



Volunteer National Police Certificate Guide

Thank you for registering with the Department of Communities to apply for Volunteer National Police Certificates (VNPC) with the WA Police Force.

This guide will provide you with the relevant information.

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FOR ANY QUERIES PLEASE CONTACT

Email: volunteer.check@police.wa.gov.au

ELIGIBILITY

Applications for a Volunteer National Police Certificate (VNPC) can only be submitted by eligible volunteers through a registered volunteer organisation.

Eligible volunteers are those who receive no payment for work (except out of pocket expenses), and perform volunteer work that provides a community service and is not part of an obligated work placement (e.g. student placement, work experience, “Work for the Dole”). The VNPC is issued for volunteering purposes only and must **not** be used for paid employment.

Please note: Volunteer organisations that provide VNPC’s to paid employees will be withdrawn from the program.

RESULTS

A VNPC will include details of a person’s disclosable court outcomes and pending charges from Australian states and territories. Disclosable court outcomes do not include non-conviction charges, spent convictions and some juvenile convictions.

NATIONAL POLICE CERTIFICATE
DIGITAL CERTIFICATE FOR VOLUNTEERS



WESTERN AUSTRALIA POLICE FORCE
OFFICE OF INFORMATION MANAGEMENT
For more information and enquiries please visit the
information access page at www.police.wa.gov.au
Verify this document by
scanning the QR code using
the Australia Post app

ATTN: Mary Jones, Volunteering Victoria
Mr. Johnathon James Macnamara
111 Bourke Street
Melbourne Victoria 3000



This document certifies that the person named below is not recorded by the Australian Police jurisdictions with any discloseable court outcomes and/or pending charges.

Primary/Surname: **Macnamara** Given names: **Johnathon James** Date of birth: **21/03/1982**

This document is valid as at 22/08/2022
Application number: REFT811246878

Signature
Ben Ackland
Assistant Director
Office of Information Management

* The information contained in this document is valid at the date displayed.
* Every user has been taken to ensure the accuracy of this check however this certificate is not based on the provision of fingerprints or application.
* The Spent Legislation Act 1988 applies to applications for a National Police Certificate.
* This certificate may not be disclosed to third parties and may include any pending charges, warrants and traffic convictions from Western Australia.
* This digital certificate contains a QR code which when scanned with the Australia Post app will be reviewed digitally or subsequently printed out.

****DISCLAIMER: Details used in the above example is for testing purposes only****

It is expected that the volunteer organisation and the volunteer will discuss the content of the VNPC and the relevance of any matters disclosed when making decisions about the volunteer’s suitability.

A Volunteer can contact the WA Police Force if they wish to query the disclosed information. The volunteer organisation should await the outcome of the query before making any decisions about the volunteer’s suitability.

Although the check is conducted by the volunteer organisation, the certificate itself is the property of the volunteer and they retain ownership of the certificate. The volunteer organisation cannot retain copies of the VNPC or the criminal record information disclosed.

TIMEFRAME

For applications that require no further investigation, once completed the VNPC should be received by both the volunteer organisation & the volunteer digitally by email. Applications that require further investigation may take up to 15 business days to be completed.

If results have not been received after 15 business days, please contact the WA Police Force to enquire about the progress. Please provide your reference number (1E62DXXXXX) in order for us to locate the application.

INVOICING

At the end of each month, an invoice will be issued by WA Police Force to the volunteer organisations' registered billing contact. The invoice will include all checks submitted by the organisation for the previous month. If you have any queries upon receiving this invoice, please contact the WA Police Force.

AUDITING

The WA Police Force conducts monthly auditing to ensure compliance with the VNPC program. Registered volunteer organisations are required to retain individual consent forms (if applicable) for 24 months. If you are contacted, please provide a copy of the requested, completed and signed consent forms.

Volunteer organisations are required to keep their contact details up to date with the WA Police Force, to ensure they are contactable and can receive relevant updates regarding the program.

Organisations that are unable to meet auditing requirements or do not update their contact details may have their access to the VNPC program restricted or withdrawn.

