



NSW POLICE FORCE

NATIONAL POLICE CHECK

**INFORMATION PACK FOR
REGISTERED ORGANISATIONS**



NATIONAL POLICE CHECK

Authentic Police Check directly from the NSW Police Force



One Stop Shop for Registered Organisations with the 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 pay per check
- ✓ Quick & easy submission process
- ✓ Digital verification of identity
- ✓ Data protected with government level security

NATIONAL POLICE CHECK FOR REGISTERED ORGANISATIONS

A National Police Check (NPC) is a nationally coordinated criminal history check often required for Employment, Licensing, Volunteering, Adoption and Probity purposes.

Organisations in NSW can register with the NSW Police Force (NSWPF) to gain access to our **Secure Online Portal**, where on demand NPC requests can be raised for employees, candidates or volunteers who have provided their consent to allow a check to be conducted.

Obtaining NPCs through the NSWPF is a seamless and straightforward process. Applicants (employees, candidates, or volunteers) from a Registered Organisation can complete and submit their application conveniently from most smart devices and computers at a time and location that suits them. Majority of checks are processed and finalised within an hour of lodgement.

Registered Organisations will receive a digital NPC certificate for each of their applicants securely via email. The authenticity of all NSWPF issued NPC certificates are verifiable online at any time.

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

ELIGIBILITY CRITERIA:

The following requirements need to be met before a business can apply to be a Registered Organisation with the NSWPF:

- Represent a NSW organisation, or a national organisation with its head office located in NSW
- Hold a valid and current ABN/ACN
- Agree to the terms and conditions of registration

HOW TO APPLY:

A person who holds a position of relevant authority within a business will need to complete an online registration form. We term this person an “**Authorised Representative**” (AR). The AR is typically the Owner, Director, General Manager, CEO, COO etc., and will be responsible for ensuring the business adheres to its obligations to comply with relevant laws, and the terms of use of our NPC portal.

During the registration process, the AR will have the opportunity to nominate others from within their Organisation to have access to the NPC portal either in their stead, or in addition to themselves. We term people who are authorised to access our NPC portal ‘Dashboard Users’.

1. AR to complete an online registration form - www.police.nsw.gov.au/npc
2. The AR and any additional Dashboard Users will be provided with a link to download a Consent Form.
3. Return all signed and completed forms to CRRO@police.nsw.gov.au

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

WHAT TO EXPECT ONCE REGISTERED:

- Dashboard Users will be able to access the NSWPF National Police Check Portal (NPC Portal).
- Exclusive links can be issued via email to your applicants directly from the NPC dashboard.
- Applicants can complete their NPC application on most devices at anytime, anywhere.
- Dashboard Users can track each application; when it's submitted, in progress, completed, and when links expire.
- Fast results. Most NPCs are completed within an hour, with an aim for more complex checks to be completed within 10 business days.
- An authentic, verifiable NSWPF NPC certificate is issued securely via email
- Registered Organisations that have opted to pay for NPCs will be invoiced monthly for applications that were lodged successfully in the previous month.
- Organisations may opt to have individual applicants pay for their NPC. No itemised invoice is available using this option.

PURPOSE CHECKS INCLUDE:

- Employment
- Adoption
- Licensing for certain types of occupations
- Probity
- Volunteering

NATIONAL POLICE CHECKS FOR EMPLOYMENT

Checks for employment purposes can aid in the decision-making process for your business or your clients' businesses. These checks are valuable when considering whether to hire a potential new recruit, promote an existing employee, or determine whether an unknown contractor may pose a potential risk to your business or reputation. These checks are intended for individuals who are or will be under paid employment, and the specific occupation must be noted on the individual's application form.

NATIONAL POLICE CHECKS FOR ADOPTION

This check type is intended exclusively for individuals to support activities related to adoption. If you are an adoption agency or work with adoption agencies, this option allows you to streamline NPC requirements, enhance the customer journey, and efficiently obtain and collate the necessary NPC certificates.

NATIONAL POLICE CHECKS FOR LICENSABLE OCCUPATIONS

Only certain organisations are eligible to request NPCs for licensing purposes. Most licensing bodies conduct their own probity checks and assessments, so they do not require NPCs from current or aspiring licensees. This check type is reserved for organisations with a legislative requirement to request and collect NPCs for specific licensing purposes, such as when an NPC is required before a licence can be issued.”

