



Western Australia Police Force

Volunteer National Police Certificate

Guide

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

This guide will demonstrate how to submit an application for a VNPC and provide you with the relevant information.

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FOR ANY QUERIES PLEASE CONTACT:
volunteer.check@police.wa.gov.au

ELIGIBILITY

Applications for a 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Please note: volunteer organisations that provide VNPCs to paid employees will be withdrawn from the program.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.

Two sample certificates are included below.



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 requested 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, a VNPC should be received by the volunteer organisation within 3-6 working days, depending on postage times. Applications that require further investigation may take up to 15 business days.

If no results have been received after 15 business days, please contact the WA Police Force to enquire about the progress. Please provide your reference number (WAVOLXXX) 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. All registered volunteer organisations are required to retain individual consent forms 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 updates regarding the program.

Please note: 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.

COMPLETING THE APPLICATION

Step 1 – Consent Form and Identification Requirements

Volunteers are required to complete the consent form (provided with this guide) and provide proof of their identity to the volunteer organisation.

The volunteer organisation must check the consent form and ensure that the information on the form matches the volunteer's identification details. Original identification must be provided (copies of identification should not be accepted).

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, either of which contains a photograph. Alternatively, three secondary documents can be accepted, providing that one document contains a photograph. Examples of primary and secondary identification documents are provided on the following page.

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

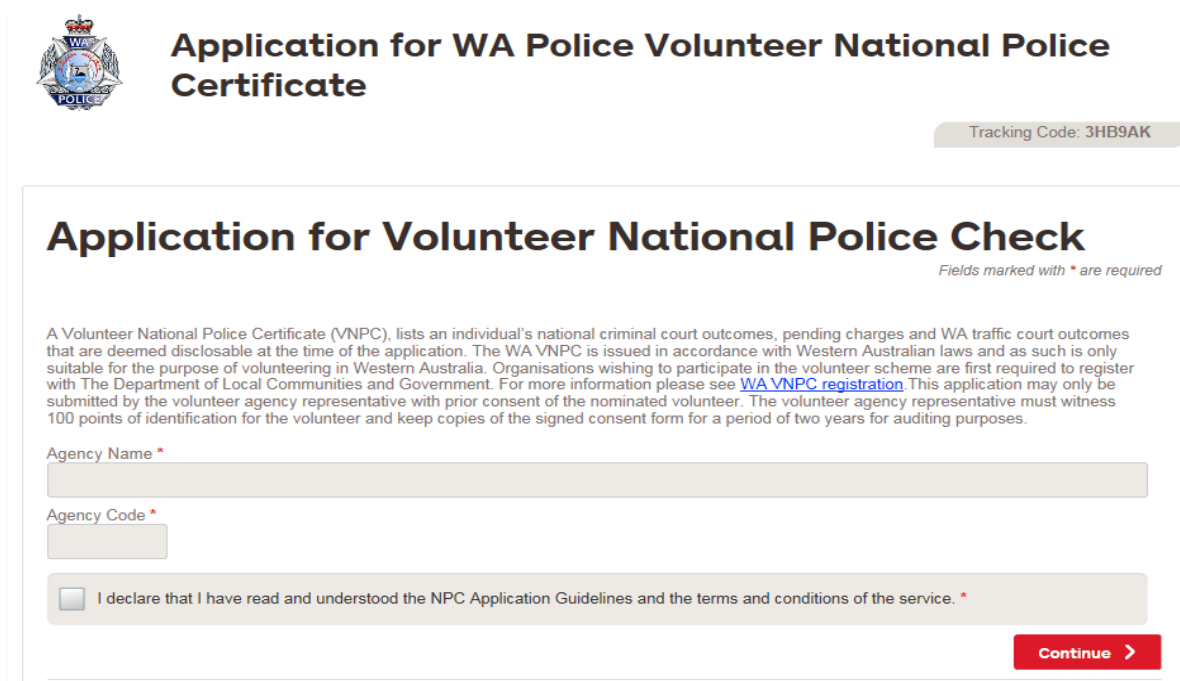
SECONDARY ID DOCUMENTS
Australian Photo Drivers Licence
Australian Photo Firearms Licence
WA Photo Card
State or Federal Government Employee Photo ID
Centrelink or Social Security Card
Dept. of Veteran's Affairs Card
Tertiary Education Institution Photo ID
Australian Learner's Permit
ImmiCard
Working 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

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.


Step 2 – VNPC Login Portal

A link to the online application portal is emailed to the volunteer organisation. This website is password protected (optimised for use with Internet Explorer).

Volunteer organisations will need their **Organisation Name** and **Organisation Code** to submit volunteer checks. The Organisation Code is supplied via email from the WA Police Force. Please contact volunteer.check@police.wa.gov.au if you do not have the login details.



