



NSW DIGITAL ID

1. Information for High-Risk Work Licence Learners

A new identity option for HRWL assessment enrolment

From **Monday 15 June 2026**, learners using the **Service NSW app** to enrol for a High-Risk Work Licence (HRWL) assessment will be offered the option to create and use a **NSW Digital ID**.

The NSW Digital ID is a reusable, government-issued digital proof of identity.

2. Is NSW Digital ID compulsory?

No. NSW Digital ID is voluntary and free.

You may choose whether you wish to create and use a NSW Digital ID.

Learners who do not wish to create a NSW Digital ID, or who are unable to complete the setup, can continue using the existing HRWL proof-of-identity process.

3. How do I set up a NSW Digital ID?

Setting up your NSW Digital ID is a one-time process.

You will need to:

1. Access the HRWL assessment enrolment through the Service NSW app.
2. Select the option to create a NSW Digital ID.
3. Provide three accepted identity documents.
4. Complete a biometric identity check by following the instructions in the app.

You must use your own identity documents and complete the identity check yourself.

4. What are the benefits?

After your NSW Digital ID has been successfully created, you may be able to:

- verify your identity in one step;
- proceed directly to your HRWL assessment enrolment;
- avoid submitting multiple identity documents each time you enrol;
- reduce paperwork;
- use a secure government-issued digital identity; and
- control the identity information you share.

5. What happens if I do not use NSW Digital ID?

You can still enrol for your HRWL assessment using the existing proof-of-identity process.

Under the existing process, you will need to provide **two accepted identity documents** when completing your HRWL assessment enrolment.



Choosing not to use NSW Digital ID will not prevent you from applying for your HRWL assessment.

6. Important information

- NSW Digital ID is managed by **Service NSW**, not HPA Training.
- HPA Training cannot create, access or manage your NSW Digital ID.
- You are responsible for ensuring the information and identity documents you provide are accurate.
- Creating a NSW Digital ID does not replace any other HRWL course or assessment eligibility requirements.
- You must still follow all instructions provided by HPA Training, the SafeWork NSW accredited assessor and Service NSW.

7. Need help?

For assistance with creating or using a NSW Digital ID, contact:

Service NSW

Phone: **13 77 88**

Website: www.service.nsw.gov.au

Or our trainers will be able to assist you create one.

[Create your NSW Digital ID | Service NSW](#)

[Common questions about NSW Digital ID | Service NSW](#)