Government of **Western Australia**
Department of **Communities**

Volunteering National Police Certificate Program

Completing the Application Process

Start
Volunteer candidate is over the age of 18

Yes → Volunteer candidate has access to valid mobile number, email address and an electronic device

- **Yes** → Volunteer candidate has 100 points of suitable ID to apply through the online portal
  - **Yes** → **Process 1: Standard Process**
    - Organisation invites the candidate to complete the application
    - Candidate accepts the invite and completes the online form within 10 business days
  - **No** → **Process 2**
    - Volunteer candidate must complete a VNPC consent form and provide proof of their identity to the organisation.
    - Use the mobile number or email address of a member from the organisation to complete the online application
    - Volunteer involving organisation completes the VNPC with/on behalf of the volunteer candidate
- **No** → Volunteer candidate has suitable ID for the online process.
  - **Yes** → **Process 2** (as above)
  - **No** → **Exceptional Circumstances**
    Insufficient ID or unable to select relevant ID on the online portal.
    - **Yes** → **Process 3**
      - Organisation sights and photocopies all relevant ID documents as well as their completed consent form.
      - Organisation emails consent form and original ID photocopies to WA Police Force. Email: npc@police.wa.gov.au
      - WA Police Force will assess the Exceptional Circumstances check and provide support where necessary
      - WA Police Force mail physical certificates to the organisation. Digital certificates will not be issued for manually processed checks.
    - **No** → **Process 4**
      - Seek additional ID and attempt Process 3 or Process 5 (for under 18s) when 100 points are available,
      - **or**
      - Implement alternative governance procedures, as agreed between the candidate and organisation, as WA Police Force will be unable to complete any applications for candidates who are unable to supply minimum required identification.

No → Under 18 candidate has one primary or photograph secondary identity document along with 100 points of ID for their guardian

- **No** → **Process 4** (as above)
- **Yes** → **Process 5**
  - Organisation sights and photocopies one suitable identity document for the candidate and 100 points of ID for the guardian. Also photocopy the completed consent form signed by all parties.
  - Organisation emails the VNPC consent form and photocopied ID to WA Police Force. Email: npc@police.wa.gov.au
  - Physical certificates are mailed to the organisation

Issues with Process 1 or 2: Next Steps

Potential reasons for being unable to progress:

1. Minor anomalies, such as quality of photographs or minor information inconsistencies may be resolved at a Post Office.
2. Error in application. This may be due to fully incorrect information in key areas or selecting incorrect document types. Candidate should notify the organisation and ask them to initiate a new application

If errors result in the candidate being unable to progress through the online portal then enquire regarding Process 3.

Further details on each process is available in the Volunteer National Police Certificate Program Guide here