 👤 📅
Document of Identity 👤 📅
Evidence of Resident Status 📅

Select Document from Category B ✱

Select first Document from Category C ✱

Select second Document from Category C ✱

~~el~~   I Don't Have Documents ➡   Next ➡

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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.

Add Identity Documents ✕

① Choose Documents ━━━━━━━━ ② Take Photo

When applying for a national police 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 **4** documents
✔ provide 4 documents (one Category A, one Category B and two 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.

👤 Indicates that the document has photo on it
📅 Indicates that the document has birth date mentioned on it

Select Document from Category A ✱ | Australian Passport ⌄

Select Document from Category B ✱ | Australian Drivers Licence ⌄

Select first Document from Category C ✱ | Medicare Card ⌄

Select second Document from Category C ✱ | Debit Card ⌄

✖ Cancel | I Don't Have Documents → | **Next →**

Step 5. You will be directed to the screen below providing instructions on how to take your 'selfie' photo. Depending on what device you are using to complete this police 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.
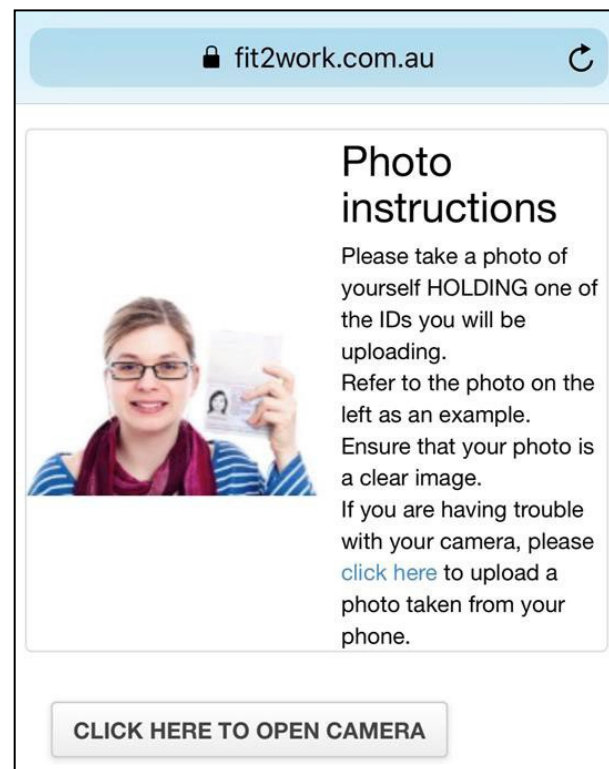
After you have taken your photo, you will be directed back to this photo instruction screen to check that your photo is clear. If you are satisfied that it is a clear image where your photo in your ID is visible, you can click the red '**Next**' button to proceed.
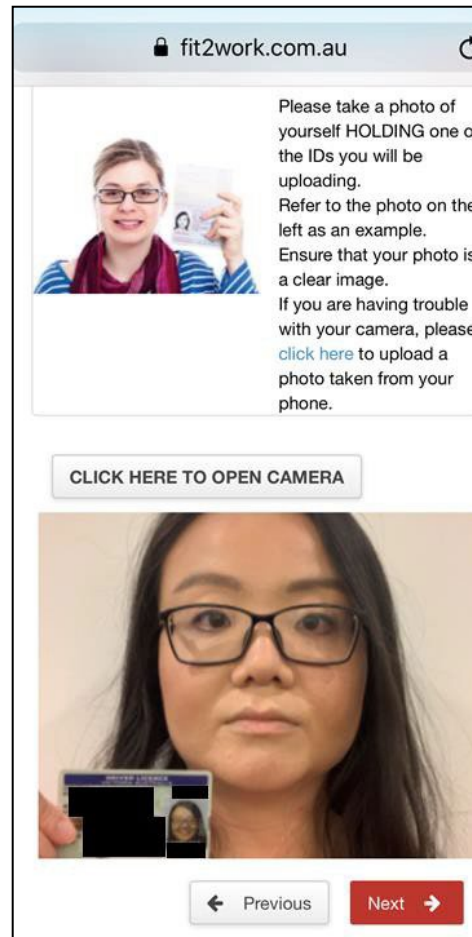
Option 2 – The system cannot detect a camera, so you are provided options on how to upload your 'selfie'

You can upload your photo in two ways:

1. Click on the '**Send Link to My Phone**' button which 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 per the screenshot in Option 1 above.
2. You can upload a pre-taken 'selfie' photo that is on your device without the system having to access any cameras.

