



Sandybeach  
Centre



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  
Plain Language

May 2019

## **About this guide**

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

You can apply for your Police Check online

or

You can apply for your Police Check at an Australia Post Office.

This guide is written by the  
Sandybeach Centre.

## What you will need before you start

- An email address
  
- Online access on 1 of the following devices
  - Computer
  
  - Tablet
  
  - Mobile phone
  
- 4 identity documents from this [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
- Country you were born
- Suburb you were born
- State you were born
- Have you lived anywhere else in the past 5 years?
- Your email address
- Your mobile phone number
- Purpose of Police Check
  - Paid work
  - Volunteer
- Are you going to verify your documents at the Post Office?

## 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. Check the cost of a Police Check in the information provided on this page.
4. Click on Start.
5. Choose type of ID document from 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. Enter details for all ID documents.
10. Click on Continue.
11. Click on Next after each document.
12. Enter your personal details.
13. Click on Continue.
14. Enter additional details.

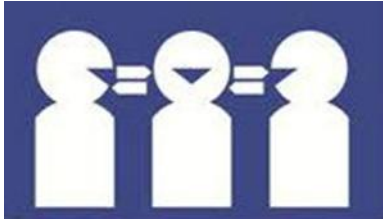
15. Click on Continue.
  
16. Enter purpose of Police Check
  - Paid Work
  - Volunteer.
  
17. Type in the details of where you will be working.
  
18. Click on Continue.
  
19. Review all details.
  
20. Edit each section if you need to make any changes.
  
21. Click on Consent and Declaration.
  
22. Read the information and click on the checkbox to agree.
  
23. Click on Submit and Continue.
  
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.
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 had a name change you will also need to take that documentation to the Post Office.
33. Pay for your Police Check at the Post Office.
34. You will receive an email within 1 day to access your certificate
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

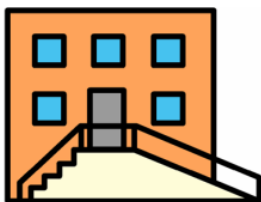
8 am - 6 pm Monday to Friday

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](#)