



NATIONAL POLICE CERTIFICATE

FREQUENTLY ASKED QUESTIONS

PD267A

Q: What is a National Police Certificate (NPC)?

A: A NPC provides a national summary of an individual's disclosable offender history. It is generally requested by organisations for the purpose of employment (paid and unpaid), licences and overseas visas. (Overseas applicants requiring an Australian visa for residency / employment / spousal purposes within Australia must apply for their NPC through the Australian Federal Police: www.afp.gov.au).

Q: How do I apply for a NPC?

A: Download an online PD267 National Police Check Application form from the SAPOL website: www.police.sa.gov.au:

- The form is designed to meet scanner requirements and applicants are encouraged to complete page one online (where possible), then print the form
- Some Macs are able to override the restricted print function and print a black form which is not accepted as it does not contain a bar code and fails to meet optical scanner requirements. To avoid this, **Mac users are advised to open the PD267 application form in Adobe Reader**

Applicants must:

- Ø Attend a police station in person with their completed application form, 100 Points of original identification (ID) documents, preferably a photocopy of their ID documents for certification, and payment
- Ø A SAPOL employee will witness their signature, certify the ID photocopy, attach it to the authorised PD267 form and despatch the application to the Information Services Branch (INSB)

OR

- Ø Request a Justice of the Peace to witness their signature, certify their 100 Point Identification (present original documents and a photocopy) and complete the Authorisation section on the PD267 form. The form and ID can then be despatched with a cheque (payable to 'SA Police') or Money Order. (Applicant to fill in correct fee amount on form)
- Ø Applicants who qualify for a free police check under the VOAN (Volunteer Organisation Authority Number) scheme must return completed form and certified ID to the approved organisation's Authorised Officer for endorsement. (Refer to Page 3 for more details)

- Applicants who are unable to complete the application form online can attend a police station to request a hard copy form. Please print clearly in BLOCK letters use black or blue ink only

Q: How do I meet the 100 Point Identification Proof of Identity requirement?

A: NPC applicants must meet the 100 Point ID requirement by providing the following documentation (refer to 'Proof of Identity' section on NPC application form for accepted ID and point values):

- At least one original ID document from Category A
- Remainder of ID may be sourced from Category A or B to reach a minimum total of 100 points
- All documents must be current (where applicable)
- Documentation must incorporate a signature and/or photograph that can be matched to the applicant
- Documentation with a current residential address must also be provided to confirm the address details on the application form
- Applicants under 16 years old must provide two forms of ID including at least one Category A document. The parent/guardian must produce one form of Category A identification
- Applicants are to provide ID in one name. If ID is provided in two different names proof of name change is required (i.e. Marriage Certificate, Deed Poll)
- It is preferred that applicants provide original ID documents + a photocopy of these documents for certification at the police station

Q: Which identification documents are not accepted?

- A:
- Passport that is cancelled or expired more than 2 years ago
 - Birth Certificate Extract
 - Document i.e. utility bill with PO Box address as current address
 - ID in two different names without proof of name change documentation
 - Application forms with incorrect or insufficient ID attached will be returned to the applicant
 - Only one bank card/statement per financial institution can be provided (limit of two institutions)

Q: Who is authorised to certify my 100 Point Identification?

A: A SAPOL employee or Justice of the Peace volunteer is authorised to certify a NPC applicant's 100 point identification.

South Australia Police
NATIONAL POLICE CERTIFICATE
FREQUENTLY ASKED QUESTIONS

PD267A

Q: Why do I have to sign the consent section?

A: SA Police cannot undertake a national police check without the written consent of an individual. If the consent section is not signed, the application form will be returned to the applicant for completion.

Q: Why do I have to state the purpose of the police check?

A: SA Police cannot undertake a national police check without the purpose being clearly stated on the form. The purpose is now displayed on National Police Certificates and must be specific e.g. Aged Carer, Youth Leader, Contractor in Schools. Generic descriptions such as 'Employment', 'Work', 'Uni Placement' are not accepted. **Application forms that do not state a specific purpose will be returned to the applicant for completion.**

Q: What will show on my NPC?

A: Information displayed on a NPC includes the following:

Person Information	Offender History Information	Other Information
<ul style="list-style-type: none">NameAlias/Previous NamesDate of BirthCurrent Address	<ul style="list-style-type: none">Charge(s)Court outcome of the matters heard including Court name, hearing date, any penalty or sentence imposed	<ul style="list-style-type: none">Pending MattersOutstanding Warrants

Q: Can I apply to have my offender history record deleted?

