# REFERENCE GUIDE:
# NATIONAL POLICE CHECK APPLICATION

NSW Police Force

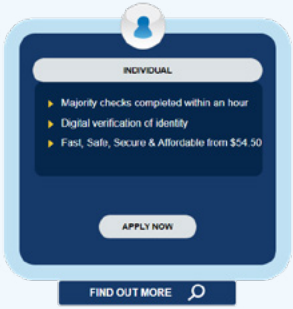
NSW GOVERNMENT

NSW POLICE FORCE NATIONAL POLICE CHECK BADGE YOU CAN TRUST

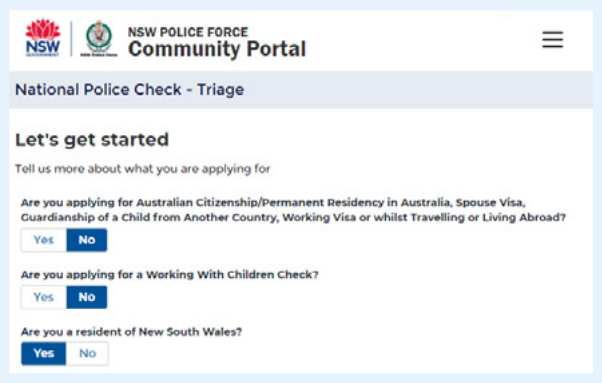
Welcome to the National Police Check Application Reference Guide, prepared for individuals residing and/or working primarily in NSW. This process is designed to be convenient, quick, and secure. Follow the steps below to complete your application.

## 1 TRIAGE

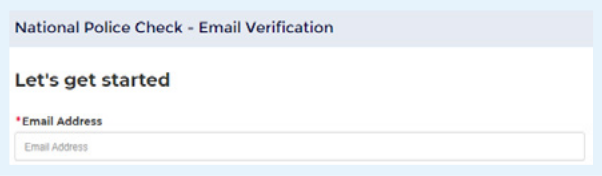
- Proceed to https://www.police.nsw.gov.au/npc
- Click 'Apply Now' under the 'Individual' tile.




- Answer the triage questions.

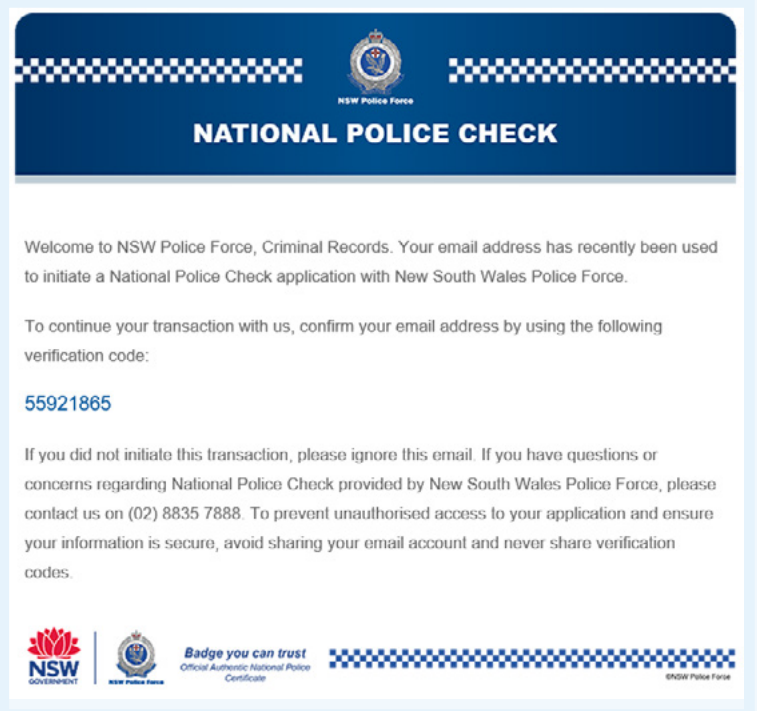



- Provide email.

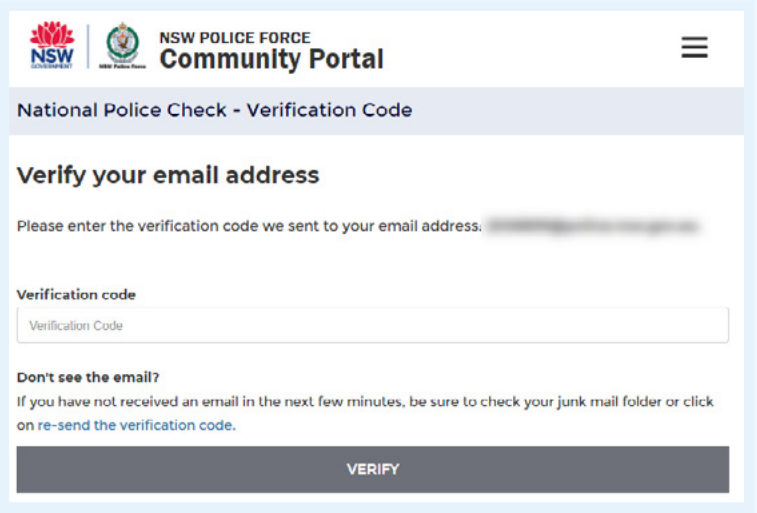


## 2 VERIFY EMAIL

- Check your email for a verification code.

