



Scan this QR code using the Australia Post app to verify the information on this certificate



### National Coordinated Criminal History Check Certificate

📞 13 POST

@ <https://auspost.com.au>

NSS001

#### Check Results Report

Report Run Date/Time: 05/03/2019

Sensitive: Personal

Important



AUSTRALIAN  
CRIMINAL  
INTELLIGENCE  
COMMISSION

How to apply for a

# Police Check - Australia Post

Step by Step Guide  
Easy English

May 2019

## Hard Words

This guide has some hard words

The first time we write a hard word

- The word is in purple
- We will write what the hard word means.

## About this Guide



This guide is about how to apply for a **Police Check**.

Before you start a new job the workplace may ask you for a Police Check to make sure you haven't done any bad crimes.



You can apply for your Police Check online

or



You can apply for your Police Check at a Post Office.



You can ask someone you trust to help you get a Police Check.

This guide is written by the Sandybeach Centre.

## What you will need before you start



- An email address
- 1 of these



- Computer with internet



- Tablet or iPad with internet



- Mobile phone with internet

- 4 **identity documents**

An identity document or ID is a card or piece of paper that has your name, address, photo or birthday on it to prove who you are.



Click here for a [list of ID documents](#).

- You must be over 18 years old.

## What you will need to know



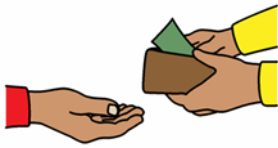
- Your name
- Your address
- Your date of birth  
The date, the month and the year you were born
- The country you were born in
- The suburb you were born in
- The state you were born in
- The address of places you have lived in the past 5 years



- Your email address



- Your phone number



- Are you going to be paid for the work you do?

## Steps



1. Go to the Australia Post website at <https://auspost.com.au/police-checks> and start filling in your [online form](#).

2. Click on Apply now.



3. You can see how much money a Police Check will cost you.

4. Click on Start.



5. Click the ID document you have from the list on screen.

6. Click on Next.



7. Click on your next ID document from the list and click on Next.

You will need to do this for all 4 ID documents.

8. Click on Continue.

9. Type in the document details for all 4 ID documents.

10. Click on Continue.

11. Click on Next after each document.



12. Type in your personal details like your name and address.

13. Click on Continue.





14. Type in other details like your email address, phone number and the address of places you've lived before.

15. Click on Continue.

16. Choose why you are getting a Police Check.



- You can get a **volunteer check** if you will be doing work for no money.  
or
- You can get an **employee check** if you will be doing paid work.



17. Type in the details of where you will be working.

18. Click on Continue.



19. **Review** your details and change them if they are not right.

Review means to check your details are right.

20. Click on Edit to change anything that is wrong.

21. Click on **Consent** and **Declaration**.

Consent means you agree.

Declaration means it is true.

22. Read the information and click on the checkbox to agree.

23. Click **Submit and Continue**.

Submit means to send.



24. Click on No, verify at Post Office.

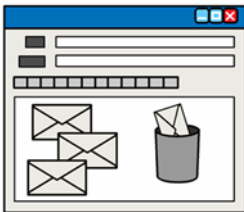
25. Click on Continue.

26. You will get an email in 1 day telling you how to get your Police Check.



27. Open your email and check for an email from

**Australia Post National Police Check**



28. If you can't find the email check in your Junk mail folder.



29. Open the **attachment** on the email. It will have a QR code on it.

An attachment is a document that is sent with an email. You have to click on it to open it and see it.



30. You can print this QR code  
or

You can have it on the email on your  
mobile phone.



31. Take your 4 ID documents and your  
QR code to the Post Office.



32. If you have changed your name you will  
need to take the proof of this to the  
Post Office.



33. Pay for your Police Check at the Post  
Office.

34. You will get an email with your Police  
Check in it.

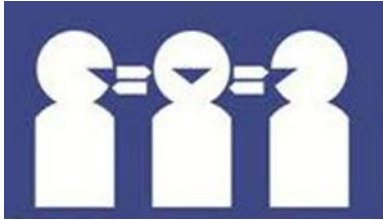


35. If you want a printed Police Check  
certificate sent to you in the mail you  
will need to pay extra money.  
It will take about 7 days.

## More Information



FAQ's [Frequently Asked Questions](#)



### 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

not on public holidays



### Email

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



### Address

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

The Picture Communication Symbols

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