ACCEPTABLE IDENTIFICATION

PRIMARY ID DOCUMENTS
Full Australian Birth Certificate
Australian Citizenship Certificate
Australian Passport (current or expired within the last 2 years)
International Passport (current only)
Certificate of Registration by Descent

SECONDARY ID DOCUMENTS
Australian Photo Drivers Licence
Australian Photo Firearms Licence
WA Photo Card
State or Federal Government Employee Photo ID
Centrelink or Social Security Card
Dept. of Veteran's Affairs Card
Tertiary Education Institution Photo ID
Australian Learner's Permit
ImmiCard
Working with Children Card
Medicare Card
Dangerous Goods Security Card
Maritime Security Identification Card
Consular Photo Identity Card
Property lease or rental agreement
Council or shire rates notice
Property insurance papers
Utility bill (power/phone/mobile/water/gas)
Motor vehicle registration or insurance
Professional or trade association card
Debit or credit card
Health Care Card
Passbook or statement from financial institution

100 points of ID verification can be found via the following link

<https://www.police.wa.gov.au/Police-Direct/National-Police-Certificates/Proof-of-identity>

COMPLETING THE APPLICATION

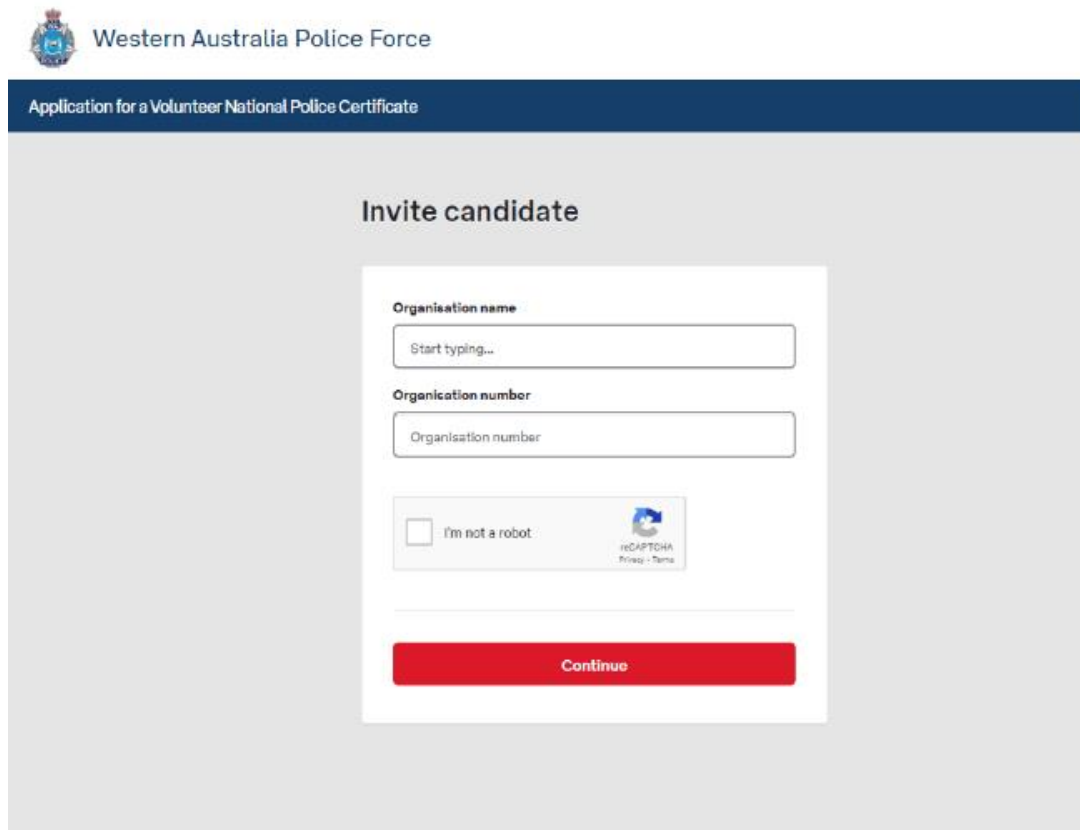
Process 1 – Valid mobile number/email address and has a computer.

The volunteer agency is required to invite the candidate to fill out the application form themselves (as per picture guide below)

Please note: The declaration page outlines that the registered volunteer organisation representative is authorised to invite the candidate to submit the check. This confirms the volunteer organisation/representative will not release any information to third parties and any information will be treated confidentially.

The Volunteer organisation is then required to invite the candidate to apply for a Volunteer National Police Certificate.

PLEASE NOTE: When typing your organisation name, you need to use the drop-down box otherwise it will not be successful. Please also start with '0' (zero) when typing your organisation number.



Western Australia Police Force

Application for a Volunteer National Police Certificate

Invite candidate

Organisation name
Start typing...