The screenshot shows a web application form titled "Application for WA Police Volunteer National Police Certificate". The WA Police Force crest is on the left. A tracking code "3HB9AK" is displayed in the top right. The main heading is "Application for Volunteer National Police Check", with a note that fields marked with an asterisk are required. The form includes text explaining the VNPC, followed by input fields for "Agency Name" and "Agency Code". A checkbox for a declaration is present, and a red "Continue" button is at the bottom right.

 **Application for WA Police Volunteer National Police Certificate**

Tracking Code: 3HB9AK

Application for Volunteer National Police Check

*Fields marked with * are required*

A Volunteer National Police Certificate (VNPC), lists an individual's national criminal court outcomes, pending charges and WA traffic court outcomes that are deemed disclosable at the time of the application. The WA VNPC is issued in accordance with Western Australian laws and as such is only suitable for the purpose of volunteering in Western Australia. Organisations wishing to participate in the volunteer scheme are first required to register with The Department of Local Communities and Government. For more information please see [WA VNPC registration](#). This application may only be submitted by the volunteer agency representative with prior consent of the nominated volunteer. The volunteer agency representative must witness 100 points of identification for the volunteer and keep copies of the signed consent form for a period of two years for auditing purposes.

Agency Name *

Agency Code *

I declare that I have read and understood the NPC Application Guidelines and the terms and conditions of the service. *

Continue >

Step 3 – Completing the Form

The application form on the WA Police Force website needs to be completed by a volunteer organisation representative.

The form should be completed as per the information provided in the volunteer's consent form. Identity details should be entered verbatim as the VNPC will be checked and issued in the names captured from this form.

Please check the volunteer applicant's details prior to submitting the VNPC. Once a check has been submitted, the WA Police Force are unable to make revisions. 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.

Individuals who are known by a single name (mononym), or who do not have a family/surname and a given name, are known as *single name applicants*. Single name details are entered in the field as per the below example.

Applicant Details *Fields marked with * are required*

Is the applicant known by a single name? *

Yes No

Name *
MADONNA

It is mandatory to provide a residential address for the volunteer applicant. Previous or postal addresses are not required unless provided by the volunteer on their consent form.



Application for WA Police Volunteer National Police Certificate

Tracking Code: GL8GMS

Applicant Details

Applicant Address Details

Declaration

Applicant Address Details

*Fields marked with * are required*

Note: The applicant's residential address must be within Australia.

Please enter the address *

Is the applicant's postal address different from their residential address? *

<input type="radio"/> Yes	<input type="radio"/> No
---------------------------	--------------------------

Has the applicant lived in a different Australian address within the past five years? *

<input type="radio"/> Yes	<input type="radio"/> No
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< Previous

Continue >

Step 4 – Declaration

The declaration page outlines that the organisation representative is authorised to submit the check on behalf of the volunteer organisation. This confirms the volunteer organisation have obtained and retained the completed consent form, and that they have confirmed the volunteer’s identity.

The final part of the declaration page confirms the volunteer organisation details including the primary contact details and the billing address. These fields are locked and cannot be edited. The volunteer organisation representative completing this form must enter their details at the end of the form.

If you require further assistance, please contact WA Police Force at volunteer.check@police.wa.gov.au

Organisation

Working with Children Application Sighted If applicable

I, being a representative of the following volunteer group, request a Volunteer Police Check and confirmation as to whether the above named volunteer has any court outcomes and/or pending charges.

The individual's proof of Identity has been checked and I confirm that the individual volunteer is in fact the person named in this form.

Any information received will be treated confidentially and used for the sole purpose of screening volunteers. This information will not be released to any third party.

I confirm that the above named will be conducting volunteer work within the set criteria for this scheme.

Organisational Name: Organisation Number:

Organisation Address

Unit Number / Street Number / Street Name:

Suburb: State: Postcode:

Contact Person

Title: First Given Name: Family Name:

Contact Position:

Name of the person completing this application

Australia Post Privacy statement

Australia Post collects your personal information as an agent for WA Police in order to process your application. Without this information Australia Post will be unable to provide this service. Your personal information will be disclosed to WA Police to fulfil this purpose.

Whilst in our possession, your personal information is handled in accordance with Australia Post's Privacy Policy which outlines how to access and/or correct your personal information or make a privacy related complaint. You may contact the Privacy Contact Officer, Australia Post, GPO Box 1777, Melbourne, Vic, 3001 for privacy related queries. For more information please visit www.auspost.com.au/privacy.

Step 5 – Submission

Once the application has been submitted, the volunteer organisation will be directed to the Submission Complete page where application details can be reviewed or downloaded into a PDF copy.

Please note that once the *Submit* button is selected, the volunteer organisation will be invoiced accordingly. If you wish to review the application and ensure no mistakes have been made, use the '*Previous*' button.

If you wish to submit an additional VNPC, please return to the website login page to begin the application process again.

Please make note of the WAVOLXXXX reference number as this will be used to invoice and track the application. If you need to contact the WA Police Force in regards to the check, please provide the reference number.

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