

NSW Police Force
Criminal Records Section

Information Sheet No. 1

What is the National Police
Checking Service?

Criminal Records Section
T: (02) 8835 7888
F: (02) 8835 7193

crs@police.nsw.gov.au



This Information Sheet provides information and responses to Frequently Asked Questions (FAQs) on the National Police Checking Service (NPCS).

This information should be read in conjunction with Information Sheet Number 2 – How to apply for a National Police Check.

The NSW Police Force provides an opportunity for NSW residents aged 14 years and above to apply for a National Police Check for visa, adoption, employment (including authorisation as an authorised carer), approval as a household member of an authorised carer, some occupational licensing purposes, student placements and for volunteers working in Commonwealth supported aged-care facilities.

Individuals requiring a criminal record check for Australian citizenship, residency, spouse visa, guardianship of a child from another country, working visa or whilst travelling or living abroad, must apply via the Australian Federal Police (AFP). Details on applying for a criminal record check via the AFP is available at www.afp.gov.au

Individuals requiring a National Police Check must:

- complete an application form online at www.police.nsw.gov.au,
- present the printed confirmation page and proof of identity documents used to a NSW Police station and
- pay the appropriate fee either online at the time of application by credit card or at a police station.

Completing the Application online

Individuals must apply online at www.police.nsw.gov.au. If internet access is not available, a paper application may be used. Paper application forms are available by contacting the Criminal Records Section and must be lodged in person at a Police Station.

If applying using a paper application, Form P799 must be used and completed in black or blue ink, using BLOCK LETTERS with one character per space. A space should also be left between each word.

Q: What is the National Police Checking Service?

A: The NSW Police Force provides an opportunity for NSW residents aged 14 years and above to apply for a National Police Check for visa, adoption, employment (including authorisation as an authorised carer), approval as a household member of an authorised carer, some occupational licensing purposes, student placements and for volunteers working in Commonwealth supported aged-care facilities.

Q: Who can apply for a National Police Check?

A: NSW residents aged 14 years and above. Non-NSW residents must apply in the state they usually reside.

Q: Can I lodge an application for child-related employment purposes?

A: Persons requiring a Working With Children Check for child-related employment purpose should refer to the [Office of the Children's Guardian](#) website.

However, some employers of persons in child-related work may also require a National Police Check to assess the suitability of a person for employment in a particular position. A Working With Children Check clearance only provides that a person may legally work with children – it does not provide the employer with broader information as to a person's probity or suitability for employment. Persons in child-related work may separately apply to the NSW Police Force for a National Police Check.

Q: Can I lodge an application for Australian citizenship, residency, spouse visa, guardianship of a child from another country, working visa or whilst travelling or living abroad?

A: No. Applications for these purposes must be made to the Australian Federal Police (AFP) www.afp.gov.au or by contacting 02 6202 3333.

Q: How do I apply for a National Police Check to volunteer in an aged-care facility?

A: Volunteers working in Commonwealth funded aged-care facilities should apply online at www.police.nsw.gov.au. Applicants should select the *name & date of birth check – volunteer - Commonwealth funded care services*.

These checks will have "aged care volunteer use only" printed on the certificate. Therefore, the certificate is not suitable for any other purpose. This type of check should only be used for volunteers in Commonwealth funded aged care facilities. Other types of facilities must select "Employment" and state the details of the check.

Q: How do I apply for a National Police Check?

A: Individuals requiring a National Police Check must:

- complete an online application form available at www.police.nsw.gov.au,
- print and present the confirmation page and proof of identity to a NSW Police station and
- pay the appropriate fee either online at the time of application by credit card or at a police station.

Q: How much does a National Police Check cost?

A: The fee for a National Police Check is:

- *National name and date of birth check*: \$57.20
- *National name, date of birth and fingerprint check*: \$192.60
- *National name and date of birth check for volunteers working in Commonwealth supported aged-care*: \$15

Q: Can I pay online?

A: Yes. Credit card payments may be made online at the time of application or in person at any NSW Police station. However, proof of identity must still be presented at a Police station.

Q: Can I pay in person at a police station?

A: Yes. Payment may be made at any NSW Police station. Applicants may wish to contact their Police station to ensure police are available to accept an application at a convenient time.

Q: Can I apply via mail?