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

Step 6. Once your 'selfie' has been successfully uploaded, you will be directed to upload your 4 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.

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.
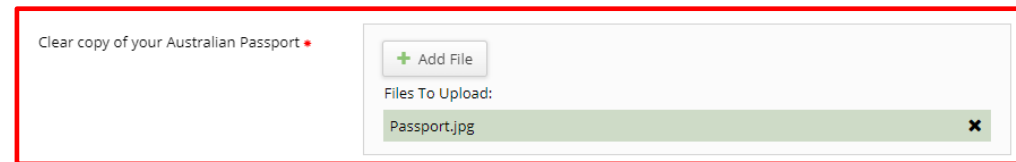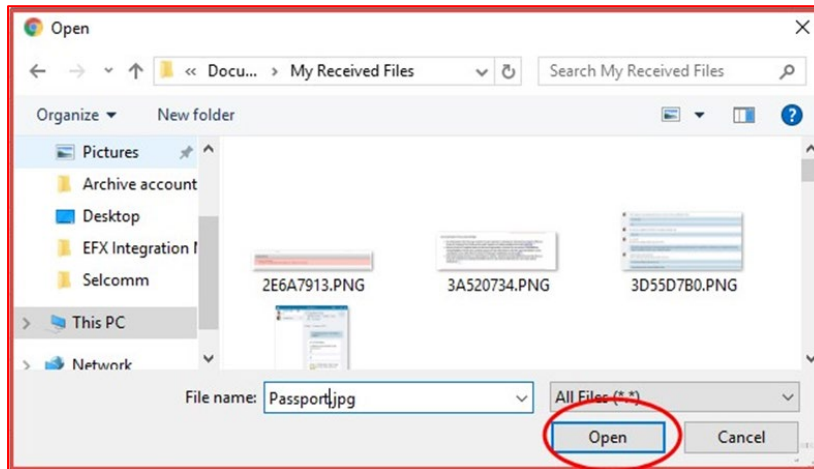
If you have uploaded at least 1 Australian Government issued document (e.g., Australian Passport, Australian Driver Licence, Australian Medicare Card), you will be asked to provide consent to undergo an Electronic ID Verification to confirm the authenticity of your ID. Please read the consent text carefully 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.

Step 7. Continue uploading your documents until you have uploaded the 4 as requested.

Add Identity Documents

✓ Choose Documents — ✓ Take Photo — ✓ Australian Passport — **4** Australian Drivers Licence — ⑤ Medicare Card — ⑥ Debit Card

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

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Add Identity Documents

✓ Choose Documents — ✓ Take Photo — ✓ Australian Passport — ✓ Australian Drivers Licence — **5** Medicare Card — 6 Debit Card

Medicare Card

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

← Previous   Next →

Example screen to upload Australian Medicare card

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From Equifax

Step 8. Following your upload of the 4th ID document, click on the red '**Finalise**' button to complete the section of uploading your ID documents for your police check. You will then be directed to a screen to review your information, sign your application electronically and submit it for processing.
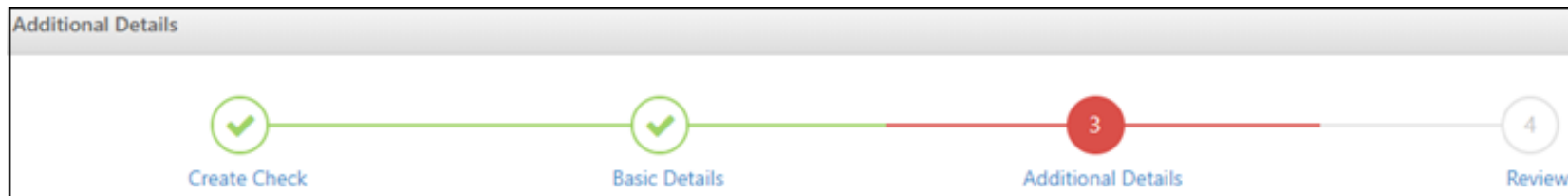

Example screen to upload Bank Debit card

Uploading your ID Documents for your National Criminal History Police 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 therefore do not meet the minimum identity requirements, refer to the question 'Do not have the required document?' instructions in the yellow box. 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 **4 ID documents** as part of your application. The combination of your 4 documents must contain the following at a minimum:

- 1 document containing your photo
- 1 document containing your date of birth
- All 4 documents containing the same full name and details as you provided in the previous screen
- 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.

