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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.
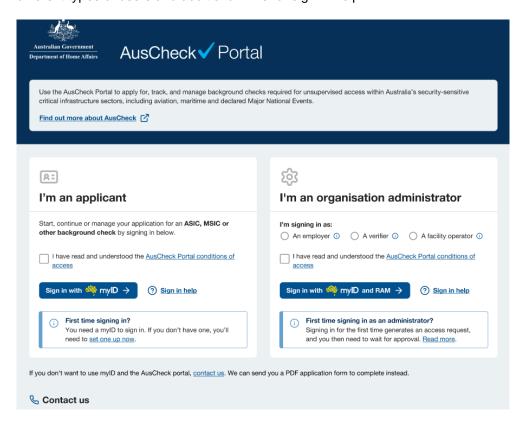
AusCheck portal enhancements

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.

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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