



# QPS NPC Online Transformation project

Candidate flow

June 2026

# 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



## National Police Certificate

### Before you start

#### What do I need to apply?



2-3 identity documents - we'll guide you through choosing them

Under 18 years of age? ▼

Payment options



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# CANDIDATE SELECTS DOCUMENTS

Queensland Police Service Help & support

National Police Certificate

1. Choose ID 2. ID details 3. Application details 4. ID photos 5. Pay & finish

← BACK

### Choose identity documents

**i** 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 **v**

**Continue**

2 OF 2

#### Choose 1 document from this list

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National Police Check Service

1. Choose ID 2. ID details 3. Application details 4. ID photos 5. Pay & finish

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### Choose identity documents

**i** 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 Change

Australian passport

✓ 2 OF 2 Change


Australian driver licence

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# CANDIDATE INPUTS DOCUMENT & PERSONAL DETAILS

 Queensland Police Service Help & support

National Police Check Service

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**

**Middle name** (if applicable)

**Last name**


**Passport number**

**Date of birth**  
  
DD / MM / YYYY

**Type**


**Expiry date**  
  
DD / MM / YYYY

2 OF 4  
Australian driver licence

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 Queensland Police Service Help & support

National Police Check Service

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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:

**Have you been known by any other names?**


Yes  
 No

**Gender**

Female  
 Male  
 Other

**Date of birth**  
  
DD / MM / YYYY

**Country of birth**

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# CANDIDATE INPUTS ADDITIONAL DETAILS & PURPOSE DETAILS

Queensland Police Service  
National Police Check Service

1. Choose ID ✓ 2. ID details ✓ 3. Application details (active) 4. ID photos 5. Pay & finish

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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.

john@mail.com

**Confirm email address**

john@mail.com

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

0411 111 111

**Confirm mobile number**

0411 111 111

**Current residential address**

111 Bourke Street, Melbourne 3000

**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

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Queensland Police Service  
National Police Certificate

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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

# 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

Queensland Police Service Help & support

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	\$58.00
		<b>Order total</b>	<b>\$58.00</b>
		Included GST	\$5.27

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**



4321 4321 4321 4321  

**Expiry date** **CVV**

12 / 2022 321

MM / YYYY 3 digits on back of card

Payhive = Success


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Queensland Police Service Help & support

National Police Certificate







## 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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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@website.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.