NATIONAL POLICE CHECKS FOR PROBITY PURPOSES

Checks may be submitted for personal probity reasons where an individual must provide a certificate to represent themselves as a fit and proper person. These checks are not for volunteers and are not requested for employment purposes.

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 businesses that operate on private property
- Placing an Au Pair or overseas students in a family home
- Participation in television or media 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.

NATIONAL POLICE CHECKS FOR VOLUNTEERS

The volunteer check type is intended for individuals seeking to undertake a genuine volunteer position. An applicant is considered a volunteer for NPC purposes if the person:

- Is free to hold the position or perform the role on a voluntary basis for the common good.
- Is not an employee or contractor and will not be entitled to a salary or other entitlements associated with the position or role, other than reimbursement of out-of-pocket expenses.
- Is a student undertaking unpaid vocational placement as part of a course requirement delivered through an Australian Registered Training Organisation (RTO).
- Is an intern undertaking unpaid temporary employment, vocational placement, or training.

PORTAL LICENSING FEE:

An annual portal licensing fee of \$90 (plus GST) applies to each Dashboard User that is nominated to have access by the AR.

Only licensed users can access, initiate, and track NPC applications via the NPC portal dashboard. It is common to have both a primary and secondary user to each hold a licence to accommodate for absenteeism or unexpected disruptions.

- \$90 (plus GST) / financial year for each licence
- Pro-rata rate of \$7.50 (plus GST) / month for newly acquired licences.

TERMS AND CONDITIONS OF REGISTRATION

In acknowledgment of the NSWPF granting and continuing the above registration, the Registered Organisation agrees to the following:

1. Request for National Police Checks to be conducted on behalf of the Organisation solely for approved purposes which include employment, volunteering, probity, licensing, and adoption.
2. Strictly comply with all applicable State and Federal privacy legislation to maintain the confidentiality of disclosed records.
3. Not disclose any criminal record information from a National Police Check certificate to another person or organisation without prior written consent from the individual concerned, except when compelled or permitted by law.
4. Not engage in the sale or trade of criminal record information to any person or organisation under any circumstances.
5. Engage in discussions with applicants when receiving a disclosable National Police Check certificate, allowing them an opportunity to verify or dispute the information.
6. Refrain from completing and submitting a National Police Check application within the online National Police Check Portal on behalf of individual applicants.
7. Immediately report to the NSWPF of any fraudulent attempts by employees, contractors, or third parties to apply for or obtain a National Police Certificate.
8. Ensure prompt payment of NSWPF invoices within 30 days of receipt of a Tax Invoice from the NSWPF.
9. Notify the NSWPF within three days of any changes to the organisation details, Authorised Representative, or Authorised Contact Persons by emailing a completed P961 Change of Information form to CRR0@police.nsw.gov.au.

FURTHER READING AND RESOURCES

- Watch a video summary of our [NPCS Services](#)
- Our [NPCS Forms](#)
- Explore our [FAQs](#)
- The NSW [Crimes Act 1900](#)
- The NSW [Privacy and Personal Information Protection Act 1998](#)

DIGITAL CERTIFICATES

Once a National Police Check (NPC) application is finalised, the NSWPF will send the digital NPC certificate directly to the secure email address of the Registered Organisation.

An NPC certificate provides a record of disclosable court outcomes from Australian policing agencies. This record is based on the applicant's name, date of birth, and, if applicable, fingerprints. Since fingerprints are not always collected by police services in Australia, there is a possibility that the policing systems may have information recorded under different names or aliases for the same individual.

INTERPRETING THE RESULTS OF A NATIONAL POLICE CHECK (NPC)

When reviewing the results of an NPC it is important to consider the following context:

1. **Alias and Name Variations:** The NPC result will not include any convictions recorded under a different name or alias, unless these names were disclosed by the applicant in the application.
2. **Recent Convictions:** The NPC result will not include convictions that have not yet been updated in policing systems. There is an unavoidable delay between when a court records a conviction and when it is reflected in the policing systems.
3. **Non-Police Prosecuted Offences:** Some offences are prosecuted by non-police organisations. Consequently, details of these convictions may not be submitted to the policing systems and thus may be absent from the NPC result.
4. **Spent Convictions:** The NPC result will not include convictions that are classified as "spent convictions" under State, Territory, or Commonwealth law and are therefore not disclosable.
5. **Legal Compliance:** All NPC applications are processed in accordance with the *Criminal Records Act 1991*.



