



# QPS NPC Online Transformation project

May 2023

Candidate flow

# 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

1




Queensland Police Service

Help & support


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

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CANDIDATE SELECTS DOCUMENTS

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1. Choose ID

2. ID details

3. Application details

4. ID photos

5. Pay & finish

← BACK

Choose identity documents

Your documents must be originals and not expired.  
Keep them handy throughout the application as you may need to take photos of them.

1 OF 2

Choose 1 document from this list


☐ Australian driver licence

☐ Australian passport

☐ Foreign passport with an Australian visa

☐ Medicare card



☐ Australian birth certificate

More options 


Continue

2 OF 2

Choose 1 document from this list

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1. Choose ID

2. ID details

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Choose identity documents

Your documents must be originals and not expired.  
Keep them handy throughout the application as you may need to take photos of them.

✓ 1 OF 2

Australian passport


Change

✓ 2 OF 2

Australian driver licence

Change

Continue

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CANDIDATE INPUTS DOCUMENT & PERSONAL DETAILS

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1. Choose ID

2. ID details

3. Application details

4. ID photos

5. Pay & finish

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Identity document details

1 OF 4

Australian passport (not expired)

Please fill in the fields exactly as they appear on your document.

First name

John

Middle name (if applicable)

Last name

Smith

Passport number

PA2345678

Date of birth

12 / 12 / 1990

DD / MM / YYYY

Type

Private (P)


Expiry date

DD / MM / YYYY

Continue

2 OF 4

Australian driver licence

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1. Choose ID

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4. ID photos

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Personal details

All fields are required unless marked as (optional)

Tell us about your name

John Smith

This name on your Australian passport is your:

Current legal name

Have you been known by any other names?

Yes

No

Gender

Female

Male

Other

Date of birth


12 / 12 / 1990

DD / MM / YYYY

Country of birth

Australia

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CANDIDATE INPUTS ADDITIONAL DETAILS & PURPOSE DETAILS



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2. ID details

3. Application details

4. ID photos

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Additional details

All fields are required unless marked as (optional)

Email address

All police check correspondence will be sent to this email address.

Confirm email address

Australian mobile phone number

We'll send your secure code to this number so you can access your police check certificate.

Confirm mobile number

Current residential address

When did you start living at this address?

5 years ago

Is your postal address different to your residential address?

☐ Yes


☒ No

Have you lived at a different address in the last 5 years?

☐ Yes

☒ No

Continue

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Purpose of police check

All fields are required unless marked as (if applicable)

What is the purpose for getting this police check?

Employee position

Position title

Organisation name or industry



If you don't know the organisation name, enter industry type.

City or Suburb of organisation

State or Territory of organisation

Please select

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## CANDIDATE REVIEW PAGE & CONSENT

[illegible]



# Queensland Police Service

[Help & support](#)

## National Police Certificate

✓

1. Choose ID

✓

2. ID details

3

3. Application details

○

4. ID photos

○

Done

[← BACK](#)

### Consent & declaration

All fields are required unless marked as (if applicable)

1

You must read and agree to each statement below before submitting your police check.




# 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



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National Police Certificate

✓

✓

✓

✓

☰

1. Choose ID

2. ID details

3. Application details

4. ID photos

5. Pay & finish

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Delivery and payment

All fields are required unless marked as (if applicable)

1

Enter your payment details below to receive your police check. You'll receive an email with instructions on how to download your police check certificate.

Would you like a hard copy sent to your postal address?

☐ Yes, send me a physical copy

Order summary

QLD Police

National Police Certificate



1

Order total

Included GST

Your card issuer will temporarily hold the amount of the police check fee on your card while your application is being processed. You will only be charged when your police check is submitted.

Card number



Expiry date



CVV

MM / YYYY

3 digits on back of card

Payhive = Success

Confirm payment

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✓


Application complete


We've sent you a confirmation email including your application number: **F6979F1073**


✓


Payment successfully pre-authorised.

What happens next?

 We'll check your identity details.

 We'll finalise your payment (You will only be charged if we can verify your identity).

 Your police check will be sent for processing.

 We'll send you an email when your police check is complete.

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OPTION B) FINISH IN PERSON AT POST OFFICE



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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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Help & support



 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.