Organisation number
Organisation number

I'm not a robot

reCAPTCHA
Privacy - Terms

Continue

The candidate **cannot** apply for a Volunteer National Police Certificate unless the registered organisation has sent the candidate an invite link.

The link will expire after 10 business days.

Western Australia Police Force

Application for a Volunteer National Police Certificate

1. Candidate details 2. Declaration 3. Review

Invite candidate

All fields are required unless marked as (optional)

Candidate details

Given name(s)

Surname

Email address
All police check correspondence will be sent to this email address

Australian mobile phone number (optional)
We'll use this number to send the candidate an SMS reminder to finish their application

Does the applicant have a valid Working with Children card?

Yes No

Organisation contact details

You are sending an invite on behalf of: Australian Red Cross
Contact email: candidates@redcross.com.au
Note: all notifications about this application will be sent to this email

Given name(s)
The first name of the person creating this invite

Surname
The last name of the person creating this invite

Australian mobile phone number
Once the certificate is ready, you'll only be able to access it with the security code we'll text to this mobile number

Continue

[About us](#) [Privacy statement](#) [Accessibility](#) [Help & support](#)

Process 2 – No mobile number or email address/unable to use a computer.

Candidates who do not hold a mobile number/email address or are unable to use a computer are required to complete a consent form held by the agency and provide proof of their identity to the volunteer organisation (please see acceptable ID in table above)

A mobile number or email relating to a member of the organisation can be utilised if a candidate does not have one or both of these requirements to fulfil the portal application.

The volunteer organisation must check the consent form and ensure that the information on the form matches the candidate's identification details. Copies of identification should not be accepted.

Any errors on the application submitted may result in an incorrect Volunteer National Police Certificate and you may be required to submit another check at the agencies own cost.

For auditing purposes, the completed consent form must be retained by the volunteer organisation for 24 months.

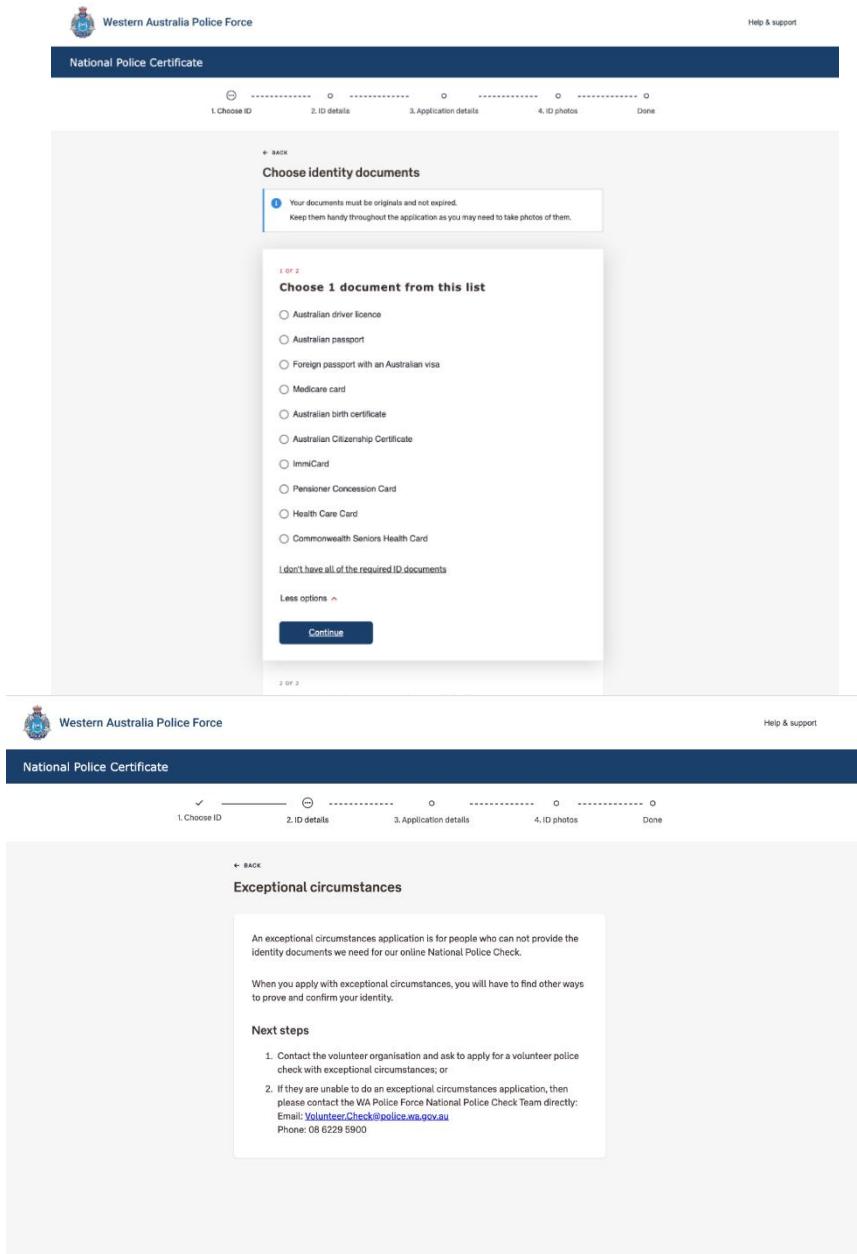
The Volunteer must supply a minimum of one primary identification document AND one secondary identification document, both of which contains a photograph or one photo Primary Identification and two non-photo secondary Identification.

