



VICTORIA POLICE

# Frequently Asked Questions

Revised May 2019

## Where can I obtain an application form?

The Victoria Police website contains information on how to apply for a National Police Check and includes details explaining the release policy. To access the above information visit:

[www.police.vic.gov.au/policecheck](http://www.police.vic.gov.au/policecheck)

## What is the cost of a National Police Certificate?

For the current fees, please visit the Victoria Police website [www.police.vic.gov.au/policecheck#fees](http://www.police.vic.gov.au/policecheck#fees) or contact our information line on 1300 881 596. Fees change annually, in order to avoid your application being rejected due to the incorrect fee, please ensure you check the current fee prior to submitting your application.

## How long does it take for a National Police Check to be processed?

For a *National Name Check*, please allow a **minimum** of 10 working days from the date that the application is received by our office for your name to be searched nationally and the process to be completed. The process **may be further delayed** if information is required from interstate jurisdictions pertaining to the national name search.

For a *National Name and Fingerprint Check*, please allow a minimum of 20 working days to have your fingerprint appointment and check processed. Booking in advance is essential as appointment times fill up quickly.

We recommend that you allow sufficient time for processing and return by postal services before making enquiries regarding your application. You may contact the Public Enquiry Service on 1300 881 596 to check the status of your application.

## How do I get a fingerprint check done?

You may have your fingerprints taken either at a regional fingerprinting site or at our Customer Service Centre (Mezzanine Level, World Trade Centre, 18-38 Sideley Street, Melbourne). An appointment **MUST** be made to be fingerprinted at any of these locations by telephoning 1300 881 596 between 8am and 4pm, Monday to Friday. For more information, please visit our website [www.police.vic.gov.au/policecheck](http://www.police.vic.gov.au/policecheck)



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## How can an applicant living overseas apply for an Australian National Police Certificate?

Victoria Police does not conduct police checks for applicants residing overseas. To obtain a National Police Certificate you must apply to the Australian Federal Police. Please visit [www.afp.gov.au](http://www.afp.gov.au) for further information.

## Can I lodge my completed application form at a police station?

The application form for a *National Name Check* must be forwarded by mail to the Public Enquiry Service to the address specified on the application form. Victoria Police will not accept faxed applications and we do not fax or email certificates to the applicant.

The completed application form for a *National Name and Fingerprint Check* must be submitted at the time of your fingerprint appointment. For more information on fingerprint appointments, please visit our website [www.police.vic.gov.au/policecheck](http://www.police.vic.gov.au/policecheck)

## Can I use my certificate for more than one purpose?

No, the Victoria Police Information Release Policy determines what level of information is released based on the purpose of the check eg. a certificate stating the purpose as 'Application for an overseas visa' is not appropriate for a job where there is 'Contact with children'. However the certificate may be used more than once provided that it is for the same purpose which will be displayed on the top left corner. The information contained on the certificate is only current at the date of issue.

## Will my interstate convictions appear on my certificate?

Victoria Police conducts national police record checks. If information is obtained from other police jurisdictions the relevant legislation/policy is applied by that jurisdiction before it is released. In relation to legislation/policy applied by states or territories other than Victoria, please refer to the relevant police jurisdiction's website for more information.



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## What are acceptable types of identification?

Applicants must supply a minimum of two (2) types of acceptable identification from the list below with a minimum total of 100 points. Identification documents must include a photo ID, the applicant's current residential address, signature and date of birth. Further information can be found on the application form.

### Category A

Current passport (Australian/Foreign)	70
Driver licence/Learner's permit/Boat licence	40
Firearms/Private security licence	40
Current tertiary student identification card	40
WWC Check card/Key pass/Proof of age card	40
Certified current passport size photo <i>(only required if the applicant does not possess any other category A identification)</i>	40

### Category B

Australian citizenship certificate	70
Birth certificate (not extract)	70
Birth card	70
Australian travel documents or current Australian Visa	70
Department of Veterans Affairs (DVA) card	40
Centrelink card (with reference number)	40
Government employee ID	40

### Category C

Medicare card	25
Credit card or account card	25
Marriage certificate (registry issue only)	25
Change of name certificate (registry issue only)	25
Bank statement (with residential address)	25
Motor vehicle registration or insurance papers	25
Property rates notice/utilities notice	25

Property lease agreement	25
Home insurance papers	25
Taxation assessment notice	25
Records of primary, secondary or tertiary education	25
Records from a current or previous employer	25
Records of a professional or trade association	25



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## Who can certify my ID documents and witness my signature?

Your completed application form, originals and photocopies of identification documents must be taken to an authorised person to sign as a **witness** to your signature and **certify** your photocopied identification documents.

