QPS NPC Online Transformation project

Candidate flow

May 2023

Australia Post

What's different?

- New online application form

- New document set

Australian Driver Licence	Australian Passport	Foreign Passport with an Australian Visa	Medicare Card	Health Care Card
Australian Birth Certificate	Australian Citizenship Certificate	ImmiCard	Pensioner Concession Card	Commonwealth Seniors Health Card

Applicants require 2 documents including 1 commencement document and 1 photo document.

- New certificate delivery (see second slide pack)

Inputting document & personal information

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LANDING PAGE

Queensland Police Service

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

Under 18 years of age?

Do you have the Digital iD app?

○ Yes, connect my app

○ Continue without the app

Continue

Powered by Australia Post | Digital iD

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Help & support

CANDIDATE SELECTS DOCUMENTS

CANDIDATE INPUTS DOCUMENT & PERSONAL DETAILS

CANDIDATE INPUTS ADDITIONAL DETAILS & PURPOSE DETAILS

CANDIDATE REVIEW PAGE & CONSENT

Finishing your application – two possibilities

Option A) Finish online (if all documents pass back to source check)

Option B) Finish in person at the Post Office

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OPTION A) FINISH ONLINE

OPTION B) FINISH IN PERSON AT POST OFFICE

Queensland Police Service

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@awebsite.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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Queensland Police Service

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.