A: No. All applications must be made online and proof of identity documents must be presented in person by the applicant at a NSW Police station.

Q: Do I have to apply in person?

A: Yes. Applications will not be accepted unless proof of identity is presented in person.

Q: What if I do not have internet access?

A: A paper application form is available by contacting the Criminal Records Section on 02 8835 7888.

Q: Do I need access to a printer?

A: Applicants are required to present the printed confirmation page and proof of identity documents at a NSW Police station. Alternatively, if no printer is available, the Document ID number provided on the confirmation screen MUST be provided when attending the Police station.

Q: What are acceptable types of identification?

A: Applicants must provide three (3) types of acceptable identification from the drop down list provided on the online form or as listed on page two of the paper application form. Identification must be original (not copies) and should include at least one type of photographic ID and identification that contains a signature and date of birth. Applicants must record the identification type (eg Medicare card) and number (if applicable).

Acceptable types of identification are:

- Current passport
- Current drivers licence
- Birth Certificate
- Citizenship Certificate
- Certificate of Marriage or Change of Name
- Government issued identity card
- Medicare Card and/or Private health care fund card
- Senior Citizens / Govt. concession card
- Rates notice
- Utility account (eg electricity, gas, telephone)
- Government issued proof of age card
- Current student identity card
- Union/Professional membership card
- Licence issued by a Government authority
- Employee identity card with photograph

Q: Who can apply for a NPCS fingerprint check?

A: Fingerprint checks are restricted to applications for visa and adoption purposes when requested by the overseas country or adoption organisation. It is the applicant's responsibility to determine if a fingerprint check is required. Applicants requiring a fingerprint check should select the Name, date of birth and fingerprint check box.

Q: How will I receive the result of a National Police Check?

A: Results are presented in the form of a National Police Certificate posted to the name and address specified by the applicant. No copies or duplicates will be released.

Q: How long will it take to process my application?

A: Applicants should allow a **minimum** of ten (10) business days for *name and date of birth* checks to be processed and fifteen (15) business days for *name, date of birth and fingerprint* checks.

Q: What security features are included in a National Police Certificate?

A: Full details of the security features contained on the National Police Certificate are outlined on the front and back of the certificate. The primary overt security feature is two pink coloured images of Australia at the bottom of the certificate which will disappear momentarily if friction (rubbing by finger) is applied. It is a criminal offence to alter or present a fraudulent copy of a National Police Certificate. The Criminal Records Section should be contacted if there is any doubt regarding the authenticity, or content, of the Certificate.

Q: What is included in a National Police Certificate?

A: A National Police Certificate lists "*disclosable court outcomes*" released in accordance with state and federal legislation including the New South Wales *Criminal Records Act 1991*. Outstanding and unfinalised court matters may also be included.

Australian police criminal record information is generally limited to prosecutions initiated by police. Some offences are prosecuted by non-police organisations and details of convictions resulting from these prosecutions may not be included in the National Police Certificate.

Convictions considered "spent" under state and federal legislation may not be included in the National Police Certificate unless the category of employment or purpose of the check is exempt from relevant legislation.

The certificate is based upon a check of the National Names Index (NNI) using the name, date of birth (and if applicable) fingerprints supplied by the applicant. Given that fingerprints are not taken by police services in Australia in all instances, it is possible that the NNI may contain information recorded against the applicant under another name or alias.

The certificate issued in response to an application must be read in the following context:

1. It will not contain any convictions of the applicant which are recorded under another name or alias, unless the applicant has disclosed same in the application or has therein submitted to a fingerprint comparison search.
2. It will not contain convictions that have yet to be recorded upon NNI, due to the unavoidable time lapse between the conviction by a court and the updating of the NNI.
3. Some offences are prosecuted by non-police organisations and consequently details of those convictions may not have been submitted to the NNI.
4. It will not contain any convictions of the applicant which, under a State, Territory or Commonwealth law, cannot be disclosed because they are deemed "spent convictions".

Q: Which convictions are capable of becoming spent?

Under NSW legislation, all convictions are capable of becoming spent except:

- convictions for which a prison sentence of more than six months has been imposed;
- convictions for sexual offences;
- convictions against companies and other corporate bodies; and
- convictions prescribed by the Regulations

Q: What are the consequences of a conviction becoming spent?