List of authorised certifiers:

- Justice of the Peace, Bail Justice, Registrar or Deputy Registrar
- Bank manager or employee with 5 or more years of continuous service
- State executive public service (Level 1, 2 or 3)
- State non-executive public service (Grade 2-6)
- Minister of Religion authorised to celebrate marriages
- Commonwealth exec. public service employee (Level 1-2)
- Commonwealth non-exec. public service employee (APS 2-6)
- Member of Commonwealth or State Parliament
- Australian lawyer (Legal Profession Act 2004)
- Accountant (member of the ICA, ASA, NIA or CPA)
- Registered members of the teaching profession
- Registered Medical Practitioner (Medical Practice Act 1994)
- Registered Dentist (Dental Practice Act 1999)
- Registered nurse
- Pharmacist
- Veterinary Practitioner
- Councillor of a Municipality
- Senior officer of a council (Local Government Act 1989)
- Secretary of a building society
- Member of the police force
- Sheriff or Deputy Sheriff
- Public Notary
- Clerk to an Australian lawyer
- Casino special employee (Casino Control Act 1991)

## Can I find out over the phone what is recorded on my National Police Certificate?

Public Enquiry Service cannot release information over the phone. This is to protect the privacy of individuals, as well as the confidentiality of the information held.



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## Who will receive the National Police Certificate?

To ensure the protection of privacy and application of natural justice principles the National Police Certificates will be forwarded to the applicant at their nominated postal address on the application form. There is no option for the applicant to have the certificate forwarded to a prospective employer etc.

It is not recommended that copies be made unless the person or organisation can assure the applicant that it will be kept confidential, securely stored or disposed of appropriately. The original certificate must be sighted by the organisation/employer and may be photocopied and/or retained with the consent of the applicant.

## What security features are included in a National Police Certificate?

The certificate contains a number of inbuilt security features such as:

- a watermark of a padlock with two keys which is visible when held up to the light
- fluorescent tricolour threads on both sides of the document glow blue, yellow and red when held under ultra violet light
- a border printed in MICROTYPE which can be read when viewed under magnification (located on the right of the police service logos on the front of the document)
- images on the front that are printed in heat sensitive ink and when moderate heat or friction is applied they will fade or disappear momentarily
- images printed in fluorescent ink and will glow yellow when viewed under ultra violet light
- screened background printed in solvent reaction ink.

## How long is a certificate valid for?

Victoria Police does not have an expiry date for validity of National Police Certificates. The police certificate is the result of a check of police records only up until the day it is issued. It is up to each organisation (in the absence of any legislation applicable to their industry/profession) to determine how often they require a new certificate to be issued. Some areas do have either direct legislation or licensing requirements which require a police check be conducted at certain intervals. The best source of information in regard to this is the professional or industry governing body which relates to the area.

## Why do Police Record Checks include “Without Conviction” results?

Victoria Police releases all court outcomes with a finding of guilt. A “Without Conviction” result is a finding of guilt and is released in accordance with the Victoria Police Information Release Policy.



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## The court (or police officer) told me that a particular matter would not be recorded against my name after 12 months (or the length of a Good Behaviour Bond, Community Based Order, etc). Why was this released?

Victoria Police releases all court outcomes with a finding of guilt. Good Behaviour Bonds and Community Based Orders are findings of guilt and releasable under the Victoria Police Information Release Policy. Although the bond expires after the period stated, the finding of guilt remains. Victoria Police does not delete criminal history information. Criminal history information continues to be available for the purposes of law enforcement and the administration of justice.

## Can I have my Victorian criminal history “spent” or rehabilitated”?

No. In some states there is legislation in place to have criminal history spent or rehabilitated so it is not released for employment purposes. Victoria does not have this type of legislation.

The release policy is applied automatically when convictions reach the appropriate age. In most cases, criminal history will not be released after 10 years if the last finding of guilt was heard in an adult court or 5 years if it was heard in a children’s court. An exception to this is that if a single charge received a sentence of imprisonment of longer than 30 months, in which case that charge (or charges) only will be released.

In all states, criminal history information will continue to be available for the purposes of law enforcement and the administration of justice.

## Some or all of the information on my National Police Certificate is incorrect and I would like a new certificate. How do I have this information corrected?

Any enquiry where the applicant suspects the information relating to their criminal history is incorrect must be in writing. This should be addressed to:

The Manager  
Public Enquiry Service  
GPO Box 919  
Melbourne VIC 3001

Note: These matters will not be investigated unless they are put in writing. The outcome of the investigation and any action taken will be advised in writing. If the information is incorrect, Victoria Police will issue a new certificate.



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## I have lost my National Police Certificate - can I have a copy sent to me?

Victoria Police only issues one original certificate, copies are not provided. A National Police Certificate is current only at the date of issue. If a National Police Certificate is lost, you must reapply via the normal process.

## Can I check somebody else's criminal record?

Other than checks for police investigation/prosecution purposes no-one is permitted to check another person's police record without their consent. The release of a criminal history for other purposes can only be done with the signed consent of the individual through the Public Enquiry Service.

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### PUBLIC ENQUIRY SERVICE

Victoria Police Centre  
637 Flinders Street  
Docklands VIC 3008

Victoria Police  
GPO BOX 919  
Melbourne VIC 3001

[policecheckvic@police.vic.gov.au](mailto:policecheckvic@police.vic.gov.au)  
1300 881 596  
[www.police.vic.gov.au](http://www.police.vic.gov.au)