



NSW POLICE FORCE National Police Check

Information Pack
for Registered Organisations





One Stop Shop for Registered Organisations with NSW Police Force for National Police Checks

- ☒ Employment Purposes
- ☒ Licensing
- ☒ Volunteer
- ☒ Adoption
- ☒ Probity Checks
- ☒ Student Placements



- ☒ Secure online portal and dashboard
- ☒ Payment options that suit your organisation – monthly invoicing or individual pays
- ☒ Quick & Easy Submission Process
- ☒ Digital Verification of Identity
- ☒ Data protected with Government Level security

Contact Us

Digital Certificate

Register Now

Criminal Records

(02) 8835 7888

CRSREGORG@police.nsw.gov.au

www.police.nsw.gov.au/npc



National Police Check for Registered Organisations

A National Police Check (NPC) is a Nationally Coordinated Criminal History Check often required for Employment, Licencing, Volunteering, Adoption and Probity purposes.

Private and NSW Government organisations can register with the NSW Police Force (NSWPF) to conduct National Police Checks on their employees/ volunteers through the NSWPF **Secure Online Portal**.

A National Police Check is a seamless and straightforward process with the NSWPF, applicants from an organisation (employees and volunteers) can conveniently fill and submit their application **Anytime, Anywhere, On Any Device**. Majority of checks are processed and finalised within an hour of submission.

Organisations registered with NSWPF will receive their applicants authentic digital National Police Check Certificate securely to the nominated email address.

***Our National Police Check Certificates are fast, secure,
and issued by the "Badge You Can Trust"***

Eligibility criteria:

To become an approved Registered Organisation with the NSWPF, you are required to:

- Represent as a NSW registered organisation or a national organisation with a head office located within NSW
- Hold an ABN/ACN
- Demonstrate that checks are required for Employment, Licencing, Volunteering, Adoption and/ or Probity purposes
- Agree to the Terms and Conditions of registration

How to apply:

For organisations who meet the above criteria:

- General Manager / CEO / Authorised Representative (AR) of an organisation must complete the online Registration Application Form found at www.police.nsw.gov.au/npc
 - Nominate Authorised Contact Officer/s (ACOs), to have access to the portal. Each nominated ACO, will be allocated a portal licence and log-in
 - Choose a payment option, either 'Payment by Organisation' or Payment by Individual'/employee for their own NPC
- Agree to the terms and conditions of registration (emailed to Authorised personnel upon submission of registration), and forward to NSWPF Criminal Records CRSREGORG@police.nsw.gov.au
- Complete and forward a New Customer Credit Application form to NSWPF Criminal Records CRSREGORG@police.nsw.gov.au

Note: For best user experience, it is advisable to use the desktop view when using a mobile device.

What to expect once registered:

- ✓ Access the NSWPF Secure Online Portal for your organisation, through your nominated AR and/ or ACO Officer log-ins.
- ✓ Send one-time secure link to your applicant's email address directly from the portal. Links are only valid for 7 days; The organisation can re-issue a new link for expired links.
- ✓ Applicants can apply Anytime, Anywhere, On Any Device, using the unique secure link.
- ✓ Through the Secure Online Portal, organisation's can view the status of their applicant's links, from when applications are submitted, progressed and to when an NPC certificate is issued.
- ✓ Majority of National Police Checks are completed within an hour; however, some applications may take up to 10 business days depending on whether further assessment is required.
- ✓ Once finalised, organisations will receive the applicants secure, authentic NSWPF National Police Certificate directly to the secure email address nominated during registration.
- ✓ If the organisation has registered for 'organisation to pay', Invoices are created on the first (1st) day of the month for all applications successfully lodged in the previous month.
- ✓ Notify NSWPF, Criminal Records of any changes to your organisation details, by completing & forwarding a Registered Organisation – Change of Information Form (P961) to CRSREGORG@police.nsw.gov.au (The Secure Online Portal licence fee for each ACO will continue to be invoiced until we are notified to remove them, and any new ACO will not have access to the portal until we set them up).

