



VICTORIA POLICE

Procedure for obtaining a National Police Certificate

Revised March 2021

Introduction

Victoria Police provides a service to individuals in Victoria wishing to obtain National Police Certificates for employment, voluntary work and occupation related licensing or registration purposes. In these cases Victoria Police does not release information about an individual's criminal history without written consent.

Procedure for Obtaining a National Police Certificate

To begin the process of conducting a police records check for the purposes of employment, voluntary work and occupation related licensing or registration, the individual must complete the 'Consent to Check and Release National Police Record' form. This application form can be found on the Victoria Police website www.police.vic.gov.au/policecheck and should be completed online and printed.

The completed application form together with identification documents must be witnessed and certified prior to posting with relevant payment to:

Public Enquiry Service
Victoria Police
GPO Box 919
Melbourne VIC 3001

Application forms must be posted to this address. Applications cannot be faxed or e-mailed. The completed application must include:

- Certified identification totalling 100 points or more (refer to Consent to Check and Release National Police Record application form for details).
- Any other attachments requested in the application (i.e. additional addresses, previous and/or other names).

Application Fees

Payment for police record checks (name only) can be made online, via cheque or money order to Victoria Police. Payment for fingerprinting can be made via EFTPOS, credit card, cheque or money order, depending on the location you are attending. Fees change annually on 1st July, in accordance with *Police Regulation (Fees and Charges) Regulations 2004*. For more information concerning payments, including current fees and to make online payment, please refer to the Victoria Police website: www.police.vic.gov.au/policecheck



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Processing Timeframes

Please allow a minimum of ten working days for applications to be processed. It is our aim to process the National Police Certificates within 10 working days of the receipt of the application. To check the status of an application please email the Public Enquiry Service (policecheckvic@police.vic.gov.au).

National Police Certificates

Victoria Police only provides one original certificate to the applicant, copies are not provided. A National Police Certificate is current only at the date of issue.

There are safeguards to protect a national police certificate from forgery. These safeguards include:

- The certificate is issued with seven security features;
- An original signature on behalf of the Manager, Records Services Division.

Victoria Police Information Release Policy

Victoria Police applies strict guidelines to the release of criminal history information. To obtain a copy of the Victoria Police Release Policy you can download an information sheet from the Victoria Police website www.police.vic.gov.au/policecheck or contact the Public Enquiry Service at policecheckvic@police.vic.gov.au to request a copy.

Results of Checks

Results of police records checks are only provided to the applicant and cannot be advised by email or over the phone. It is important to note that this is in order to protect the privacy of the applicant.

Victoria Police recommends that consideration of the information contained in the National Police Certificate provided by the applicant to a potential employer should form only one part of the assessment process for the applicant's suitability for employment/voluntary purposes.

In forming assessments, the organisations should consider the relevance of the National Police Certificate information to the specific purpose of the check. Where relevant information is provided, the organisation should take into account:

- the scope of the applicant's criminal history
- the nature of the offence and the relationship of the offence to the particular position/profession
- the period of time that has elapsed since the offence took place
- whether the offence was committed as an adult or juvenile
- the severity of any penalty imposed

After taking these points into consideration as part of an overall decision making process, the suitability of the applicant remains with the organisation.



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Information on a National Police Certificate

The use and retention of the information contained on the National Police Certificate may be subject to State or Commonwealth legislation. The recipient is therefore urged to make their own enquiries with respect to any applicable legislative obligations or requirements.

If your application was processed by Victoria Police and you wish to dispute the information recorded on the National Police Certificate, write to:

The Manager
Public Enquiry Service
Victoria Police
GPO Box 919
Melbourne VIC 3001

Applicants should be prepared to provide comparison fingerprints. No fee will be charged for taking comparison fingerprints. Fingerprints will be destroyed by Public Enquiry Service, Victoria Police upon resolution of the dispute.

If however, the application was processed by an agency/organisation other than Victoria Police, you should contact the Australian Criminal Intelligence Commission (ACIC) to lodge a dispute.

Eligibility for Reduced Fee for Authorised Organisations

Victoria Police offers a reduced fee for issuing National Police Certificates for volunteers of authorised organisations, student placements and persons who qualify under the Family Day Care scheme as an adult (18 years or over) residing with a Family Day Care provider.

Eligible applicants undertaking volunteer duties must not receive any form of payment for the services that he/she performs for the organisation. Reimbursement of direct expenses (for example, petrol expenses) will not disqualify the organisation from the reduced fee. Police records checks on current and prospective paid employees of the organisation are subject to the full fee.

Eligible applicants must ensure that the relevant sections of the application form are completed and includes a Victoria Police issued CVF Number.



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Applying for a Community Volunteer Fee (CVF) Number

Organisations can make an application by completing 'Obtaining a Community Volunteer Fee (CVF) Number Application Form'. A copy of the form can be obtained by downloading it from the Victoria Police website www.police.vic.gov.au/policecheck or by contacting the Public Enquiry Service on 1300 881 596.

The completed application can be emailed to the Public Enquiry Service (policecheckvic@police.vic.gov.au) or sent to the following postal address:

CVF Coordinator
Public Enquiry Service
GPO Box 919
Melbourne VIC 3001

Victoria Police advises organisations in writing if they are approved to access the reduced fee and of the specific procedure to follow to ensure that entitlement to the reduced fee is recognised. Organisations are not eligible for the reduced fee without specific authorisation from Victoria Police. Therefore, applications for National Police Certificates of eligible applicants must not be forwarded to Victoria Police until the organisation is advised of the outcome of the CVF application.

Although your organisation may have authorisation to conduct police records checks on eligible applicants at a reduced rate, record checks on current and prospective paid employees of the organisation are subject to the full fee.

Transgender Applicants

People in the community that require further information in relation to the policy for processing applications for transgender applicants should email the Public Enquiry Service (policecheckvic@police.vic.gov.au).

Privacy Statement

Public Enquiry Service is committed to maintaining the privacy of the personal information that it collects, stores, uses and discloses, and adheres to strict privacy and confidentiality policies. Personal information is treated in accordance with the *Information Privacy Act 2000*. An individual may gain access to their information by making an application through the Victoria Police, Freedom of Information Unit. For further information go to: www.ovic.vic.gov.au

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
1300 881 596
www.police.vic.gov.au