The image shows a digital National Police Certificate (NPC) issued by the NSW Police Force. The certificate is titled "Digital National Police Certificate" and includes the following information:

- NSW GOVERNMENT** and **NSW Police Force** logos.
- Application No. 137830482**
- SAM CITIZEN**
- DOB: 11/04/1990**
- Page 1 of 1**

The certificate is for an **Employment - Name and Date of Birth Check**. It certifies that the applicant's name is **SAM CITIZEN** and their date of birth is **11/04/1990**. It states that at the date of issue, there are "no disclosable court outcomes" or outstanding matters within the records of police services in Australia.

The certificate is signed by the **Manager, Criminal Records, NSW Police Force**, issued on **30/04/2021**. The certificate includes a large watermark of the NSW Police Force crest and the text "END OF RECORD".

DISCLAIMER:

1. This document is based upon a check of national electronic and physical systems using the name and date of birth of the person who is the subject of the check. It is possible that there are other names or aliases recorded in the national and physical systems which are not included in this document.
2. This document is based upon a check of national electronic and physical systems, which provide the details of spent convictions, except in certain circumstances. Accordingly, relevant national and physical records may not be included in this document.
3. This document is based upon a check of national electronic and physical systems, which provide the details of spent convictions, except in certain circumstances. Accordingly, relevant national and physical records may not be included in this document.
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For further information regarding this document, contact the NSW Police Force, Criminal Records on 02 9589 7868 or 111433 8776 or www.police.nsw.gov.au

NPC PAYMENT OPTIONS

FOR ALL ORGANISATIONS:

Portal Licensing and Application Fees

- **Annual Licensing Fee:** An annual portal licensing fee of \$90.00 (plus GST) is required for each authorised person who has access to the NPC portal dashboard.
- **Application Fees:** In addition to the annual licensing fees, each successfully lodged and processed NPC application incurs a separate fee. This fee can be paid either by the organisation or by the applicant. All NPC checks are GST-free.

ORGANISATION PAYS (MONTHLY INVOICE):

As a Registered Organisation with the NSWPF, you have the option to cover the cost of NPC applications for your applicants. This ensures that your candidates, employees, or volunteers do not incur any out-of-pocket expenses. You will receive an itemised invoice for all processed NPCs each month.

Pending Applications: NPC applications in a pending status will not be charged until they are released for processing. Once processed, these charges will appear on your monthly statement, which may reflect in the following month's statement.

No Fees Charged For:

- Links issued but not activated by the applicant
- Links issued and activated, but the application is not submitted
- Links issued and activated, but the application is withdrawn
- Under this payment option, the NPC certificate will be issued exclusively to you, the Registered Organisation. The applicant will not receive a copy of their NPC certificate.

INDIVIDUAL PAYS (PAY PER CHECK):

If you prefer for your applicants to cover the cost of their own NPC checks or wish for them to receive a copy of their NPC certificate directly from us, you can choose the pay-per-check option.

Under this arrangement, applicants will be responsible for payment at the time of submitting their application. This option entails the following for your organisation:

NPC Certificate Distribution: Your organisation will receive a copy of the NPC certificate, and a duplicate will be sent directly to the applicant.

Invoice Handling: As applicants will be paying for the check, your organisation will not receive an itemised invoice. Instead, the applicant will receive their own tax invoice.

Potential Delays: Please note that there may be potential delays associated with this option, as it relies on applicants having access to a credit or debit card with sufficient funds at the time of application submission.


CHANGE OF INFORMATION – P961


We understand that changes are inevitable, and it's vital to communicate these changes effectively, especially if there are alterations to your authorised Dashboard Users or Representatives.

To ensure no unauthorised modifications are made to your registration, A [P961 Change of Information form](#) is available which must be completed and lodged with our office, CRRO@police.nsw.gov.au.

The access of authorised Dashboard Users to the NPC portal will stay active until specifically removed. Keeping access for unauthorised individuals may pose risks to your business and result in ongoing annual portal licensing fees. The [P961 Change of Information form](#) not only assists in deactivating a licence but also allows for the transfer or acquisition of a new licence, if needed.

You can access the [P961 Change of Information form](#) on our website to explore the variety of changes that can be facilitated through its submission.