If the identification is in multiple names, a change of name document, such as a Marriage Certificate, Divorce Certificate or Change of Name Certificate, is required to validate previous names.

Once the ID has been confirmed and the consent form completed, the volunteer agency will then complete the Volunteer National Police certificate process on behalf of the candidate.

Process 3 – 100 points of ID but cannot select ID on the online portal from the drop-down box – Exceptional Circumstances.

If the candidate has 100 points of ID however cannot select from the drop-down box **the Volunteer agency** will need to take photocopies of all original ID provided as well as a completed 'VNPC consent form'.



The agency will need to then email the photocopies and the 'VNPC consent form' along with all ID sighted to the WA Police on volunteer.check@police.wa.gov.au. The WA Police Force will then approve/not approve your request to process a manual Volunteer National Police Certificate. **This will be done by the Team Leader who will respond back to the agencies email.**

If approved, a member of the NPC team will create the check manually. Once completed, an email will be sent to the registered representative with the details of the check (application number and date of submission)

Please note that all manually processed VNPCs will be provided by mail to the organisation as a physical copy. No digital Certificate will be issued.

Process 4 – Insufficient ID to meet 100 points and cannot proceed at all.

If the candidate cannot meet the 100 points of ID due to lack of personal ID (international students etc) then it is up to the applicant and the agency to form a work around.

Process 5 - Volunteer under 18 years of age.

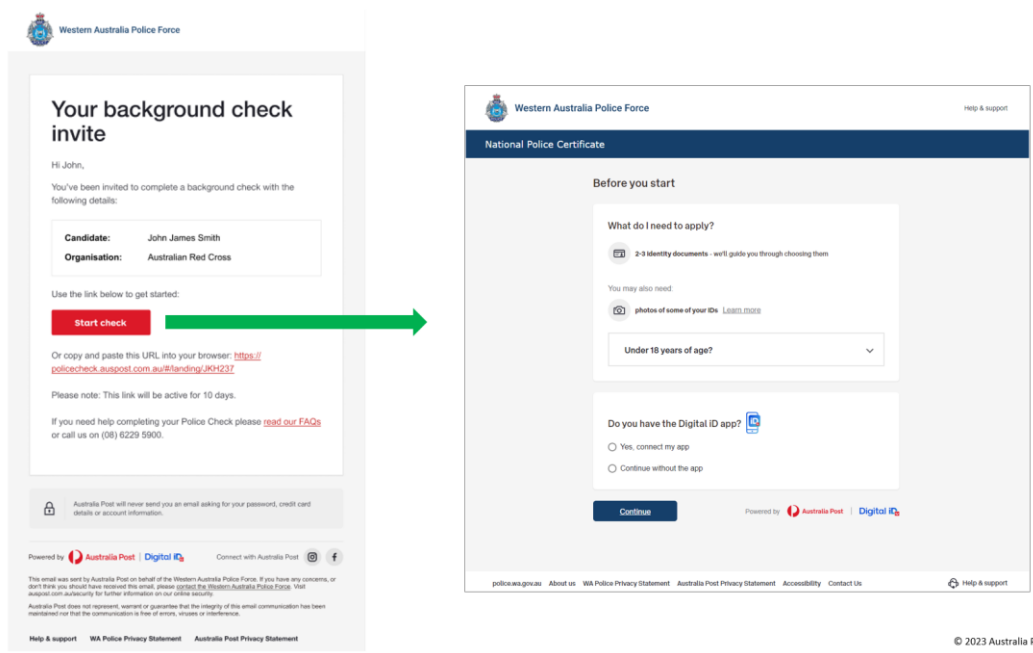
The candidate must follow process 1 with a guardian present along with the guardians requested 100 points of ID. Once they have finalised their application they should receive an email titled “Next steps”. They must then present with their guardian to an Australia Post outlet with the ID they used in the application. Once their ID and their guardians ID has been sighted and verified the application will be processed with the WA Police Force.