A: There is no legislation in South Australia that permits, or requires the deletion of an individual's offender history. The State Records Act of 1997 prohibits the inappropriate destruction of information unless instructed by a specific retention / disposal ruling. All offender history details are classified for permanent retention.

Q: How does SAPOL determine what information to release?

A: SAPOL is bound by the South Australian Spent Convictions Act 2009 when determining what to release on a NPC. Under the Spent Convictions Act, it is an offence to release information regarding the convictions of a person if those convictions are deemed to be 'spent' under the Act.

A spent conviction is one that cannot be disclosed or taken into consideration for any purpose. Eligible convictions become spent following a ten year conviction and proven offence-free period for adults, and a five year conviction and proven offence-free period for juveniles.

The Spent Convictions Act defines a conviction as:

- A formal finding of guilt by a Court
- A finding by a Court that an offence has been proved

This means that court hearings with the outcome 'without conviction' will be released as they are a formal finding of guilt.

There are certain convictions which can never be spent. These include but are not limited to:

- Convictions for sex offences
- Convictions where a sentence is imposed of more than 12 months imprisonment for an adult, or 24 months imprisonment for a juvenile

Schedule 1 of the Spent Convictions Act sets out a number of exceptions to the rule where spent convictions can be released. Some examples of this include:

- The care of children
- The care of vulnerable people (including the aged and persons with a disability, illness or impairment)
- Activities associated with statutory character tests for licensing

Interstate offences are released in accordance with that State or Territory's spent conviction / rehabilitation legislation and policy. Intelligence-type information is not released.

The Spent Convictions Act can be viewed on the Internet at:

<http://www.legislation.sa.gov.au>

Expanded Offender History Information Release Practices

The following organisations are authorised / legislated to receive all convictions and non-convictions (i.e. including but not limited to withdrawn, acquitted and dismissed court outcomes):

- Authorised Screening Units under the Exchange of Criminal History Information for Persons Working with Children Intergovernmental Agreement
- The Australian Health Practitioners Regulation Agency for the screening of health practitioners under the Health Practitioner Regulation National Law (South Australia) Act 2010

South Australia Police
NATIONAL POLICE CERTIFICATE
FREQUENTLY ASKED QUESTIONS

PD267A

- SA Teachers Registration Board for the screening of teachers under the Teachers Registration and Standards Act 2004
 - Department of Families & Communities for screening of persons applying to work with / care for children and vulnerable groups under the Information Privacy Principles Instruction (1992) for the protection of the government as an employer
-

Q: Who is eligible for a free police check?

A: Fee waivers only apply to unpaid South Australian volunteers working with approved Volunteer Organisation Authorisation Number (VOAN) organisations. The cost of VOAN police checks is funded by the South Australian Government. VOAN organisations qualify for volunteer fee waivers because they provide services to vulnerable groups within the community. The VOAN is a secure number and must remain secure within an organisation to prevent illegitimate usage.

Q: What is the VOAN endorsement procedure?

A: SAPOL recommends the Volunteer Authority section on the NPC application form is endorsed by a VOAN organisation representative after the applicant has had their application and identification authorised at a police station or by a Justice of the Peace. The organisation forwards the completed application to Records Release Unit on behalf of the applicant. Further information and VOAN application forms can be obtained from the SAPOL website: www.police.sa.gov.au or by contacting the INSB.

Q: How do I qualify for a volunteer reduced fee?

A: Volunteers who volunteer for an organisation that does not qualify for a VOAN (free police check) are eligible to apply for a NPC and pay the Volunteer Reduced Fee. The Volunteer (Reduced Fee) section of the NPC application form needs to be filled out by an authorised person from the volunteer organisation declaring that the applicant named on the form is an unpaid volunteer and is eligible to pay the reduced fee.

The applicant can then:

- Ø Take the application form to a police station to have their ID verified and pay the Volunteer Reduced Fee. The application will be despatched to INSB for processing.

OR

- Ø Utilise the services of a Justice of the Peace to witness their signature, certify their 100 Point Identification (present original documents and a photocopy) and also complete the Authorisation section on the PD267 form. The form and ID can then be despatched with a cheque (payable to 'SA Police') or Money Order.
-

Q: Is there an age limit to obtain a NPC?

A: Applicants need to be over 10 years old. If you are under sixteen years of age, your parent / guardian is required to countersign the application.

Q: How long will it take to process my request?

A: The standard timeframe to process a NPC is between 5-15 working days.

Q: How long is my NPC valid?

A: This depends on the policy of the organisation requiring the NPC. A certificate only reflects the completeness and accuracy of these records and systems on the date of issue.

