



OFFICIAL

AusCheck External Release Notes

5 December 2025 v4.13.0

Summary

The latest upgrades to AusCheck systems introduce important improvements to help our systems perform better and support users. These upgrades will support programs to align with the Department of Home Affairs' priorities and enable us to better respond to future needs.

AusCheck portal enhancements

Applicant portal modernisation work

The portal will deliver improved speed and a refreshed, more modern user experience.

New AusCheck portal landing page

This portal enhancement will improve the user experience because it will have clear login information for different types of users and additional links for sign-in help.

The screenshot shows the AusCheck Portal landing page. At the top, there is a header with the Australian Government logo and the text 'AusCheck Portal'. Below the header, there is a main content area with two columns. The left column is for 'I'm an applicant' and the right column is for 'I'm an organisation administrator'. Both columns have a sign-in section with a 'Sign in with myID' button and a 'Sign in help' link. There are also links to 'Find out more about AusCheck' and 'Read more' for first-time sign-ins. At the bottom, there is a 'Contact us' link.

Australian Government
Department of Home Affairs

AusCheck Portal

Use the AusCheck Portal to apply for, track, and manage background checks required for unsupervised access within Australia's security-sensitive critical infrastructure sectors, including aviation, maritime and declared Major National Events.

[Find out more about AusCheck](#)

I'm an applicant

Start, continue or manage your application for an **ASIC, MSIC or other background check** by signing in below.

☐ I have read and understood the [AusCheck Portal conditions of access](#)

[Sign in with myID](#) [Sign in help](#)

First time signing in?
You need a myID to sign in. If you don't have one, you'll need to [set one up now](#).

I'm an organisation administrator

I'm signing in as:

☐ An employer ☐ A verifier ☐ A facility operator

☐ I have read and understood the [AusCheck Portal conditions of access](#)

[Sign in with myID and RAM](#) [Sign in help](#)

First time signing in as an administrator?
Signing in for the first time generates an access request, and you then need to wait for approval. [Read more](#).

If you don't want to use myID and the AusCheck portal, [contact us](#). We can send you a PDF application form to complete instead.

[Contact us](#)

File uploads validation

This enhancement will ensure that only system-supported files (pdfs or jpegs) can be uploaded in the AusCheck portals. This will prevent unnecessary delays.

Applicants

Enhanced experience for applicants without a given name

This enhancement allows applicants with a single name to enter it once in the 'Given Name' field, eliminating the need to duplicate it in the 'Family Name' field. The change improves user experience and data integrity, with any required data transformations managed automatically at the point of integration.

Changing “Identity Verification Interview” reference to “Identity Verification Appointment”

This enhancement updates auto-correspondence to applicants by changing all references from 'Identity Verification Interview' with 'Identity Verification Appointment'. This update provides clearer expectations, prevents confusion and reduces the number of enquiries to AusCheck's service desk.

Updates to the applicant invitation email

This enhancement ensures that applicants receive only scheme-specific invitation emails.

The email will also include a direct link to the AusCheck website, replacing the previous generic reference to 'visit our website.'

Verifiers

Notifying verifiers before they lose access to the verifier portal

This enhancement notifies verifiers when their portal access is due to expire. Automated emails will be sent 60 and 30 days prior to expiry, reducing unexpected loss of access and reducing service support requests.

Other general enhancements:

- Replacing the existing country name 'Palestinian Territory' with 'Palestine, State of' in the AusCheck system, in line with the Australian Government's formal recognition of the State of Palestine.

Note: this update will be reflected in AusCheck systems from 1 December 2025.

- Analysis work for system improvements to support background checking reform.

Outage window

AusCheck system maintenance is scheduled for 5 December 2025 between 19:00 to 23:59 (AEDT).

Systems may be offline at times during this period.

The outage will affect:

- Aviation Security Identification Card (ASIC) issuing bodies
- Maritime Security Identification Card (MSIC) issuing bodies
- National Health Security (NHS) responsible entities
- Naval Shipbuilding and Sustainment Identity Cards (NSSIC) responsible entities
- Critical Infrastructure Background Checking (CIBC) responsible entities
- Web portal users (applicants, employers, verifiers, facility operators and issuing bodies)
- Web services users