Under 18-year old’s that cannot complete their application as per process 1 will have to follow process 3 to complete the application. The candidate and their guardian will need to attend the Volunteer organisation to have their ID sighted and sign the consent form.

Step 3 – Volunteer completing the application

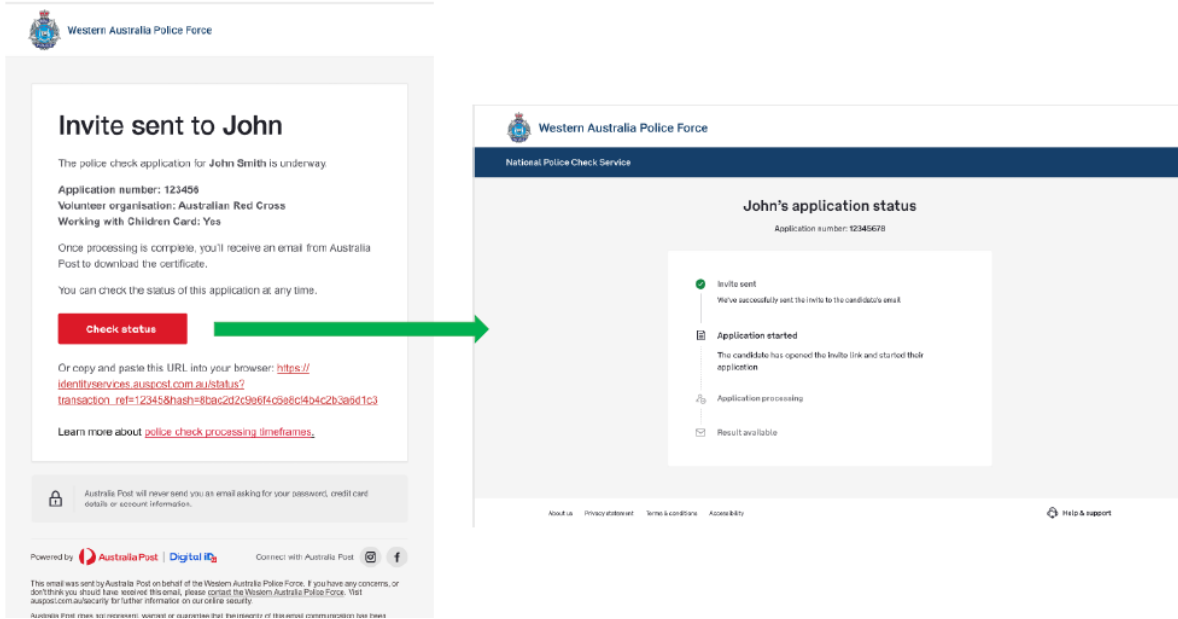
Once the candidate has received the invite via their email address, they will be prompted to ‘Start Check’.