A: If a conviction of a person is considered spent, the benefit provided to the person is that s/he is not required to disclose to any other person, for any purpose, information concerning the spent conviction. Secondly, any question concerning the person's criminal history is taken to refer only to any convictions of the person which are not spent. Finally, where an Act or statutory instrument applies to a person, any reference to a conviction is taken to be a reference only to any convictions of the person which are not spent, and any reference to a person's character or fitness does not provide for consideration of spent convictions in that assessment.

Q: Are spent convictions ever released?

A: Spent convictions will only be released if required for a category of employment or purpose exempt from the *Criminal Records Act 1991*.

Q: How long is a National Police Certificate valid?

A: National Police Certificates are only valid at the date of issue.

Q: How do I dispute information contained on a National Police Certificate?

A: Employers and organisations receiving a National Police Certificate should discuss the content of the Certificate with the applicant to enable them an opportunity to verify or dispute the record.

Applicants who dispute information recorded on the National Police Certificate should complete Form P827 *Disputing criminal record information* and forward the completed form to the NSW Police Force, Criminal Records Section, Information Management Team, Locked Bag 5102, Parramatta, NSW, 2124.

Applicants must specify the offences or information in dispute and be prepared to provide comparison fingerprints. The Criminal Records Section will notify applicants in writing if comparison fingerprints are required. No fee will be charged and fingerprints will be destroyed by the Criminal Records Section upon resolution of the dispute.

Q: Can I have my finger-prints/palm prints destroyed?

A: In accordance with s137A of the *Law Enforcement Powers and Responsibilities Act 2000*, a person from whom finger-prints or palm-prints are taken may request the Commissioner to destroy their finger-prints or palm-prints if the offence for which the prints were taken, is not proven.

An offence is "not proven" if a person is found not guilty or acquitted of the offence, if the conviction of the person for the offence is quashed and an acquittal is entered, on appeal, or at the end of the period of 12 months after the finger-prints or palm-prints were taken (or, if an extension to that period is granted under section 137B, at the end of the extended period) proceedings in respect of the offence have not been instituted against the person or have been discontinued.

Applications must be in writing, addressed to the Manager, Criminal Records Section, Locked Bag 5102, Parramatta NSW 2124 and must include;

- full name and date of birth under which the person was charged,
- date of the charge,
- details of the offence, i.e offence type (assault, etc,)
- court date and court outcomes

Security of information

NSW Police Force will only release the National Police Certificate directly to the person or organisation nominated by the applicant ("the Recipient") on the following conditions:

1. The information contained therein must only be used by the Recipient for or in compliance of a lawful purpose and must not be disclosed to any other agency, entity or person without prior written consent of the applicant.
2. The Recipient must take all responsible steps to prevent unlawful or unauthorised use or disclosure of the information provided.
3. The NSW Police Force will not be held liable for any unlawful or unauthorised use or disclosure of the information provided therein.

Q: How can I obtain further information on NPCCS?

A: For further information on the National Police Checking Service, visit www.police.nsw.gov.au or contact the Criminal Records Section by telephone (02) 8835 7888, fax (02) 8835 7193 or email crs@police.nsw.gov.au

NSW Police Force
Criminal Records Section

Information Sheet No. 2

How to apply for a
National Police Check

Criminal Records Section
T: (02) 8835 7888
F: (02) 8835 7193

crs@police.nsw.gov.au



This Information Sheet provides a step-by-step guide to applying for a National Police Certificate online at www.police.nsw.gov.au.

This information should be read in conjunction with Information Sheet Number 1 - National Police Checking.

The NSW Police Force provides an opportunity for NSW residents aged 14 years and above to apply for a National Police Check for visa, adoption, employment (including authorisation as an authorised carer), approval as a household member of an authorised carer, some occupational licensing purposes, student placements and for volunteers working in Commonwealth supported aged-care facilities.

Individuals requiring a criminal record check for Australian citizenship, residency, spouse visa, guardianship of a child from another country, working visa or whilst travelling or living abroad, must apply via the Australian Federal Police (AFP). Details on applying for a criminal record check via the AFP is available at www.afp.gov.au. Non NSW residents must apply in the state they usually reside.

