

# NATIONAL POLICE CERTIFICATES

## PROCEDURE FOR ORGANISATIONS

### PUBLIC ENQUIRY SERVICE

Concourse Level, Victoria Police Centre,  
637 Flinders Street, Melbourne Victoria 3005

PO Box 418, Melbourne Victoria 8005

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

[publicenquiryservice@police.vic.gov.au](mailto:publicenquiryservice@police.vic.gov.au)



VICTORIA POLICE

## INFORMATION SHEET

### Introduction

The Victoria Police provides a service to individuals and organisations 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 to an organisation without written consent.

### Procedure for Conducting a Police Records Check

To begin the process of conducting a police records check on an individual for the purposes of employment, voluntary work and occupation related licensing or registration, the individual must complete the 'Consent to Check and Release Police Record' form. The form can be obtained by downloading it from the Victoria Police website [www.police.vic.gov.au](http://www.police.vic.gov.au) or by contacting the Public Enquiry Service on (03) 9247 5907.

In Section 4 the applicant can nominate where the national police certificate is to be sent. The recipient can be either the individual or your organisation. If the recipient is your organisation please ensure that this section of the form clearly states the name of the officer who is responsible for receiving and ensuring the security of the result, and that your organisation's postal address is shown in full. If the recipient is the applicant the application form should be marked 'Return to Applicant' in Section 4 and should show the applicant's postal address or 'as above' if the address is the same as in Section 1 of the application. This is generally preferable as the individual can then show the result to your organisation and retain the certificate for their records.

The form must be completed by the applicant and returned to the Public Enquiry Service, PO Box 418, Melbourne Victoria 8005. Application forms must be posted to this address. Applications cannot be faxed.

The completed application must include:

- A photocopy of their driver licence, passport or birth certificate.
- Payment (cheque or money order payable to Victoria Police).
- Any other attachments requested in the application (ie additional addresses).

## Application Fees

Application fees effective 1 July 2005:

- \$28.30 – National Name Check (for employment, licensing or registration purposes).
- \$13.00 – National Name Check (for volunteers of **authorised organisations**, see below).

## Victoria Police Information Release Policy

Victoria Police applies strict guidelines to the release of criminal history information to individuals and organisations outside Victoria Police. Organisations conducting police records checks must have read the Information Release Policy in order to be aware of the information that they will be receiving. To obtain a copy you can download an information sheet from the Victoria Police website [www.police.vic.gov.au](http://www.police.vic.gov.au) or contact the Public Enquiry Service on (03) 9247 5907 and a copy can be sent to you.

## Results of Checks

Results are presented as a 'National Police Certificate' and are sent to organisations or individuals by post. National police certificates cannot be faxed to organisations or individuals. Results of police records checks cannot be advised by e-mail or over the phone. It is important to note that this is in order to protect the privacy of the applicant.

## National Police Certificates

Victoria Police only provides one original certificate, 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 printed on paper with a pale blue watermark of the Victoria Police Logo.
- A unique reference number on the top left hand corner of first page and in the header of subsequent pages.
- An original Signature on behalf of the Manager, Records Services Division.

## Discounted Fee for Authorised Organisations

Victoria Police offers a partially subsidised rate of \$13.00 for Victoria Police records checks conducted on volunteers of authorised organisations where the following criteria are met:

- The applicant 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 charge.
- The work undertaken by the volunteer must primarily involve personal contact with children, the elderly or disabled people and other vulnerable groups.
- The organisation has been approved and has an authorisation number called a CVF Number.

## **Applying for the Community Volunteer Fee (CVF) Discount**

Children's Services (services for children pre-school age and below) are already authorised and do not need to apply for access to the volunteer rate. Please refer to Department of Human Services documentation or contact the children's services advisor in the regional office of the Department of Human Services for details.

Other organisations can make an application by completing an 'Application Form for the Volunteer Fee'. A copy of the form can be obtained by downloading it from the Victoria Police website [www.police.vic.gov.au](http://www.police.vic.gov.au) or by contacting the Public Enquiry Service on (03) 9247 5907.

The completed application should be forwarded by Australia Post to:

The Manager  
Public Enquiry Service  
PO Box 418  
Melbourne Vic 8005

Victoria Police advises organisations in writing if they are approved to access the volunteer 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 rate without specific authorisation from Victoria Police. Therefore, applications for national name checks of volunteers should not be forwarded to Victoria Police until the organisation is advised of the outcome of the CVF application.

Although an organisation may have authorisation to conduct records checks on volunteers at the reduced rate of \$13.00, records checks on current and prospective **paid** employees of the organisation are subject to the full fee of \$28.30.

## **Payment methods**

Victoria Police can invoice high volume clients for police record checks. To establish an invoicing arrangement, please write to The Manager, Public Enquiry Service, PO Box 418, Melbourne Victoria 8005. Victoria Police prepares invoices on a monthly basis. Terms are thirty days. Unless an invoicing arrangement is in place, Victoria Police expects payment to accompany each application.

## **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 contact the Public Enquiry Service on (03) 9247 5907 or send an e-mail request including the applicant's full name and date of birth to [publicenquiryservice@police.vic.gov.au](mailto:publicenquiryservice@police.vic.gov.au)

## IMPORTANT INFORMATION

### Security of Information Released

Victoria Police only releases national police certificates to employers, community groups and other organisations with the consent of the applicant. The national police certificate is provided on the understanding that once released it will be regarded as strictly confidential. If an individual authorises the police certificate to be sent directly to your organisation, **it must not subsequently be forwarded to any other organisation or individual**, this strict instruction includes the person on whom the police check has been conducted. The police record must not be incorporated into any manual or electronic database or filing system. When the selection or recruitment process is complete, the information that has been released to your organisation must be securely destroyed.

If a person is denied employment or placement with an organisation due to their police record and is provided the opportunity to discuss this and the reasons for the decision, their national police certificate may be shown to them upon request. **An organisation must not provide a copy of the national police certificate to the applicant.** If an applicant wishes to obtain their own copy they must contact the Public Enquiry Service on (03) 9247 5907 for further information.

### Contact Us

- General enquiries can be made by phoning (03) 9247 5907 or by e-mailing [publicenquiry@police.vic.gov.au](mailto:publicenquiry@police.vic.gov.au).
- The Victoria Police website is [www.police.vic.gov.au](http://www.police.vic.gov.au)
- Public access to submit applications (or pick up certificates by prior arrangement only) is Concourse Level, Victoria Police Centre, 637 Flinders Street, Melbourne Victoria 3005
- Postal address is Public Enquiry Service, PO Box 418, Melbourne Victoria 8005