INVITATION EMAIL TO VOLUNTEER CANDIDATE

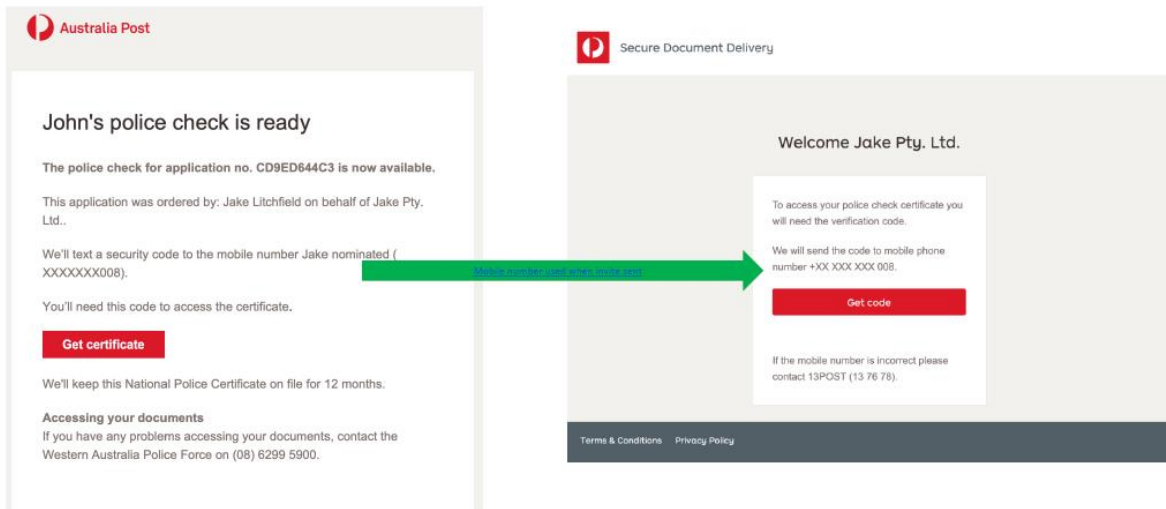


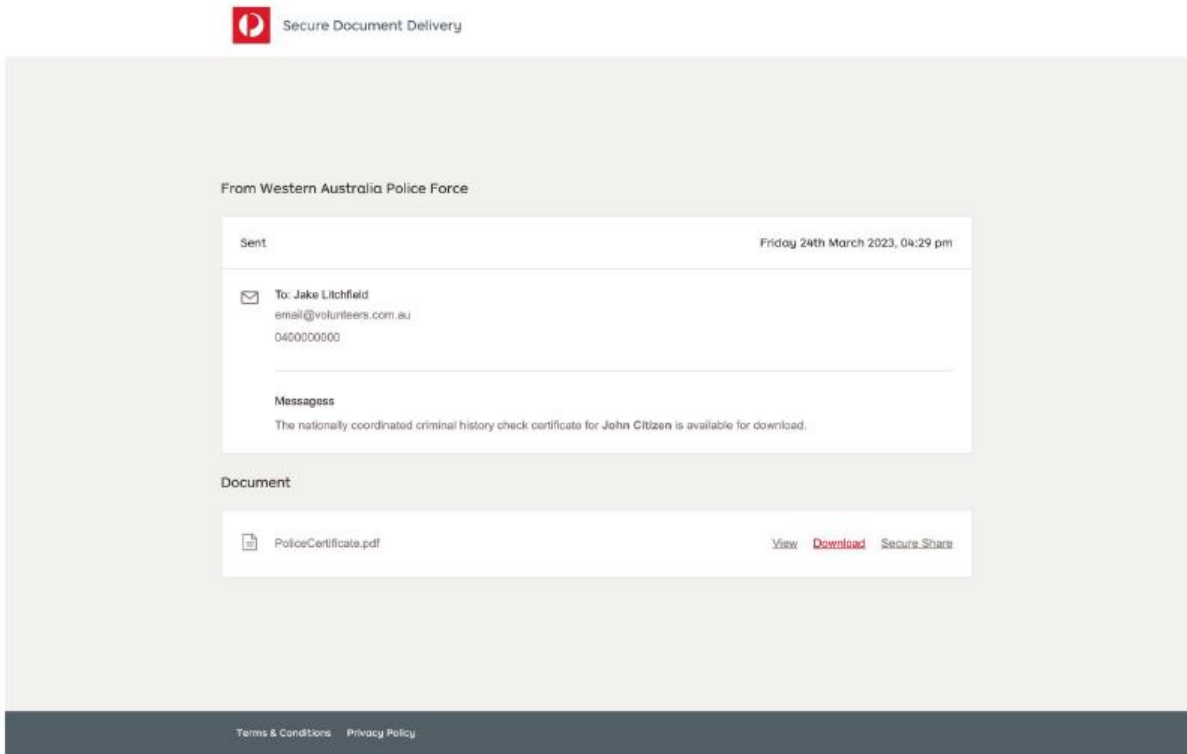
When the application has started, an email will then be sent back to the Volunteer agency notifying that the volunteer has started the check and it is underway.

The candidate will be able to check the status of their check by clicking ‘Check Status’



Once the Volunteer National Police Certificate has been finalised you will be able to obtain your certificate by clicking on the 'Get certificate' button as shown below. You will then be prompted to click on the 'Get code' button and a code will be sent to your mobile number listed.





Please check the candidates details prior to submitting the VNPC. Once a check has been submitted, the WA Police Force are unable to make changes to their **name & date of birth**. If any errors are made, the volunteer organisation will be billed for the incorrect check and a new correct check will need to be submitted.

FOR ANY QUERIES PLEASE CONTACT
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