Individuals requiring a National Police Check must:

- complete an online application form available at www.police.nsw.gov.au,
- present the confirmation page and proof of identity to a NSW Police station and
- pay the appropriate fee either online at the time of application by credit card or at a police station.

Completing the Application online

Individuals must apply online at www.police.nsw.gov.au. If internet access is not available, a paper application using Form P799 may be used. Application forms are available by contacting the Criminal Records Section.

If applying using Form P799, applicants must ensure that the form is completed in black or blue ink using BLOCK LETTERS with one character per space. A space should also be left between each word.

Applicants must read the Welcome page and click Next to continue.



Welcome to the Criminal Records Section Online Applications for National Police Checking

This service allows NSW residents aged 14 years and above to apply online for a National Police Certificate for visa, adoption, employment (including authorisation as an authorised carer), approval as a household member of an authorised carer, some occupational licensing purposes, student placements and for volunteers working in Commonwealth supported aged-care facilities.

The NSW Police Force does not provide Working With Children Checks. Individuals seeking a Working With Children Check Clearance should refer to the Office of the Children's Guardian website <http://www.kidsguardian.nsw.gov.au/Working-with-children/working-with-children-check>

However, some employers of persons in child-related work may also require a National Police Check to assess the suitability of a person for employment in a particular position. Some workers may therefore separately apply to the Office of the Children's Guardian for a Working With Children Check and to the NSW Police Force for a National Police Check.

Individuals requiring a criminal record check for Australian citizenship, residency, spouse visa, guardianship of a child from another country, working visa or whilst travelling or living abroad, must apply via the Australian Federal Police (AFP). Details on applying for a criminal record check via the AFP is available at www.afp.gov.au

To apply for a National Police Certificate, please complete the application form online. You must complete all mandatory fields marked with an * on the form. **Once the form is complete, print and present in person with identification and payment at your nearest NSW Police Station within 30 days.**

Payment can now be made online using a credit card just follow the prompts. However, you will still need to attend a Police Station to have your three forms of identification verified. Please allow 30 minutes for your application to be received before attending a Police Station.

For name and date of birth checks applicants should allow a minimum of ten (10) business days from the date the applicant attends a Police Station to verify identification to be processed and fifteen (15) business days for name, date of birth and fingerprint checks. Delivery times will vary depending on Australia Post which may take up to 14 days.

For further information on the National Police Checking Service, please contact the Criminal Records Section by telephone 02 8835 7888 between 7.00am and 6.00pm, Monday to Friday, or by email to crs@police.nsw.gov.au

National Police Checking Services provided from 1 July 2018 will be subjected to a 2.5 % increase.

You have 60mins to fill out this online form before it times out.

Next

Completing Personal Details

Applicants will be presented with a Personal Details Page.

NSW National Police Checks Online NSW Police Force

Personal Details Address Proof of ID Consent Payment Confirmation **New application**

(*) Indicates required fields

* Gender (required):

* Family Name (required):

* Confirm Family Name (required):

* Given Names (required):

* Confirm Given Names (required):

* Contact Telephone (required):

* Date of Birth (required) :

* Confirm Date of Birth (required) :

* Place of Birth - Country (required):

* Place of Birth - State (required):

* Place of Birth - Town/City (required):

Email address:

Please enter all previous names you've had (if applicable).

Previous Family Name:

Previous Given Names:

Add

Back Next

Click Next to Continue

Applicants **must** provide:

- Gender from the drop down list,
- FAMILY name and GIVEN names in the fields provided,
- A day-time telephone contact number,
- Date of birth, Place of birth (country), state (if born in Australia) and town (if state is provided),
- Details of all previous names or aliases used, including maiden name, and
- Applicants may also provide an *optional* email address.

Once this information has been entered click **Next** to continue.

Completing Address Details

Applicants will be presented with an Address Page.

NSW National Police Checks Online NSW Police Force

Personal Details **Address** Proof of ID Consent Payment Confirmation **New application**

Current Residential Address

Individuals must be a NSW resident to apply.

(* indicates required fields)

* Unit/Street Number (required):

* Street Name (required):

* Suburb (required):

* Postcode (required):

* State (required):

Previous Residential Address

Please enter all previous address you've lived in (Australia only)

Unit/Street Number:

Street Name:

Suburb:

Country:

State:

Postcode:

Click Next to Continue

[Privacy Policy](#)

Applicants **must** provide:

Their full address including street number, street name, suburb, state and post code. Details of all previous addresses may also be provided in the field provided.