Purpose checks include:

- Employment
- Adoption
- Occupation Related Licencing
- Probity
- Volunteering

A volunteer check can be requested if:

The volunteer check type is intended for applicants seeking to undertake a genuine volunteer position.

The applicant will:

- Freely hold the position or perform the role on a voluntary basis for the common good,
- Not be an employee or contractor and will not be entitled to a salary or any other entitlements associated with the position or role, other than payment of out-of-pocket expenses,
- Be a student undertaking a compulsory unpaid vocational placement as part of a training course requirement of an Australian based educational institution,
- Be an unpaid intern undertaking unpaid temporary employment, vocational placement or training.

A probity check can be requested if:

Checks may be submitted for personal probity reasons where an individual must provide a certificate to represent themselves as a fit and proper person and are not generally considered a volunteer.

Non-employment reasons that do not meet the Volunteer check type include:

- Tenancy (rental) purposes,
- Social media participation reasons,
- Insurance related purposes or to support business that operate on private premises,
- Placing an Au Pair or overseas students in a family home,
- Participation in television productions,
- Family day care providers (operating on a commercial basis) who require checks for any residents on the premises where in-home care is being provided to children.

Portal licencing fee:

- Annual Portal Licence Fee of \$90 applies to each Authorised Contact Officer (ACO) needing access to the Secure Online Portal to send secure links to applicants.
- If the commencement of registration with NSWPF is within a financial year, the first year's platform licence fees will be invoiced at a pro rata rate of \$7.50 per month for each licence.

Terms and Conditions of Registration

In consideration of the NSW Police Force granting and continuing registration, the registered organisation will:

1. Conduct a National Police Check only for the purposes outlined registration.
2. Strictly comply with all applicable state and federal privacy legislation (ensure confidentiality of records disclosed).
3. Not release any criminal record information contained in the National Police Certificate ("criminal record information") to another person or organisation, without the prior written consent of the person to whom the information relates, unless compelled or permitted by law.
4. Not, under any circumstances, sell or trade criminal record information to another person or organisation.
5. Must pay NSW Police Force invoices within 30 days of receipt of a Tax Invoice from NSWPF.
6. Organisations receiving a disclosable National Police Certificate should discuss the content of the certificate with the applicant to enable them an opportunity to verify or dispute the record.
7. Organisations are not to complete and submit a National Police Check application within the online National Police Check Portal on behalf of the individual applicant.
8. Promptly notify the NSWPF of any attempts by its employees, contractors or third parties to fraudulently apply for or obtain a National Police Certificate.
9. Notify the NSWPF within three (3) days if there are any changes to the organisation details or AR or ACO Person/s by completing and emailing the Change of Information form (P961) to CRSREGORG@police.nsw.gov.au

National Police Check for Registered Organisations

NEW Process

Apply online www.police.nsw.gov.au/npc and click Register under the 'ORGANISATION' tab

Agree to the Terms and Conditions (T&Cs) and forward required consent & credit application documents via email to CRSREGORG@police.nsw.gov.au

Once signed T&Cs have been received by NSWPF Criminal Records, we will process your registration and set-up your organisation within the NSWPF Secure Online Portal

ACO/s will be sent an email with their login and be prompted to create a password to access the portal for your organisation

ACO/s can login to the NSWPF secure online portal to send one-time links to applicants and check progress of application and/or export reports for auditing purposes

Applicants will receive an email with a secure link to complete their NPC application form

Applicants can verify their identification directly within the NPC application form within seconds using the Document Verification Service (DVS) or can email copies of their identification for manual processing to Criminal Records on the submission of their NPC application form.

*Emailing copies of identifications will delay the processing of the application

Once the applications have been lodged, processed, and finalised; the NPC certificate will be generated and emailed to the organisations secure email address provided at time of registration

Invoices are created on the first (1st) day of the month for all applications successfully lodged in the previous month.

