



NSW Police Force  
Criminal Records Section

Information Sheet No. 4

Frequently Asked Questions  
(FAQ's) - Police

Criminal Records Section  
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This Information Sheet is for Police personnel and provides information and responses to Frequently Asked Questions (FAQs) on the National Police Checking Service (NPCS).

**Q: Who can apply for a National Police Check?**

A: NSW residents aged 14 years and above may apply for a National Police Check. Note: Non NSW residents must apply in the state they usually reside.

**Q: What purposes can a person apply for a National Police Check?**

A: The NSW Police Force provides an opportunity for NSW residents aged 14 years and above to apply for a National Police Check for visa, adoption, employment (including authorisation as an authorised carer), approval as a household member of an authorised carer, some occupational licensing purposes, student placements and for volunteers working in Commonwealth supported aged-care facilities.

**Q: How are checks processed for volunteers working in a Commonwealth supported aged-care facility?**

A: This category of check is processed the same as any other check. The only difference is the fee of \$ 15.00. If this check has been selected, collect the relevant fee as stated on the printed confirmation page or in the National Police Check system.

Customers should be advised that a check issued for this purpose will have "aged care volunteer use only" printed on the certificate. Therefore, the certificate is not suitable for any other purpose. This type of check can only be used for Commonwealth funded aged-care facilities. Other types of facilities must select "Employment" and state the details of the check

**Q: Are there any purposes that are not accepted?**

- Checks for Australian citizenship, residency, spouse visa, guardianship of a child from another country, working visa or whilst travelling or living abroad, must be referred to the Australian Federal Police (AFP) website [www.afp.gov.au](http://www.afp.gov.au).
- Checks for insurance claim purposes must be referred to the NSWPF Information Access Unit on 02 9689 7122.

**Q: Is a person who is required to obtain a Working With Children Check able to apply for a National Police Check?**

A: Yes, as long as one of the purposes for a National Police Check also applies. For example, a person in paid child-related work, an authorised carer, or a household member of an authorised carer, may apply for a National Police Check. However, volunteers who are required to obtain a Working With Children Check are not eligible for a National Police Check unless they work in a Commonwealth supported aged-care facility.

Some employers of persons in child-related work may require a National Police Check to assess the suitability of a person for employment in a particular position. Some workers may therefore separately apply to the Office of the Children's Guardian for a Working With Children Check and to the NSW Police Force for a National Police Check.

**Q: Can a person applying for a National Police Check ask Police to process their Working With Children Check application?**

A: No. The NSW Police Force does not provide Working With Children Checks. Individuals seeking a Working With Children Check Clearance should be advised that it is the responsibility of the Office of the Children's Guardian and referred to the [Office of the Children's Guardian](#) website

**Q: How do customers apply for a National Police Check?**

A: Applicants requiring a National Police Check must:

- complete an online application form available at [www.police.nsw.gov.au](http://www.police.nsw.gov.au),
- print and present the confirmation page and proof of identity to a NSW Police station and
- pay the appropriate fee either online at the time of application by credit card or at a Police station.

**Q: Are paper forms still accepted?**

A: Yes. However, applicants should be advised to lodge applications online for a faster and more convenient service. Customers should be advised to contact the Criminal Records Section to obtain an Application form.

**Q: How much does a National Police Check cost?**

A: The fee for a National Police Check is:

- *National name and date of birth check: \$57.20*
- *National name, date of birth and fingerprint check: \$192.60*
- *National name and date of birth check for volunteers working in Commonwealth supported aged-care: \$15*

**Q: Can applicants pay online?**

A: Yes. Credit card payments may be made online at the time of application or in person at any Police station. However, proof of identity must still be made at a Police station.

**Q: Can payment and confirmation of identity be made at any NSW Police station?**

A: Yes. Payment may be made at any NSW Police station. However, proof of identity must still be made at a Police station. Applicants may wish to contact their Police station to ensure police are available to accept an application at a convenient time.

**Q: Can applications be made by mail?**

A: No. All applications must be made online and the online confirmation page must be presented in person by the applicant with proof of identity at a NSW Police station.

**Q: Do applicants have to apply in person?**

A: Yes. Applications will not be processed unless proof of identity is presented by the applicant in person.

**Q: Who can apply for a fingerprint check?**

A: Fingerprint checks are currently restricted to applications for visa and adoption purposes when requested by the overseas country or adoption organisation. It is the applicant's responsibility to determine if a fingerprint check is required.

If name, date of birth and fingerprint check has been selected by the customer, collect fingerprints in line with NSW Police Handbook - Section F and forward with a printed copy of the applicants document ID via internal mail to the Criminal Records Section, Level 3B, Police Headquarters, Parramatta. If the printed document ID is not available, clearly write the "ID number" and "NPCS" on top of the fingerprint form e.g. "Document ID 210032 NPCS".

**Q: Who can process National Criminal History Record Check application forms?**

A: Police personnel including, sworn, unsworn and VIPs may process NPCS applications provided standard operating procedures are followed.