Once this information has been entered click **Next** to continue.

Completing Proof of ID

Applicants will be presented with a Proof of ID Page.

NSW National Police Checks Online NSW Police Force

Personal Details Address Proof of ID Consent Payment Confirmation **New application**

Step 1: Provide Proof of Identify

Only three forms of identification required

If you dont have an Australian driver license, please leave the license field below blank.

Identification Type 1 (Australia Driver's License Number)

Issuing State

Identification Type 2:

ID Number Type 2:

Identification Type 3:

ID Number Type 3:

Identification Type 4:

ID Number Type 4:

Step 2: Select Type of Check

\$57.20 - name and date of birth check

\$192.60 - name date of birth and fingerprint check

\$15.00 - name and date of birth check - volunteer - for use of Commonwealth funded care services only

Step 3: Select Purpose of Check

* Purpose of Check (required)

* Specify details (required)
(Eg. Type of employment - Cleaner, Aged Care, Student Placement, Licence or Visa issuing country)

Click Next to Continue

Applicants **must** provide three (3) types of identification from the drop down list provided. Identification must be current, original documents, include at least one type of photographic ID and one type must contain a signature and date of birth. Applicants must select the identification type (eg Medicare card) and provide the full identification number in the field provided (if applicable).

Applicants must select:

- the *name and date of birth* check box for employment, visa or licensing purposes,
- the *name, date of birth and fingerprint* check box if required for visa or adoption purposes **AND** the overseas country or adoption organisation has requested a fingerprint check, or
- National name and date of birth check for volunteers working in Commonwealth supported aged- care: \$15

Applicants must also indicate whether the check is for employment, licensing, visa or adoption purposes and provide specific details of the purpose of the check.

For example checks for employment purposes **must** include the type of occupation (eg cleaner or electrician); licensing checks must nominate the type of licence (eg boat licence); visa applications must include the country for which the visa is required (eg Canada).

Checks for volunteers working in Commonwealth supported aged-care will have “aged-care volunteer use only” printed on the certificate. Therefore, the certificate is **not** suitable for any other purpose. This type of check should only be used for volunteers in Commonwealth funded aged-care facilities. Other types of facilities must select “Employment” and state the details of the check.

Once this information has been entered click **Next** to continue.

Completing Consent

Applicants will be presented with a Consent Page.

Applicants must read and accept the consent in the application form by placing a tick in the box provided. Applicants must also specify the full name and address of the individual or organisation to which the National Police Certificate is to be released (if to a person other than the applicant).

The screenshot shows the 'Consent' page of the NSW National Police Checks Online system. At the top, there is a navigation bar with the NSW Police Force logo and the text 'NSW National Police Checks Online' and 'NSW Police Force'. Below the navigation bar are tabs for 'Personal Details', 'Address', 'Proof of ID', 'Consent', 'Payment', and 'Confirmation', along with a 'New application' button. The main content area is titled 'Consent' and contains a checkbox labeled 'I acknowledge and agree:' which is checked. Below this are three paragraphs of text: (a) that the NSW Police Force relies on other State and Commonwealth jurisdictions (Other Agencies) to provide information to it (Other Agency Information) in order to produce a National Police Certificate; (b) to release the NSW Police Force from any liability arising from any errors or omissions contained in that Other Agency Information; and (c) to indemnify the NSW Police Force for any loss suffered or expense incurred by it arising out of errors or omissions contained in that Other Agency Information. Below the consent text is a section titled 'Name and address of person to whom National Police Certificate is to be sent.' with radio buttons for 'My Residential Address' (selected) and 'Other Address'. Below this is a note '(*) indicates required fields' and a form with the following fields: Name (required) with the value 'Scott Cohen', Unit/Street No. & Name (required) with the value '1 Charles st', Suburb (required) with the value 'Parramatta', Postcode (required) with the value '2150', and State (required) with a dropdown menu showing 'NSW'. At the bottom of the form are 'Back' and 'Next' buttons. A 'Privacy Policy' link is also visible.