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 we expressly permit you to in a specific field or document type. For example, do not upload your card to a passport field. If you are expressly permitted to upload a copy of your credit or debit card, then please redact your account number to help maintain security and privacy.

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

Add Identity Documents ✕

① —————————————— ②
Choose Documents　　　　　　　　　　　　　　　**Take Photo**

When applying for a national police 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 **4** documents
▸ provide documents from at least 2 categories out of 3 categories (A/B/C) listed below
▸ 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.

　　　　　　　　　　　　　　　　　　　　　　　　　👤 Indicates that the document has photo on it
　　　　　　　　　　　　　　　　　　　　　　　　　📅 Indicates that the document has birth date mentioned on it

Select Document from Category A ✱ 　　| Please Select ⌄ |

Select Document from Category B ✱ 　　| Please Select ⌄ |

Select first Document from Category C ✱ 　| Please Select ⌄ |

Select second Document from Category C ✱ 　| Please Select ⌄ |

✖ Cancel　　　I Don't Have Documents ➜　　　Next ➜

Step 4. The following prompt will be displayed which means on submission, the operations team will need to manually assess your application prior to submitting to the third party. Please click the '**Yes**' button to continue.
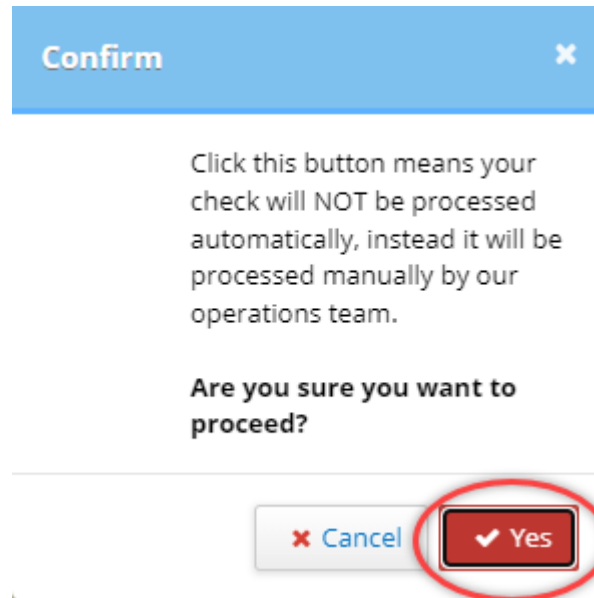
Step 5. Please follow the instructions in the highlighted section below and download the required documents. You are required to list which exceptional circumstance you qualify for and why you are unable to provide the minimum ID documents - one Category A document, one Category B document and two Category C Documents. Please provide as much detail as possible in the text box available to support your use of special provisions.

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 an authorised **referee form** or provide evidence of your age. Example - birth Certificate. You are not required to provide a statutory declaration form.

- 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.

1000 characters remaining

Step 6. To proceed, please click the red '**I Don't Have documents**' button

Add Identity Documents

When applying for a national police 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 **4** documents
▸ provide 4 documents (one Category A, one Category B and two 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.

👤 Indicates that the document has photo on it
📅 Indicates that the document has birth date mentioned on it

Select Document from Category A ∗	Please Select ⌄
Select Document from Category B ∗	Please Select ⌄
Select first Document from Category C ∗	Please Select ⌄
Select second Document from Category C ∗	Please Select ⌄

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 an authorised **referee form** or provide evidence of your age. Example - birth Certificate. You are not required to provide a statutory declaration form.

- whose birth was not registered;
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- 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.

1000 characters remaining

✖ Cancel   I Don't Have Documents →   Next →

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Step 7. 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.

Please email your ID documents and supporting documentation to the email mentioned on this page. The operations team will be in contact with you if they require any further information.