NSW Police Force offer an additional Continuous Checking Charge Notification (CC-CN) service to organisations, (for applicants that have had an NPC certificate issued). Please contact the Senior Business Consultant at Criminal Records (02) 8835 7258 for more information and/or to register for this service.

Digital Certificates

The NSWPF digital National Police Certificate will be emailed directly to the secure email address once a NPC application form has been lodged, processed and finalised.

A NPC certificate is a record of disclosable court outcomes provided by Australian policing agencies 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 policing systems may contain information recorded against this person under another name or alias.

The result must be read in the following context:

1. It will not contain any convictions of the individual which are recorded under another name or alias, unless the applicant has disclosed the name in the application or has submitted to a fingerprint comparison search.
2. It will not contain convictions that have yet to be recorded within policing systems, due to the unavoidable time lapse between the conviction by a court and the updating of policing systems.
3. Some offences are prosecuted by non-police organisations and consequently details of those convictions may not have been submitted to the policing systems.
4. It will not contain any convictions of the individual which, under a State, Territory or Commonwealth law, cannot be disclosed because they are deemed "spent convictions".
5. All applications will be vetted in accordance with the Criminal Records Act 1991.

Digital National Police Certificate
 NSWPF-2021-700163
 Application No. 1378130492
 SAM CITIZEN
 DOB: 11/04/1990
 Page 1 of 1




SHOWCASE ONLY
 1.1 Charles
 Parramatta NSW 2150

Employment - Name and Date of Birth Check

This document certifies that

NAME CITIZEN SAM	DATE OF BIRTH 11/04/1990
----------------------------	------------------------------------

At the date of issue there are "no disclosable court outcomes" or outstanding matters, within the records of police services in Australia.

END OF RECORD


 Manager
 Criminal Records
 NSW Police Force
 Issued: 30/04/2021

SAMPLE ONLY

Disclaimers

1. This certificate is based upon a check of police information and reference systems using the name and date of birth of the person referred to above. Where that fingerprints are not taken by police services in Australia in all instances, it is possible that the police information and reference systems may contain information recorded against this person under another name or alias.

2. This certificate is based subject to the various applicable laws, which prohibit the disclosure of spent convictions, except in certain circumstances. Accordingly, the court outcomes disclosed above does not necessarily imply that it is a complete list of convictions or charges in respect of that person.

3. Where there is a verifiable time lapse between the recording of conviction by courts and the updating of police systems this certificate can only reflect the completeness and accuracy of those systems (subject to the provision in Paragraph 2), at the date of issue.

4. Applicants should be given an opportunity to verify the contents of this certificate.

5. For further information regarding this certificate, contact the NSW Police Force, Criminal Records on 02 8888 7688 or TTY 0211 0716 or www.police.nsw.gov.au

To verify this document go to <https://cert.nswpolice.nsw.gov.au/CRCF/HowToVerifyDocument.aspx>

Invoicing & Charges

For all organisations:

Annual Portal Licence Fee of \$90.00 applies to each Authorised Contact Officer needing access to the Secure Online Portal to send secure links to applicants.

Organisation Pays:

The organisation registered with NSWPF for the secure online portal, will pay for their applicants' National Police Check/s. NSWPF Shared Services will invoice the registered organisation monthly to the email address provided on the New Customer Credit Application form supplied to Criminal Records during registration.

Itemised invoices are generated for NPC applications that are lodged and processed in the previous month. NPC applications submitted requiring manual processing of identification (ID) are held in pending status and will not be charged until the ID's are received and accepted by Criminal Records. When the NPC application is successfully lodged for processing to all jurisdictions, it will appear on your statement (may not be in the same month the link was issued).