Once this information has been confirmed or a different person/mailling address is entered, click **Next** to continue.

Printed Confirmation

Applicants will be presented with a Confirmation Page.

NSW National Police Checks Online NSW Police Force

Personal Details Address Proof of ID Consent Payment Confirmation **New application**

Confirmation & Payment

Please check the information before proceeding. You can submit the application and make payment at a police station or click back to make a payment using a credit card.

Full Name	John Citizen	Driver's Licence	1234ab: NSW
Date of Birth	1/01/1980	Alternate ID:	Medicare card: 123456789
Address	1 Charles, Parramatta, NSW, 2150	Alternate ID:	Passport: 1324564
Contact Number	0288357027	Alternate ID:	:
Previous Name		Type of Check	\$57.20 - name and date of birth check
Consent Name	John Citizen	Purpose of Check	Employment/Student Placement
Consent Address	1 Charles, Parramatta, NSW, 2150	Specify details	Cleaner

[Back to onboarding](#) [Submit Application](#)

[Privacy Policy](#)

Applicants must check and confirm the data entered in the previous pages. To make changes on a previous page, select the appropriate page name at the top and re-enter data, if required.

Once this information has been checked, click **Make Payment** to pay by credit card. To make a payment in person at a police station, click **Submit Application**.

To pay by credit card, click **Make Payment**.

Enter credit card details into the secure form and click next to continue. A Confirm Payment Details screen will appear. Check payment details and then click **CONFIRM PAYMENT** to continue and finalise application.

Confirm Payment Details

Confirm that the following details are correct:

Document ID: 879780
Cardholder Name: Mr John Citizen
Card Number: 413332...604 CREDIT
Expiry Date: 02/18
Total Amount: AUD \$57.20

Customer Details

police_notes: 879780 John Citizen

Security Check



[Download audio file](#)

Enter the verification code from the image or audio file above

Unclear? [Generate a new verification code.](#)

[Back](#)

[Confirm Payment](#)

Click Confirm Payment to finalise application



When payment has been accepted, applicants will be presented with a Confirmation Page. Applicants should print the confirmation page which appears and submit the printed document at their local police station along with the proof of identity documents used. Alternatively, if no printer is available, the Document ID number provided on the confirmation screen MUST be provided when attending the Police Station.

If **Submit Application** is selected without making a credit card payment, applicants will be presented with a confirmation page containing a Document ID number.

NSW National Police Checks Online NSW Police Force

Personal Details Address Proof of ID Consent Payment Confirmation DONE

Document ID: 1214719

PAYMENT REQUIRED Criminal Record Check Request Submitted!

YOUR APPLICATION WILL NOT BE PROCESSED UNTIL YOUR IDENTITY IS VERIFIED AT A NSW POLICE STATION. PLEASE MAKE PAYMENT OF \$57.20 AT A NSW POLICE STATION.

PLEASE PRINT THIS PAGE OR TAKE NOTE OF THE DOCUMENT ID NUMBER.
THIS MUST BE DONE IN THE NEXT 30 DAYS BY THE 01/08/2018.

Full Name	John Citizen	Driver's Licence	1234ab: NSW
Date of Birth	1/01/1980	Alternate ID:	Medicare card: 123456789
Address	1 Charles, Parramatta, NSW, 2150	Alternate ID:	Passport: 1324564
Contact Number	0288357027	Alternate ID:	:

Consent Name	John Citizen	Type of Check	\$57.20 - name and date of birth check
Consent Address	Charles, Parramatta, NSW, 2150	Purpose of Check	Employment/Student Placement
		fy details	Cleaner

Print
Close
You must print this page

[Privacy Policy](#)

Applicants should print the confirmation page which appears and submit the printed document at their local police station along with the proof of identity documents used and payment of the appropriate fee. Alternatively, if no printer is available, the Document ID number provided on the confirmation screen MUST be provided when attending the Police Station.

If fingerprints are required, applicants must contact their local police station prior to attending to ensure that an officer may be assigned to take fingerprints.

Further information and assistance.

For assistance completing the application or for further information on the National Police Checking Service, visit www.police.nsw.gov.au or contact the NSW Police Force Criminal Records Section by telephone (02) 8835 7888, fax (02) 8835 7193 or email crs@police.nsw.gov.au.