



AusCheck External Release Notes 20 June 2026 v4.15

Summary

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

This release improves services by making them easier to use, clearer and more dependable.

Key highlights:

- improved user experience for applicant and verifier portals
- simplification of employer portal user roles
- simplified error messaging.

AusCheck portals

Employer portal

Removal of 2 roles

Impact: Low | **Audience:** Employers | **Change Type:** Enhancement

This upgrade will simplify how users are set up by removing 2 low-value roles from the portal:

- Operational Need Approver
- Decision Maker.

Applicant portal

Improved guidance for adding documents

Impact: Low | **Audience:** Applicants | **Change Type:** Enhancement

Applicants will receive clearer guidance for adding identity documents exceeding the 4MB size limit, reducing failed attempts and improving completion rates.

Improvements include:

- clearer explanation of the size limit of a file
- practical suggestions (e.g. reduce resolution)
- improved instructions on required added documents and files.

The screenshot shows a web form for uploading documents. At the top, there is an 'Input' field. Below it, the section is titled 'Upload document(s)*'. A red '1' icon is next to the instruction: 'Please upload clear colour photos or scans of the front and back of your document to support your application.' Below this, two bullet points list 'Accepted formats: JPG/JPEG or PDF' and 'Maximum file size: 4MB'. A red '2' icon is next to a 'Choose files' button, which currently shows 'No files chosen'. Below the button, a red-bordered box contains an error message with a red '3' icon: 'Your file is too large. The file you selected is 6.5MB, but the maximum is 4MB. Read the tips below to reduce your file size, then try uploading again.' A blue link 'Tips for reducing file size' is provided. At the bottom of the form is a blue 'Verify and save' button.

Verifier portal

Improved experience for adding documents

Impact: Low | **Audience:** Verifiers | **Change Type:** Enhancement

Verifiers will benefit from a simpler process to take images again and add more documents.

Additional improvements:

- clearer instructions for adding documents
- users can delete documents they have added.

Note:

Verifiers cannot delete documents uploaded by applicants.

Verification decision

Verification Status *

Verified

Comments

Please type here

Verifier-uploaded documents

If the documents uploaded by the applicant aren't sufficient or don't comply with AusCheck's acceptable [identification document criteria](#), you can upload additional documents here.

Reasons for needing to upload additional documents include:

- missing front or back of document (if needed)
- incorrect page or wrong document uploaded
- the image doesn't show the full document
- blurry or illegible details

The existing documents are sufficient

I need to upload more documents

A1 Document

Attach document(s) to support the application:

- The document(s) should be in colour, clearly legible with both sides of the identity document captured.
- One or more documents can be uploaded.
- Each document must be in PDF or JPG/JPEG format and be less than 4MB.

Choose file No file chosen

Upload

sample file2.pdf 225 KB | 12/09/2023 1:08pm

Delete

View

Minor improvements and fixes

Improved DVS validation error messages

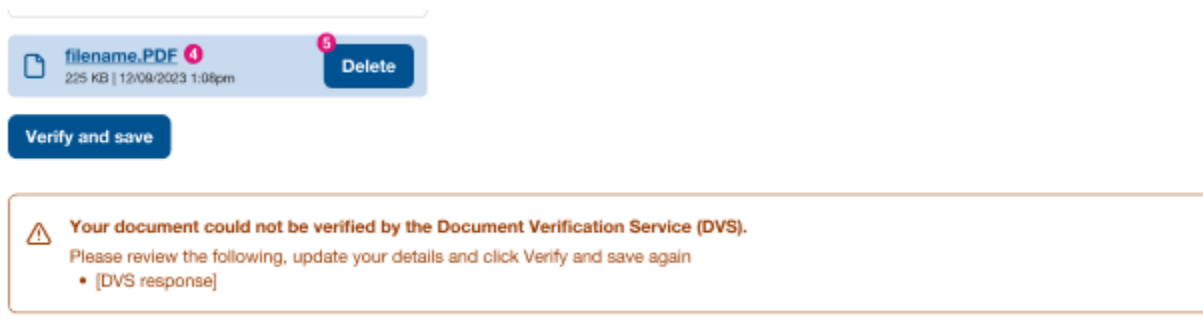
Impact: Low | **Audience:** Applicants | **Change Type:** Production fix

Applicants will now get detailed error messages from Document Verification Service (DVS) when identity confirmation fails.

Applicants will receive:

- clearer explanations of errors
- guidance to help resolve issues
- reduced repeat failed attempts.

The three-attempt verification limit remains unchanged.



Outage window

AusCheck system maintenance is scheduled for 20 June 2026 between 19:00 to 23:59 (AEST).

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 responsible entities
- Web portal users (applicants, employers, verifiers, facility operators and issuing bodies)
- Web services users.