NSW Police Force


NSW GOVERNMENT

Registered Organisation Change of Information

P 961

This form can be used to request for changes to be made to the information held by NSW Police, in relation to a Registered Organisation which has been granted access to the NSW Police Force National Police Check (NPC) Online Portal.

1 CURRENT REGISTRATION DETAILS

1.1 Please provide the details of the Registered Organisation, as it is currently registered with NSWPF Criminal Records. Please complete all mandatory (*) fields in this section.

Entity name*	ABN*
Business name*	Account No. (if known)
Name of Authorised Representative (AR)*	Contact person for this application (if not AR)

The Authorised Representative must approve, sign and date [Section 10](#) of this form.

2 SELECT YOUR CHANGES

2.1 Please indicate what changes you want to make (select all that apply)

<input type="checkbox"/> Change of business address Go to 3.1	<input type="checkbox"/> Change to NPC purpose, check types and payment method Go to 6.1
<input type="checkbox"/> Change of business name Go to 3.2	<input type="checkbox"/> Update AR contact information / Replace AR Go to 7.1
<input type="checkbox"/> Change of secure email address Go to 4.1	<input type="checkbox"/> Update Dashboard User contact information Go to 8.1
<input type="checkbox"/> Change to Dashboard Users (transfer, add or remove licences) Go to 5.1	<input type="checkbox"/> Update billing details Go to 9.1

3 CHANGE OF BUSINESS DETAILS

3.1 Change of business address

Please provide your previous and new business and/or mailing addresses, including Suburb, State and Postcode.

Old / previous NSW business address	New / current NSW business address
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Old / previous mailing address	New / current mailing address
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Old / previous NSW head office address	New / current NSW head office address
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

3.2 Change of business name

A business name can only be used when it is registered with ASIC and linked to your ABN. More information about Business Names can be found on the ASIC website (<https://asic.gov.au>). When a business name is registered, a Certificate of Business Name Registration (BNR) is issued by ASIC. Please indicate the type of changes you wish to make to this registrations' business name. When adding or replacing a business name, a Certificate of Business Name Registration will need to be included with your application.

Change of business name to replace one business name with another

Current business name	New business name
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

Add **Remove a new business name** to add or remove a new business name


Current business name	Add / remove a business name
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

Criminal Records hotline 02 8835 7888
(7:30am to 4:30pm, Monday to Friday except public holidays)

DISPUTING INFORMATION ON A NPC 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.

P827

Disputing Criminal Record Information

APPLICANT DETAILS

Family Name	Given Name
<input type="text"/>	<input type="text"/>
Date of Birth (DD/MM/YYYY)	Place of Birth <small>(Please specify)</small>
<input type="text"/>	<input type="text"/>
	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other

CONTACT DETAILS

Full Address	Email
<input type="text"/>	<input type="text"/>
	Phone Number
	<input type="text"/>
	Application Reference Number (if known)
	<input type="text"/>

CRIMINAL RECORD ACCOUNT INFORMATION IN DISPUTE:
Please outline the reasons for disputing your criminal record below. Provide sufficient information and supporting documents to enable the NSW Police Force to assess your application. This information must include details of the offences and/or information in dispute, including the arrest name, court, court date, and outcome. The NSW Police Force may require comparison fingerprints to resolve some disputes. Applicants will be notified if this is necessary.

Applicant's Signature	Date (DD/MM/YYYY)
<input type="text"/>	<input type="text"/>

Please email your completed application form, along with any supporting documents, to CRS@Police.nsw.gov.au

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BECOME A REGISTERED ORGANISATION TODAY

01

Register your Organisation for access to our National Police Check Services (NPCS) Portal: www.police.nsw.gov.au/npc

02

Authorised dashboard users will be provided access to the NPCS dashboard.

03

Manage the NPC application journey directly from the NPC dashboard. Create links, track its progress, and export reports

04

Your exclusive application links enable applicants to directly submit a NPC with the NSW Police Force.

05

Your applicant's NPC certificate will be sent directly to your Organisations' secured email address.

06

Receive an itemised invoice each month for successful checks. No checks, no invoice.

CONTACT INFORMATION

CRIMINAL RECORDS



(02) 8835 7888

CRR0@police.nsw.gov.au

www.police.nsw.gov.au/npc



NSW Police Force



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