There is no fee charged where:

- Links Issued but Not Activated
- Links Issued, Activated but Application is not Successfully Submitted
- Links Issued, Activated but Application is Rejected (non-receipt of manual ID documents)

Once the NPC application form has been finalised the NPC certificate will only be issued to the organisation's secure email address.

Individual Pays:

There is an option for an organisation to be setup where the applicant pays the fee for their certificate and therefore organisation's will not be invoiced monthly.

On submission of their NPC application form the individual will be prompted to select the payment option of Debit/Credit card or Bank Cheque/Money Order, Pay and submit their application.

Once the NPC application form has been finalized, the NPC certificate will be issued to both the organisation's secure email address as well as the individual's.

Change of Authorised Personnel

Notify NSW Police Force, Criminal Records of any changes to your organisation details, by completing & forwarding a *Registered Organisation – Change of Information Form* (P961) to Criminal Record, NSW Police Force CRSREGORG@police.nsw.gov.au.

Authorised Contact Officer/s will need to be removed from the Secure Online Portal, otherwise the licence fee for the person/s will continue to be invoiced until we are notified to remove them, and any new Authorised Contact Officer will not have access to the portal until we can process their probity check.

Please complete the P961 form using PDF (make sure PDF has the most updated Adobe software) as the fields pertaining to your organisation, secure email address and authorised officer's name/s will populate where required into the terms and conditions on all pages. Please note if you are updating your organisations secure email address, it cannot be to a Gmail, Yahoo, Hotmail or Outlook address.

Registered Organisation - Change of Information Form (P961)

Registered Organisation - Change of Information - P 961

***** ALL FIELDS MUST BE COMPLETED ELECTRONICALLY*****

Registered Organisation Details

Registered Company Name Contact Phone Number

Registered Address

Mailing Address ☐ (as above)

Please Select (ABN or ACN)

Secure Email Address (Recipient of Digital Certificates):

Specify the details that have changed

Registered Company Name

Registered Address

Mailing Address ☐ (as above)

Contact Phone Number Secure Email Address

Authorised Representative (Primary Contact - Must be a Director of the Registered Company Identified Above)

Full name of Authorised Representative ☐ The Authorised Representative is also the Authorised Contact Officer.

Date of Birth Country of Birth State/Region Town or City

Position Title

Contact Phone Number Contact Email Address

Version 1.0 28/03/2021

NEW AUTHORISED CONTACT OFFICER

Add New Authorised Contact Officer - 1

Full name of Authorised Contact

Date of Birth Country of Birth State/Region Town or City

Position Title

Contact Phone Number Contact Email

Authorised Contact Officer Terms and Conditions of Registration

I, hereby apply, for and on behalf of the Organisation, to be authorised to make this application on behalf of the Organisation and have the authority to bind the Organisation to the following terms and conditions, which I understand form the basis upon which registration will be granted by the NSW Police Force, at its discretion.

I, in my personal capacity, hereby consent to the NSWPF conducting a National Police Check on me for the purposes of assessing my suitability to request National Police Checks on behalf of . I acknowledge that my consent will remain effective until I provide written notice to the NSWPF withdrawing my consent.

Signature (Authorised Contact Officer 1): Date:

Witness Signature: Date:

Witness Name: Position held by Witness

Continuous Checking Charge Notification (CC-CN)

NSW Police Force provides Continuous Checking Charge Notification (CC-CN) as an additional service to organisations that have become Registered Organisations for National Police Checking on the NSW Police Force, National Police Check platform.

The Continuous Checking – Charge Notification digitised system provides a smart, proactive and real time monitoring of NSW offences / charges to Registered Organisations on their employees who have completed a National Police Check. Employees must consent to the Continuous Checking / Charge Notification Service.

The Continuous Checking Charge Notification Service enables registered organisations to receive notifications on nominated employees should they be charged in NSW against the selected Continuous Checking – Charge Notification Offence Packages (as listed below).