**Q: Can NSW Police process an application if the applicant does not provide three (3) acceptable types of identification?**

A: No. Checks cannot be processed without three (3) acceptable types of identity. The applicant should be asked to obtain three (3) acceptable types of identification or be referred to the Criminal Records Section on (02) 8835 7888.

**Q: What are acceptable types of identification?**

A: Applicants must provide three (3) types of acceptable identification from the drop down list provided online or as stated on page 2 of the paper application form. Identification must not be expired and should include at least one type of photographic ID and a signature and date of birth. Applicants must record in the identification type (eg Medicare card) and number (if applicable).

Acceptable types of identification are:

- Current passport
- Current drivers licence
- Birth Certificate
- Citizenship Certificate
- Certificate of Marriage or Change of Name
- Government issued identity card
- Private health care fund card
- Medicare card
- Senior Citizens / Govt. concession card
- Rates notice
- Utility account (eg electricity, gas, telephone)
- Government issued proof of age card
- Current student identity card
- Union/Professional membership card
- Licence issued by a Government authority
- Employee identity card with photograph

**Q: How do I process NPCS fees?**

A: If payment is made by a customer in person, police must process it in accordance with financial guidelines using the [Online Payments System](#) on the intranet and issue a general/miscellaneous receipt to the applicant.

**Q: How do I record payment has been accepted and proof of identity has been confirmed?**

A: Log onto the Police intranet "Systems" page and select "General Admin" then click on the "National Police Checking Service Customer Identification System".

Enter the Document ID number provided by the applicant or alternatively search by entering the applicants Family Name, Given Name **AND** Date of Birth. Note: The search must be undertaken using the exact details entered by the applicant.

When the application is found click on **OPEN**. This will open the application details. Confirm the applicants identity as recorded in the application and place a **TICK** in both verify boxes. If any details are required to be altered select **EDIT**, update the data and then select **SAVE** to return to the confirmation page.

Once identity has been verified, if payment has not been made online, enter the **AMOUNT COLLECTED** and **RECEIPT NUMBER** into the application, select your **POLICE STATION** then click **VERIFY** to finalise the application.

This locks the form ready for processing. No changes can be made after the form is locked. For any further enquiries, please contact the Criminal Records Section. There is no need to fax/telephone any details of payment etc.

**Q: How does an applicant receive the result of a National Police Check?**

A: Results are presented in the form of a National Police Certificate posted to the name and address specified by the applicant. No copies or duplicates will be released.

**Q: How long will it take to process applications?**

A: Applicants should be advised to allow a minimum of ten (10) business days for *name and date of birth* checks to be processed and fifteen (15) business days for *name, date of birth and fingerprint* checks.

**Q: How do I process requests from the public to take fingerprints for their own purposes or Immigration / overseas government purposes?**

A: Refer to [NSW Police Handbook \(section F\)](#). These requests do not fall within the responsibility of the Criminal Records Section.

**Q: How do I find out more about what type of information is included on a National Police Certificate, including what a spent conviction is and what the consequences are of a conviction becoming spent?**

A: Refer to the Criminal Records Section [intranet](#) or [internet](#).

**Q: How does an applicant dispute information contained on a National Police Certificate?**

A: Applicants who dispute information recorded on the National Police Certificate should complete [Form P827 Disputing criminal record information](#) and forward the completed form to the NSW Police Force, Criminal Records Section, Information Management Team, Locked Bag 5102, Parramatta, NSW, 2124.

Applicants must specify the offences or information in dispute and be prepared to provide comparison fingerprints. The Criminal Records Section will notify applicants in writing if comparison fingerprints are required. No fee will be charged and fingerprints will be destroyed by the Criminal Records Section upon resolution of the dispute.

**Q: Can a person have their charge finger-prints/palm prints destroyed?**

A: In accordance with s137A of the *Law Enforcement Powers and Responsibilities Act 2000*, a person from whom finger-prints or palm-prints are taken may request the Commissioner to destroy their finger-prints or palm-prints if the offence for which the prints were taken is not proven.

An offence is "not proven" if a person is found not guilty or acquitted of the offence, if the conviction of the person for the offence is quashed and an acquittal is entered, on appeal, or at the end of the period of 12 months after the finger-prints or palm-prints were taken (or, if an extension to that period is granted under section 137B, at the end of the extended period), or proceedings in respect of the offence have not been instituted against the person or have been discontinued.

Applications must be in writing, addressed to the Manager, Criminal Records Section, Locked Bag 5102, Parramatta NSW 2124 and must include;

- full name and date of birth under which the person was charged,
- date of the charge,
- details of the offence, i.e offence type (assault, etc.)
- court date, and
- court outcome.

**Q: Where can I obtain further information on NPCS?**

A: Further information on NPCS is available from the CRS [intranet](#), [internet](#), or by telephone 02 8835 7888, fax 02 8835 7193, or by email [crs@police.nsw.gov.au](mailto:crs@police.nsw.gov.au).