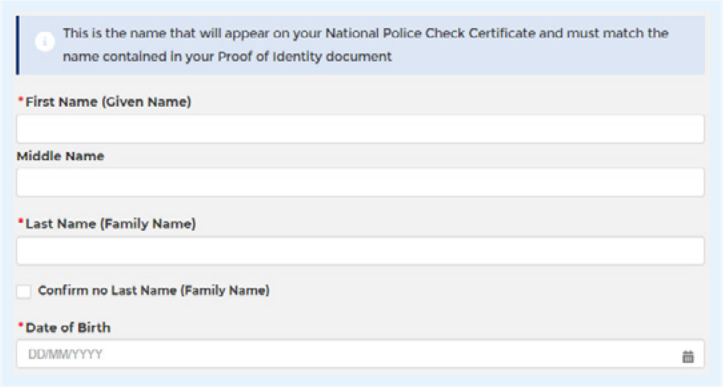



- Enter your verification code and click 'VERIFY' to access the application page.



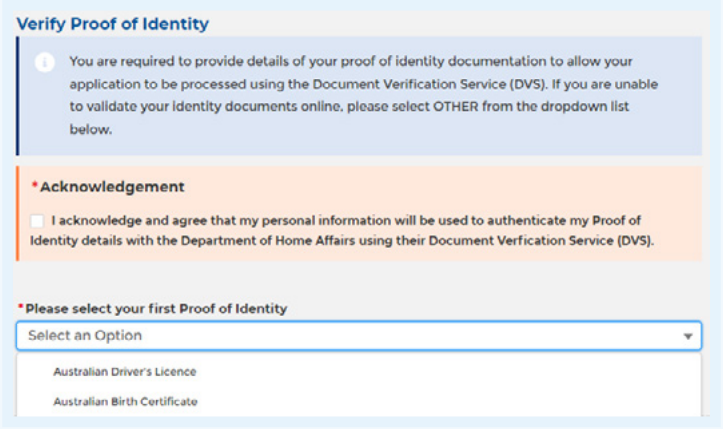
## 3 PERSONAL INFORMATION

- Enter your full legal name and date of birth.
- The name you provide in this section ***must be identical*** to the name that appears on the ID documents you will be using to verify your identity. You won't be able to change this later.

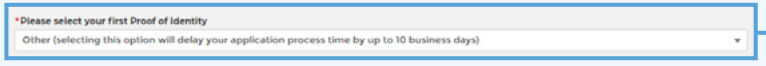


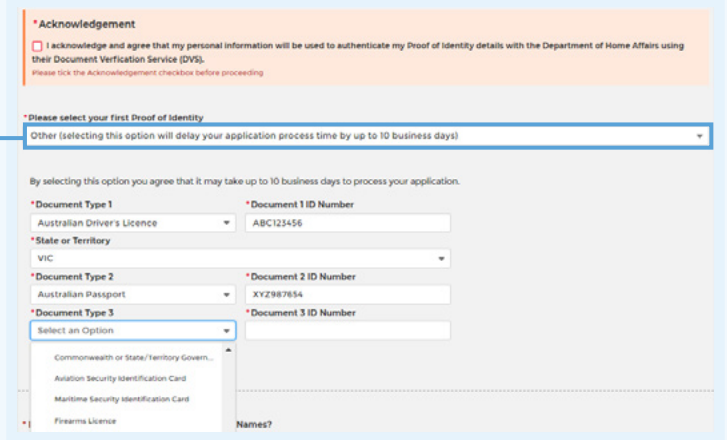

## 4 ID VERIFICATION

- Select two ID documents from the lists provided. Visit our website for a list of acceptable ID documents that can be used.
- Your ID will be verified using DVS. Some IDs cannot be verified instantly.




- In case of any issues with ID verification, please opt for manual verification by selecting the last option on the list labelled 'other'. This will allow you to continue with your application.



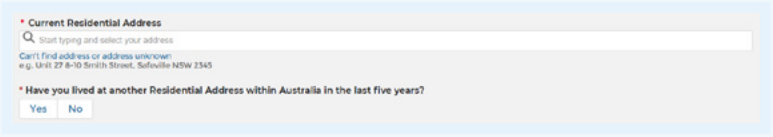

- A third ID document will be required if manual verification is required.

