



WAPOL NPC Online Transformation project

Volunteer Invitee Candidate flow


May 2023

Receiving an invite & beginning the check

1

INVITATION EMAIL TO VOLUNTEER CANDIDATE



 Western Australia Police Force

Your background check invite

Hi John,

You've been invited to complete a background check with the following details:

Candidate:	John James Smith
Organisation:	Australian Red Cross


Use the link below to get started:





[Start check](#)

Or copy and paste this URL into your browser: <https://policecheck.auspost.com.au/#/landing/JKH237>

Please note: This link will be active for 10 days.

If you need help completing your Police Check please [read our FAQs](#) or call us on (08) 6229 5900.

 Australia Post will never send you an email asking for your password, credit card details or account information.


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 Western Australia Police Force [Help & support](#)


National Police Certificate


Before you start

What do I need to apply?

-  2-3 Identity documents - we'll guide you through choosing them



You may also need:

-  photos of some of your IDs [Learn more](#)

Do you have the Digital iD app? 

Yes, connect my app

Continue without the app

[Continue](#) Powered by  

Inputting document & personal information

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CANDIDATE SELECTS DOCUMENTS

Western Australia Police Force Help & support

National Police Certificate

1. Choose ID 2. ID details 3. Application details 4. ID photos 5. Pay & finish

← BACK

Choose identity documents

i Your documents must be originals and not expired.
Keep them handy throughout the application as you may need to take photos of them.

1 OF 2

Choose 1 document from this list

- Australian driver licence
- Australian passport
- Foreign passport with an Australian visa
- Medicare card
- Australian birth certificate

More options ▾

[Continue](#)

2 OF 2

Choose 1 document from this list

Powered by Australia Post | Digital ID



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National Police Check Service

1. Choose ID 2. ID details 3. Application details 4. ID photos 5. Pay & finish

← BACK

Choose identity documents

i Your documents must be originals and not expired.
Keep them handy throughout the application as you may need to take photos of them.

✓ 1 OF 2 [Change](#)

Australian passport

✓ 2 OF 2 [Change](#)

Australian driver licence

[Continue](#)

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CANDIDATE INPUTS DOCUMENT & PERSONAL DETAILS

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National Police Check Service

1. Choose ID **2. ID details** 3. Application details 4. ID photos 5. Pay & finish

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Identity document details

1 OF 4
Australian passport (not expired)

Please fill in the fields exactly as they appear on your document.

First name
John

Middle name (if applicable)

Last name
Smith

Passport number
PA2345678

Date of birth
12 / 12 / 1990
DD / MM / YYYY

Type
Private (P)

Expiry date
DD / MM / YYYY

[Continue](#)

2 OF 4
Australian driver licence

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National Police Check Service

1. Choose ID 2. ID details **3. Application details** 4. ID photos 5. Pay & finish

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Personal details

All fields are required unless marked as (optional)

Tell us about your name

John Smith
This name on your Australian passport is your:
Current legal name

Have you been known by any other names?
 Yes
 No

Gender
 Female
 Male
 Other

Date of birth
12 / 12 / 1990
DD / MM / YYYY

Country of birth
Australia

[Continue](#)

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CANDIDATE INPUTS ADDITIONAL DETAILS & PURPOSE DETAILS

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National Police Check Service

1. Choose ID 2. ID details 3. Application details 4. ID photos 5. Pay & finish

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Additional details

All fields are required unless marked as (optional)

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

Confirm email address

Australian mobile phone number
We'll send your secure code to this number so you can access your police check certificate.

Confirm mobile number

Current residential address

When did you start living at this address?

Is your postal address different to your residential address?

Yes
 No

Have you lived at a different address in the last 5 years?

Yes
 No

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National Police Certificate

1. Choose ID 2. ID details 3. Application details 4. ID photos Done

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Purpose of police check

All fields are required unless marked as (if applicable)

City or Suburb of organisation

State or Territory of organisation

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CANDIDATE REVIEW PAGE & CONSENT

Western Australia Police Force

National Police Certificate Review

Review

Please check that you've filled in all the required information.