Q: Can I apply for a NPC on behalf of someone else who lives in SA?

A: You can only apply on behalf of someone if you hold Enduring Power of Attorney. Original documentation to verify this must be produced and sighted by a SAPOL employee or Justice of the Peace volunteer. A certified copy must be attached to the PD267.

Q: Is a NPC issued by SA Police an acceptable document to lodge with my Australian Visa application?

A: The Department of Immigration will accept NPCs from Australian Visa applicants who currently are residing within Australia and require temporary or permanent residency visas. Overseas applicants requiring an Australian visa for residency / employment / spousal purposes within Australia must apply for their NPC through the Australian Federal Police: www.afp.gov.au.

Q: How will my NPC be despatched?

A: Your NPC is mailed to your residential or postal address (if different to your residential address). This gives you the opportunity to review the information for accuracy and also provides greater levels of protection for your privacy. Having an NPC posted to you is undertaken at your own risk. SAPOL holds no responsibility for any loss or unauthorised access which may occur.

Q: What if the information on my NPC is incorrect?

A: In the first instance, contact Records Release Unit by telephone to discuss the issue and you will be advised of the correct course of action to take. Please note that a dispute must be lodged within three months of receiving your certificate.

South Australia Police
NATIONAL POLICE CERTIFICATE
FREQUENTLY ASKED QUESTIONS

PD267A

Q: Who owns the NPC?

A: The NPC is the property of the applicant regardless of who paid for it. It is your responsibility to ensure it is safely stored.

Q: Can an organisation retain a copy of my NPC for their records?

A: To ensure privacy and confidentiality is maintained, SAPOL recommends that NPC's (original or copies) are not retained by organisations. It is recommended that organisations record that a NPC has been undertaken, the date of the NPC and the date the NPC has been sighted by the organisation. Even though detailed NPC information is not stored, organisations should still have clearly defined information storage, security and disposal policies in place when receiving and assessing NPC's.

Q: Will my application be accepted if I have an interstate or overseas current residential address?

A: Applications with a current overseas residential address are not accepted. Applications with an interstate current address are only accepted if the Purpose of Check clearly states the name of a South Australian based organisation the person is applying for employment with. Otherwise the application will be returned.

Q: Are all employers required to request a NPC from employees or volunteers?

A: Not all employers are required by law to request a NPC from employees or volunteers, however many employers are bound by legislation or by organisation policy to conduct a national police check as part of the recruitment process.

Employing bodies apply their own assessment of NPC's for employment purposes depending on their specific requirements.

- SAPOL has no authority over organisational employment processes
 - It is the responsibility of the employing organisation to identify a person's suitability for employment
 - SAPOL advises organisations that a police check should only form part of a process to identify a person's suitability for a role
-

Q: How do I pay for my NPC?

A: SAPOL accepts payment by cash, credit / debit card, cheque or money order. Please make cheques payable to South Australia Police.

Q: What is the cost of a NPC?

A: Current NPC fees are listed on the SA Police website (www.police.sa.gov.au). Enter 'NPC Fees' in the home page Search engine.

Q: How do I apply for a NPC and Fingerprints?

A: NPC applicants requiring Fingerprints must attend a SAPOL location with Livescan fingerprint capabilities. (Refer to the table below for your nearest location).

- Both the NPC and Fingerprints must be paid for at the time of lodgement
- When fingerprints are taken, the Livescan Reference Number is recorded on the NPC application form. This enables efficient tracking of Fingerprints and ensures the completed certificate displays the required caveat confirming the applicant's fingerprints have been checked against national fingerprint records
- The completed NPC and fingerprints are despatched from the Records Release Unit

SAPOL LIVESCAN FINGERPRINT LOCATIONS			
Adelaide CBD	Suburban Stations	Regional Stations	
Fingerprint Bureau (Divett Place)	Holden Hill	Port Lincoln	Berri
Adelaide Police Station (Wakefield Street)	Elizabeth	Whyalla	Murray Bridge
City Watchhouse (Angas Street)	Port Adelaide	Port Augusta	Mount Barker
Hindley Street Police Station	Sturt	Port Pirie	Mount Gambier
	Christies Beach	Kadina	Nuriootpa

Q: How can I obtain further information?

A: Contact the Information Services Branch:

Email: SAPOL.records@police.sa.gov.au

Telephone: (08) 7322 3347

Postal Address: Information Services Branch, SA Police, GPO Box 1539, Adelaide SA 5001

Website: www.police.sa.gov.au

Office Hours: 8.30am – 5.00pm Monday to Friday