

Police Check FAQs

Easy English



What is a Police Check?

A Police Check is something you may be asked to do if you start a new job. It looks through a police file to see if you have done any crimes.

It is very common to be asked to do a police check for a new job.

How do I apply for an Australia Post Police Check?



You can apply for a Police Check

- at a Post Office
- on a computer or mobile with internet at <https://auspost.com.au/police-checks>



You need [4 ID documents](#) with your

- name
- address
- birth date
- photo.



You need an email address.

For more information look at the **How to apply for a Police Check - Australia Post Step by Step Guide.**

How long does it take to get a Police Check?



You will get your Police Check by email 2 days after you apply for it.



If you also ask for a printed copy of your Police Check you will get this in the mail 7 days after you apply for it.



How much does an Australia Post Police Check cost?

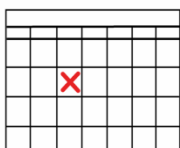
Volunteer \$ 30

Paid employee \$ 52

It costs an extra \$ 10 for a printed copy.

For prices go to [Australia Post Police Check](#).

How long does a Police Check last?



Australia Post will keep your Police Check for 1 year.

What happens to the information I put in the Police Check?



Australia Post are careful with the information you put in the form. They turn it into a code and send it to the Australian Criminal Intelligence Commission. Your information is kept private.



Who can see my information?



Staff at Australia Post **cannot** see your Police Check results.



Employers for the job you are applying for can see your Police Check results.

For more information go to the Australia Post [Privacy policy](#).

If an employer wants a Police Check does it mean they think I have done something wrong?



No.

It is common to be asked to do a Police Check. Almost all workplaces will ask you to do a Police Check before they hire you.

You may still get the job even if small crimes are on your Police Check.

What if I make a mistake on my form?



If you make a mistake on your form you will **not** get your money back.

Check the details you have put on your form before sending it in.

What happens if I lose my Police Check certificate?

If you lose your Police Check you can call the Australia Post Customer Contact Centre on 13 76 78 and ask them to send you another one.

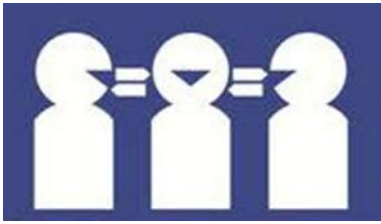


You can download a copy of your Police Check for 1 year after you get it. There is a link to your Police Check in the email you get from Australia Post.



Original document can be found here: <https://auspost.com.au/help-and-support/answers?c=PolChe100>

More Information



Translating and Interpreting Service

Call 13 14 50

And ask them to call Australia Post Police Check
on 13 76 78



National Relay Service

Call 133 677 for TTY/voice calls

or

Call 1300 555 727 for Speak and Listen



Website

<https://auspost.com.au/police-checks>



Phone Australia Post

13 76 78

8 am - 6 pm Monday to Friday



Email

Click on [Help and Support](#)
and submit an enquiry form



Address

Click here to [find your local Australia Post Office](#)