



DVS Source Specific Behaviour

Oct 2020



With DVS sources, if the name is only a single word, enter the word in the last name field and put a "-" (hyphen) in the first name field.

Driver's licences

Driver Licences do not work if cancelled but will work if suspended.

VIC Driver Licences

There are ongoing offshore/interstate conversion issues that affects some Victorian Drivers licence, that is currently being amended.

Referring to the DVS for assistance

Ensure that the individuals have given consent for the DVS team to conduct a check via their interface and refer it to the Issuer if required.

The DVS has specific consent requirements, and the preferred statement is below:

"I confirm that I am authorised to provide the personal details presented and I consent to my information being checked with the document issuer or official record holder via third party systems for the purpose of confirming my identity."

This is important information for the DVS team, that consent has been obtained to check the individual's information via third party systems (which the DVS would fall under as they are not the issuer or official record holder of the document).

Expired driver licences

Driver licences will verify past expiry in all jurisdictions, except Tasmania and Western Australia. A Tasmanian licence will become inactive a day after its expiry, and in WA will become inactive six months after its expiry.

Not reliance should be placed on the verification results of Proof of Age card verification's via the DVS as it is not a DVS supported document. There is no consistency or certainty on the level of Identity Proofing undertaken when issuing the card, nor is there a central repository of data. Therefore it has not been made available via the DVS.

Jurisdiction	Format	Length
ACT	Numeric	Up to 10
NT	Numeric	Up to 10
QLD	Numeric	8 to 9
NSW	Alphanumeric	6 to 8
SA	Alphanumeric	6
TAS	Alphanumeric	6 to 8
VIC	Numeric	Up to 10
WA	Numeric	7

Maiden Names:

Is Elizabeth married? We often encounter licences where the individual is married and has changed their surname. Unless the individual provides documentation to support the name change it is not applied to the legal name field held at NEVDIS and rather an alias name is created.

This means that name is printed on the licence with the new surname, but the legal name remains as the maiden name (or previous name). If you went to QLD direct then you may have the ability to check name alias', hence why it passed there and failed via the DVS.

Other Notes:

- Leaners Permits and Provisional Driver licenses are available through the DVS – they should be treated like a standard Drivers License.
- Heavy Vehicle Licence do work
- There may be licenses that has the persons name on the licence with a comma at the end (eg: John Smith,) which means that the persons fullname was entered in a single name field. So in order to match these licenses, you need to either enter the fullname into the firstname field and a fullstop in the lastname field or you can enter a fullstop in the firstname field and the fullname in the lastname field.

Australian Passport

Australian Passports will work with the DVS up to three years after date of expiry (updated from 2 years from 1 May 2017).

From 9 November 2016, Users may start receiving 'D' response for -

Australian passport (and other travel document) requests where the bio data is correct but:

- the document status means it is not valid for travel,
- the document is more than 2 years past its expiry date, or
- the document is a provisional travel document.

Visa

- The country codes list provided by the DVS is from the Department of Immigration. Whilst Immigration uses the ICAO country codes, it also uses the Passport codes stipulated by the country of issue. These generally match, with the exception of Germany. Unfortunately, Immigration has to operate on the advice from the country of issue hence why there may be some discrepancies between ICAO codes and those that are recorded in the DVS Country Code document provided to you.
The country codes are listed in this document provided by the DVS.
- 2 country codes exist in the list for Burkina Faso. We have confirmed that both should be accepted. HVO was ceased in 1993, although you may still see documents in circulation with that code, hence why both appear on the list."
- DVS have confirmed that expired Visa's will not be confirmed through the DVS service.
- There are some peculiarities with the DVS visa source in that the name is the one on the visa grant letter which doesn't always match the name in the passport. Also, the foreign passport of a permanent resident will not work.
- If the permanent resident has a valid foreign passport, immigration has a record of that passport and the individual has not subsequently become an Australian citizen then their visa **should** verify via the DVS.
- The DVS is not able to verify the following documents (all others are supported):
- Visa Evidence Cards (also known as PLO56 documents), previously issued to protection visa and bridging visa holders
 - Certificates of Evidence of Resident Status
 - Certificate of status for New Zealand Citizens in Australia

From 12 November 2016, Users may start receiving 'D' response for -

Visa requests where:

- The visa has been granted and the person is not in the country at the time the verification was attempted
- The person has a visa granted but never arrives in the country
- The person's visa is expired
- The person has a valid visa and is out of the country at the time of verification (i.e. visa is valid until the end of the year the person has returned home or is holidaying out of the country)
- Person has been granted Australian citizenship

If you want to confirm the person holds a valid visa and is offshore, but don't need to confirm their identity information, VEVO should provide what you need.

- Individuals who are permanent residents in Australia and only have a Certificate of Evidence of Resident Status (CERS) will not be able to have their CERS document verified via the DVS. These individuals typically won't have a foreign passport and therefore may not be able to have their identity checked against the Department of Immigration and Border Protection records. (As an aside, Department of Employment receive CERS they need to validate - they have been able to receive an email contact for "Sydney Client Services" based at DIBP's Sydney office, where they get the certificates validated)

Advice from Immigration on the availability of documents via the DVS after they have been issued;

Citizenship Certificates: up to 3-4 weeks.

Registration by Descent certificates: in most cases will be ready on the same day for verification.

Visas: maximum 24 hours but usually much quicker.

Immicards: Immicards were originally configured to return a DOB match. However, it was found that the Immicard is only checking the year of birth, not the day and month as well. Although the DOB field was implemented as a field check early on, it was subsequently removed due to this limitation.

New Zealand Passports: New Zealand nationals are granted a Special Category Visa (Subclass 444) on arrival unless they fall into one of the following categories;

- They already hold a permanent or a substantive temporary visa
- They identify as being of health/ behavioural concern
- They are a dual national entering the country on their Australian passport

SingleName: Visas represent single name identities by placing a hyphen '-' in the given name. This is difficult to ascertain from the passport bio page and visa grant notice. If Users know they are dealing with an individual who identifies with only one name it is worth attempting the verification with a hyphen in the given name field and the name/s on the passport/grant notice in the family name field.

Malaysian name construct

The DVS matches against the name used when applying for a visa. This can be different to the name in the foreign passport. When attempting to match a visa record issued on a Malaysian passport there are a number of things to consider regarding the name construct.

The majority of Malay names consist of a personal name or names followed by a patronym ('bin' for men and 'binte'/'binti' for women) and the individual's father's name. Many Malays do not use family names or surnames and often omit the 'bin' etc. when recording their name on forms.

When attempting to match a visa against a Malaysian passport, we recommend Users try entering the names as a single name (as discussed outlined above) or try splitting the name according to where the 'bin' etc. is placed ie Mohamed Amar Bin Abdul would be entered as Mohamed Amar in the first name field and Abdul in the last name field, omitting the 'bin', as per attached.

Medicare

My contact said she was not aware of any reason why Medicare cards for minors who were listed on the cards would not work in the DVS.

Failing of cards close to expiry:

Green Medicare cards are automatically reissued approximately two months prior to their expiry. As soon as a new card is issued, the old card will no longer verify via the DVS.

Because there is no day of issue recorded on the card, it's difficult to tell when in the month a new card is likely to be issued. As a general rule, the DVS say if the card is failing a DVS check and is within that two month

period, then it has likely been superseded by a new card – it is important to note that the individual may not have received the new card yet.

Th DVS are talking to Medicare about a process to combat this issue and will advise the outcome. (as at 04/10/2016)

DVS D Response - Issuer specific D result reasons



DVS D results.pdf