



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. (Applicants requiring an Australian visa for residency/employment 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.
- Applicants must attend a police station in person with the completed application form, 100 Points of original identification (ID) documents, preferably a photocopy of your ID documents for certification, and payment (refer to Fees on Page 3).
- A SAPOL employee will certify the ID photocopy, attach it to the authorised PD267 form and despatch your application to the Records Release Unit (RRU).
- Applicants who are unable to complete the form online can attend a police station and request a printed 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)
- All documents must carry a signature and/or photograph that can be matched to the applicant
- 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: 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-Nursing Home, Youth Leader-Church, Junior Cricket Coach. **Application forms that do not state a specific purpose will be returned to the applicant for completion.**

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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

Information that may be considered for release on an NPC includes the following:

- Specific departmental records
- Paedophile restraining orders
- Other restraining orders
- Diversions
- Cautions
- Expiable matters

Q: How does SAPOL determine what information to release?

A: SAPOL's information release practice incorporates offender history information relating to matters found proven in a court of law. In accordance with the Criminal Law (Sentencing) Act 1988, Section 15 and 16, all court hearings with an outcome of 'without conviction' are considered to be a finding of guilt.

SAPOL's information release practice is based on the Spent Conviction provision of the Commonwealth Crimes Act 1914 which states a conviction will be regarded as being 'spent' or 'inactive':

- If at the time of the commission of an offence, the person was an adult and ten years have elapsed (or in the case of a child five years have elapsed) since the recording of the conviction and the person has not been convicted of a further offence.
- Previous offences attracting a penalty of more than 30 months imprisonment are exempt from being spent.
- A conviction will be disregarded from the date that it is quashed, set aside or a pardon issued.
- Under the Commonwealth Crimes Act 1914 Spent Convictions Scheme Exclusions (October 2004), designated offences are exempt from being spent if the person is working with children or intellectually disabled persons.
- A designated offence means either a sexual offence or any other offence against the person if the victim was under 18 at the time the offence was committed.

'Spent' offences are not released, unless required by an Act, Registration Board, requested for Court purposes, or involvement in certain areas e.g. childcare.

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

SAPOL is unable to release traffic history from some states and territories. This information can be obtained upon application to:

- Queensland Transport 'Driver Record Information' application form can be obtained via:
Website: www.transport.qld.gov.au;
Mail: Customer Service Support, Department of Transport, GPO Box 2451, Brisbane QLD 4001;
Telephone: 13 23 80.
- WA Police 'State Traffic Certificate' application form can be obtained via:
Website: www.police.wa.gov.au;
Email: information.release.unit@police.wa.gov.au;
Mail: Officer in Charge, Office of Information Management, Information Release Centre, Public Trustee Building, 3rd Floor, 565 Hay Street, Perth WA 6000;
Telephone: (08) 9268 7645.

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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. 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 RRU.

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

A: To be eligible to receive a volunteer reduced fee, the Volunteer Authority section on the NPC application form must be endorsed by a representative of the volunteer organisation you are applying to work with.

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

A: No. 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. 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: No. The Department of Immigration requires Australian Visa applicants to apply for a NPC through the Australian Federal Police (www.afp.gov.au). A NPC issued by SA Police will not be accepted.

Q: How will my NPC be despatched?

A: You may request that your NPC be mailed to your residential or postal 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: Members of the public can correct their records via mechanisms under the Freedom of Information Act. You can submit a PD361 Application for Amendment of Personal Records form which is available from any police station. This service is free of charge.

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.

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

A: No. Under the State Records Act General Disposal Schedule for records management, employers are not allowed to retain copies of criminal history on record. Criminal history records must be disposed of within 3 months or at the completion of an appeal process. The employer is only entitled to view the criminal history and may make a record of the decision made, and the reasons why, but cannot keep the criminal history details.

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

A: No. There is no requirement for any employer to have employees or volunteers apply for a National Police Certificate unless they are working in the Aged Care industry (under the Commonwealth legislation) or working with Children (under the SA Children's Protection Act).

Q: What is the cost of a NPC?

A: Fees are listed below and may be adjusted annually in accordance with the Consumer Price Index. Concession eligibility requires proof of a current concession card, benefit or financial assistance payment listed below.

CONCESSION ELIGIBILITY	FEES – Valid to 30 June 2011	
Concession cards must be current.	Individual	\$51.50
Financial assistance payments must not be more than 4 weeks old:	Concession	\$37.25
§ State Concession Card or proof of emergency financial assistance provided by Department for Families & Communities	Volunteer	\$33.25
§ Full time student identification card	Volunteer (VOAN) (Working with Vulnerable Groups)	Nil
§ Centrelink Pensioner Concession Card, Health Care Card, Commonwealth Seniors Health Card	Fingerprints	\$107.00
§ Centrelink Newstart Allowance, Sickness Allowance or Disability Support Pension	Fingerprints & History Check (Individual fee)	\$159.00
§ Receipt of Centrelink financial hardship assistance: Crisis Payment, Special Benefit, Exceptional Circumstances Relief Payment.		

Q: How can I obtain further information?

A: Contact the Records Release Unit:
Email: SAPOL.records@police.sa.gov.au
Telephone: (08) 8204 2455
Facsimile: (08) 8204 2307
Postal Address: Records Release Unit, SA Police, GPO Box 1539, Adelaide SA 5001
Website: www.police.sa.gov.au