## 5 ADDITIONAL INFORMATION

- Answer the remaining questions accordingly.

## 6 ADDRESS

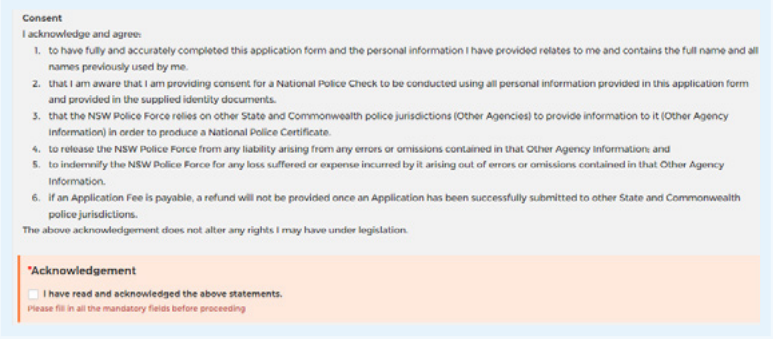
- Begin typing your address and select the one that matches from the list.




- Clicking on ***'can't find address or address unknown'*** will allow you to provide your full address manually.

## 7 CONSENT AND ACKNOWLEDGEMENT

- Review and accept the conditions of the police check.



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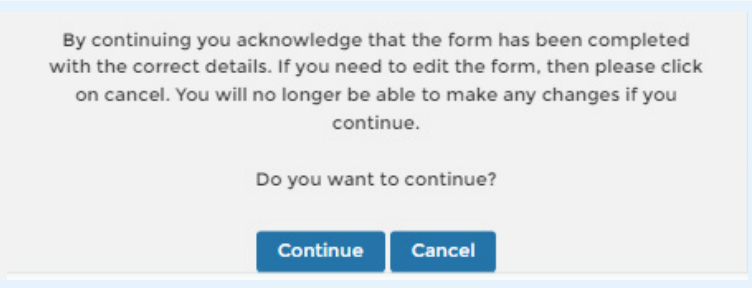
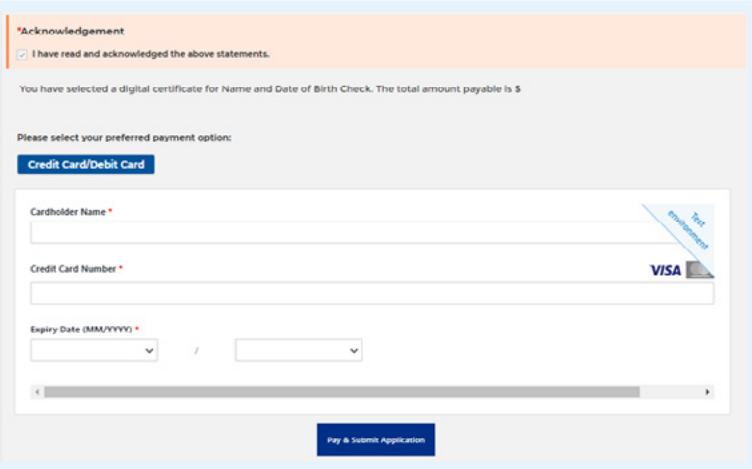
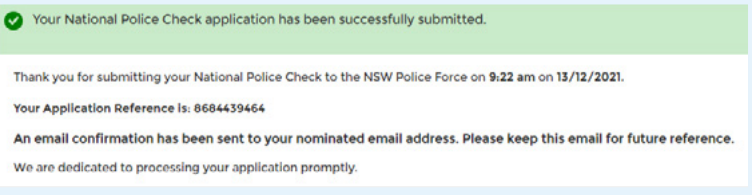
|---|---|---|---|
| **8** | **SUBMISSION** | • Confirm the information you're about to submit is accurate and final.<br>• Clicking continue will encrypt your data and prepare it for submission. |  |
| **9** | **PAYMENT** | • Complete the Mastercard / Visa payment process. |  |
| **10** | **CONFIRMATION** | • Your application is complete.<br>• Note your application number for future reference. |  |

Most results are ready within one hour after an application is received where no manual verification is required. However you should allow up to 10 business days for the NPC to be completed.

Your national police check certificate will be sent to your verified email address. Its authenticity can be verified online by anyone who has a copy of it at any time.

For any questions or assistance, contact our support team on 02 8835 7888 (7:30am to 4:30pm, Monday – Friday excluding public holidays) or via email at CRS@police.nsw.gov.au

Thank you for choosing the NSW Police Force as your trusted national police check service provider.