

Non-digital identity pathway



What is Non-Digital Identity verification

Identity verification helps to protect your information from unauthorised access and potential identity fraud.

Verification is done by cross-referencing the documents you provide against official records.

Digital identity verification is like an online version of a manual 100-point identity check, however unlike a manual process it can be used to access multiple systems, whereas a manual/non-digital check is only for a one-off use.

The RSHQ Portal requires the identity of all users of the system to be verified. This helps to protect your information by ensuring you are who you say you are. myID and IDVerse® are the recommended methods of digital identity verification for the RSHQ Portal. myID and IDVerse® are secure and are the fastest and easiest way to verify your identity. Individuals who choose not to verify their identity online with myID and IDVerse® are able to lodge a manual application for the RSHQ Portal access

However, if you are not comfortable with online verification you may submit a manual/non-digital verification instead. This fact sheet contains information about how to submit a non-digital verification so that you can use the Portal.

Accessing the RSHQ Portal for the first time

All users must use a unique email address to set up their Portal account, and to receive verification codes to log-in. How you access the Portal will depend on if you hold a current 'licence' of some type with RSHQ.

Visit our website for help to set up a Portal account.
www.rshq.qld.gov.au/rshq-portal/training-and-support

Identity verification

The Portal uses online identity verification to ensure access to the data in your account is secure. Before you can access the full functionality of the Portal, you'll need to complete an identity verification.

Visit our website for more about verification.

www.rshq.qld.gov.au/rshq-portal/frequently-asked-questions-faq

Document requirements

Refer to page 3 for the required identity documentation list.

In addition to your identity documents, you will also need to submit the following forms, which are available to download from our web site:

www.rshq.qld.gov.au/rshq-portal

☐ Consent form

Fill out as indicated.

☐ Statutory declaration

Fill out as indicated. A Justice of the Peace (JP) will need to complete it as an authorised witness.

What happens if documents don't match or fail verification?

It is important that you ensure your documents supplied correctly display your full legal name and date of birth. This may mean you also need to include a linking document or proof of name change such as a marriage certificate.

In the event that your documentation supplied fails our verification checks you will be notified of this via email. This may require you to submit further documentation for consideration, or to contact the issuing authority for your documentation to rectify errors.

Application Process

1. Complete the consent form.
2. Complete the relevant sections of the statutory declaration form.
3. Refer to the document list to assemble the required documents and make copies of them to be certified by a registered Justice of the Peace.
4. Present yourself, your original documents, and their copies to a JP in person for certification and witnessing of the statutory declaration form.
[Search: 'QLD JP near me'](#)
5. Email the scans of the certified copies, consent form, and statutory declaration to the appropriate RSHQ Inspectorate.

IMPORTANT: Applications without the JP witnessed statutory declaration will not be considered.

Tips for a smooth verification process

1. Ensure you submit clear, colour scans or photos of your verified documents.
2. Include all relevant sides/pages of your documents (for example, both sides of your drivers' licence).
3. Ensure your documents are a primary and secondary document from the lists of approved documents.
4. Ensure both documents clearly show your name and other personal details.
5. Confirm your name is consistent across all documents or provide name-change evidence.

6. Ensure you follow all instructions exactly and respond promptly to any requests for additional documentation.
7. Any requests that are received without the statutory declaration that has been completed by a Justice of the Peace will not be considered.

Approved documents

You must supply two different identity documents for manual verification. One of those documents must be from the primary credential list. The second may also be from the primary credential list or the secondary credential list. All Documents must be current. (*please see documents list on page 3*)

Documents to be sent to RSHQ

- ☐ Consent Form
- ☐ Statutory Declaration
- ☐ Identity Documents
 - 2 Primary Credentials or
 - 1 Primary Credential and
1 Secondary Credential
- ☐ Name Change Document (if required)

Send Documents to

- Explosives Inspectorate
explosivesportal@rshq.qld.gov.au
- Petroleum and Gas Inspectorate
PGIPortal@rshq.qld.gov.au
- Coal, Mineral Mines and Quarries Inspectorates
QLDMinesInspectorate@rshq.qld.gov.au

Documents List

Primary Credential - You *MUST* provide at least one current document from this list. Your second document can also be from this list.

(please ensure all documents are current)

- ☐ Australian-issued driver licence (including Queensland)
- ☐ Australian birth certificate—full, not an extract or commemorative certificate
- ☐ Bicentennial birth certificate—issued for births in 1988
- ☐ Australian citizenship or naturalisation certificate
- ☐ Queensland photo identification card / Adult proof of age card/ Queensland government issued photographic high risk work licence
- ☐ Australian or foreign passport
- ☐ Interstate government-issued photo identity card
- ☐ Australian defence force photo ID card
- ☐ Australian Government-issued employee ID
- ☐ Australian State or Territory issued Trade licence
- ☐ Department of Immigration and Border Protection or Department of Home Affairs
 - Australian Migration Status (AMS) ImmiCard
 - Permanent Resident Evidence ImmiCard
 - Evidence of Immigration ImmiCard

Secondary Credential - Your second document can be from this list

(please ensure all documents are current)

- ☐ Queensland Firearms Licence
- ☐ Evidence of right to a government benefit (OVA or Centrelink) - Centrelink Concession Card' and 'Veteran Affairs Card'
- ☐ Medicare card—may be used by any person listed on the card.
- ☐ Australian security guard or crowd controller licence—with photo
- ☐ Department of Foreign Affairs and Trade
 - Certificate of identity
 - Identity Document
 - Convention Travel document
- ☐ Overseas birth certificate with NAATI translation

Evidence of your name change

If you have changed your name, or the details of your name are different on your identification documents, you must show an original, official document that provides evidence of your change of name.

Acceptable document	Status
Australian marriage certificate (not a ceremonial certificate)	Issued by relevant Registrar of Births, Deaths and Marriages
Australian civil partnership/relationship certificate	
Australian Change of Name certificate	
Australian birth certificate (amended with/without notations)	
Deed poll	Issued before 1 February 2004