Continuous Checking – Charge Notification Offence Packages available to registered organisations:

Package 01 – Offences relating to violence

Package 02 – Offences relating to sexual offences

Package 03 – Offences relating to Domestic Violence

Package 04 – Offences relating to Theft, Deception and Burglary offences

Package 05 – Offences relating to drug offences

Package 06 – Offences relating to Traffic and Motor Vehicle Regulatory offences

Package 07 – Offences relating to Judicial Offences

Package 08 – Offences relating to Public Order, Public Health Order and Summary Offences

Package 09 – Offences relating to weapons and explosives offences

Package 10 – All offences

To review all offences listed under each package, click the link below

<https://portal.police.nsw.gov.au/s/lawpartcodeverification>

Should you be interested in this service, please contact the Senior Business Consultant at Criminal Records on (02) 8835 7258 for more information and/or to register for this additional service.

Disputing information on a National Police Certificate


Employers and organisations receiving a disclosable court outcome result should discuss the content of the NPC certificate with the individual to enable them an opportunity to verify or dispute the record.

Individuals that dispute the information recorded on the National Police Certificate can lodge the P827 Disputing Criminal Record information form to Criminal Records, Locked bag 5102, Parramatta 2124 or email to crs@police.nsw.gov.au.

Individuals should specify the Certificate/Application number, offences or information in dispute and provide supporting documentation to assist in the assessment. If required, the individual must be prepared to provide comparison fingerprints. No fee will be charged for the taking of comparison fingerprints which will be destroyed by criminal records upon resolution of the dispute.

Criminal Records will investigate the issue raised. The information previously disclosed may change and an amended Certificate will be issued. If the Certificate was issued correctly the individual will be advised in writing.

Disputing Criminal Record Information Form (P827)

NSW POLICE P 827		P 827 Additional Information	
 <h3>Disputing Criminal Record Information</h3> <p>APPLICANT DETAILS:</p> <p>Family Name <input type="text"/> Male <input type="checkbox"/></p> <p>Given Names <input type="text"/> Female <input type="checkbox"/></p> <p>Date of Birth <input type="text"/> Place of Birth <input type="text"/> Other <input type="checkbox"/></p> <p>CONTACT DETAILS:</p> <p>Street <input type="text"/> State <input type="text"/> Postcode <input type="text"/></p> <p>Suburb <input type="text"/></p> <p>Email <input type="text"/> Phone number <input type="text"/></p> <p>Application/Reference Number (if known) <input type="text"/></p> <p>CRIMINAL RECORD ACCOUNT INFORMATION IN DISPUTE:</p> <p><small>Please outline below the reasons for disputing your criminal record. Provide sufficient information and supporting documents to enable the NSW Police to assess your application. Information must include details of the offences and/or information in dispute including date, name, court, date and outcome. NSW Police may require comparison fingerprints to resolve some disputes. Applicants will be notified by email.</small></p> <p>Applicant's Signature <input type="text"/> Date / / <input type="text"/></p> <p>Completed applications should be forwarded by mail to CRS@Police.nsw.gov.au</p> <p>P827 V-02 (11/2021)</p>		<p>P 827 Additional Information</p> <p>Applicant's Name: <input type="text"/> Signature: <input type="text"/> Date: / / <input type="text"/></p> <p>P827 V-02 (11/2021)</p>	

Form Links

- [Register with NSW Police Force for National Police Checking service](#)
- [New Customer Credit Application Form](#)
- [Registered Organisation - Change of Information Form \(P961\)](#)
- [Disputing Criminal Record Information Form \(P827\)](#)

Contact Information

NSW Police Force - Criminal Records

(02) 8835 7888

CRSREGORG@police.nsw.gov.au

www.police.nsw.gov.au/npc

If you need a criminal record check for Australian citizenship, residency, spouse visa, guardianship of a child from another country, working visa, or while travelling or living abroad, you must apply directly with the Australian Federal Police, via the [Australian Federal Police website](#)