Identify documents by details

Additional driver details

Additional details

Residence or public place



Western Australia Police Force

Help & support

National Police Certificate

1. Choose ID 2. ID details 3. Application details 4. ID photos Done

← BACK

Consent & declaration

All fields are required unless marked as (if applicable)

You must read and agree to each statement below before submitting your police check.

Finishing your application – two choices

Option A) Finish online

**Option B) Finish in person at the
Post Office**

3

✓ 1. Choose ID ✓ 2. ID details ✓ 3. Application details 4. ID photos 5. Pay & finish

ID photos

In order to verify your identity online, we need the photos below.


Some of your IDs were matched online with issuer records, so you don't need to add photos of them.

Photo guidelines

All photos must be clear (not blurry) and easy to read. See the rules below:

Your identity documents



- Show all four corners
- Don't cover important parts (watch your fingers)
- Photo can be landscape or vertical




Add photos

i Need to take or upload photos with your **phone**? It's easy to finish this application on your phone.
[How to finish on your phone](#) ▾

Australian passport Add photo

[Continue](#) Powered by  Australia Post |  Digital ID [Save & exit](#) to finish later

 **Prefer to do this in person?**
You can save your progress and finish your application at a post office. Just hit **save and exit** and we will send you an email you can take in store.

OPTION B) FINISH IN PERSON AT POST OFFICE (WITH NO OPTION TO FINISH ONLINE)



Western Australia Police Force Help & support

National Police Check Service

Unable to complete online

This check can't be completed online. Some of your ID details don't match issuer records. However, we'll help you finish this application at a Post Office.

[Why did this happen?](#) ▾

Next steps

1. We've saved your progress and sent an email to bob.smith@website.com.au with your application number [insert number].
2. Take this email along with your IDs to a participating Post Office.

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Western Australia Police Force

Complete your application at the Post Office

Application no. 41B0DE1EE1

Hi John,

To complete your check, take this email (printed out or on your phone) - plus all listed documents - to a participating Post Office.

OPTION B) FINISH IN PERSON AT POST OFFICE (AFTER BEING GIVEN THE OPTION TO FINISH ONLINE)



1. Choose ID 2. ID details 3. Application details 4. ID photos 5. Pay & finish

ID photos

In order to verify your identity online, we need the photos below.
Some of your IDs were matched online with issuer records, so you don't need to add photos of them.

Photo guidelines

All photos must be clear (not blurry) and easy to read. See the rules below:

- Show all four corners
- Don't cover important parts (watch your fingers)
- Photo can be landscape or vertical

Your identity documents

- ✓
- ✓
- ✗
- ✗


Add photos

Need to take or upload photos with your phone? It's easy to finish this application on your phone.
[How to finish on your phone](#)

Australian passport

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Prefer to do this in person?
You can save your progress and finish your application at a post office. Just hit **save and exit** and we will send you an email you can take in store.



Western Australia Police Force

Complete your application at the Post Office

Application no. 41B0DE1EE1

Hi John,

To complete your check, take this email (printed out or on your phone) - plus all listed documents - to a participating Post Office.




Document delivery

4

ACCESSING YOUR CERTIFICATE



 Australia Post

Your National Police Certificate is ready

Application no. 792C2C593D

Hi John,

Your National Police Certificate is now available.


The organisation requesting your police check also have access to a copy of the certificate.

[Get certificate](#)


We'll keep your National Police Certificate on file for 12 months.

Accessing your documents
If you have any problems accessing your documents, contact the Western Australia Police Force on (08) 6229 5900.

Police check disputes
If your check certificate or outcome is incorrect, you can [submit a dispute](#). Make sure you discuss it with the organisation requesting your check first.

 Australia Post will never send you an email asking for your password, credit card details or account information.



 Secure Document Delivery

Welcome John Smith

To access your police check certificate you will need the verification code.

We will send the code to mobile phone number +XX XXX XXX XXX

[Get code](#)

If the mobile number is incorrect please contact 13POST (13 76 78).

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Thank you