

CCER Police Check Website

Frequently Asked Questions

For what reason can I request a National Police History Check (NPHC)?

You may only request a NPHC for your organisations own use in conducting police history checking of its employees (including paid, unpaid, potential or existing), volunteers, consultants and contractors.

How do I request a NPHC?

To process your request for a NPHC you need to have:

- the Applicants signed Application And Informed Consent to undertake a NPHC;
- the Applicant's surname(s), given name(s), middle name(s) and all names under which the Applicant is or has been known including aliases and maiden names;
- the Applicant's date of birth and place of birth;
- the Applicant's sex;
- the Applicant's residential address(es) for the past five years;
- if available, the Applicant's driver's licence details or firearms licence details and
- the position title being sought by the Applicant, proposed place of work and whether contact with children or vulnerable groups (such as elderly) is likely.

You must not:

- submit a NPHC request unless the Applicant has completed an Informed Consent Form and you have verified the identity of the Applicant
- use Police History Information from an NPHC undertaken prior to the date of the Application Form.

Can we have a standing informed consent for renewal checks?

No. You must obtain a completed and signed Informed Consent form and verify the identity of the Applicant prior to submitting each and every check request, including renewal checks.

How do I retain and record NPHC information?

You must:

- Only disclose Police History Information to the Applicant or otherwise as required by law and inform CCER of the disclosure.
- Retain the original completed Informed Consent form and Police History Information or Copies for twelve months from the date of issue, unless legislation applying to the Accredited Organisation mandates a longer document retention period. After this period it must be destroyed. Please ensure that all electronic copies are also permanently deleted at the expiry of the twelve month period.

You must not:

- disclose to any third party (excluding the Applicant), Police History Information about the Applicant; or
- enter into an arrangement that would otherwise indicate to a third party the outcome of a NPHC.

Can a person under 18 undertake a NPHC?

Yes. A juvenile is a person under 18 years of age. You are required to obtain the consent of a parent, guardian or legal representative (as defined by relevant legislation) prior to submitting a NPHC request for a person under 18 years of age.

Why do we need to undertake the proof of identity?

Undertaking the proof of identity ensures that the NPHC retrieves any relevant matches, it is therefore crucial that the information provided by the Applicant is accurate and verified. This is achieved by checking the Applicants personal information as detailed in the Application And Informed Consent Form against the documents provided. Any discrepancies should be followed up with the Applicant and resolved prior to the NPHC request being submitted.

What results will I get from the NPHC?

Results will be either No Disclosable Court Outcomes “NDCO” (i.e. no record is held or releasable) or Disclosable Court Outcomes “DCO” (i.e. disclosable police history exists).

You must notify the Applicant of their NPHC result as soon as practicable after you receive the result. You are required to notify the Applicant of any matters relating to police history information obtained that could cause an adverse decision with respect to the purpose of the check request. This process affords the Applicant the opportunity to identify any errors to their identity and allows an opportunity to detail any mitigating circumstances, such as their age and circumstances at the time of the offence and any subsequent non-offending periods.

If the Applicant wishes to dispute the accuracy of the information, either in part or in full, please contact CCER to commence the NPHC Dispute Process.

Why is some information not disclosed in a NPHC?

The disclosure and sharing of police history information is governed by a range of Commonwealth, State and Territory legislation. Police agencies across multiple jurisdictions will release police history information to the extent permissible by their respective legislation or information release policies.

Specific legislation may apply to the disclosure of police history information, particularly in relation to sexual offences and child-related employment. The type and amount of information released will vary on a case by case basis, depending on the category and purpose of the check, as well as the jurisdiction where convictions are recorded.

Why the ‘Purpose or Role’ field of the Informed Consent form is so important

When submitting check requests you must always provide a Purpose or Role for the check. This should include the position/role title, place of work, whether the applicant will have contact with vulnerable groups (ie: the elderly) and any specific requirements this may entail (ie: drug handling, financial responsibility, etc). Acronyms should not be used.

Providing an accurate purpose field enables police agencies to release the 'maximum' allowable police history information relevant to the purpose of the check and according to the relevant spent convictions legislation and information release policy.

Examples of suitable descriptions for the purpose field:

* Cleaner	✓Cleaner in a school
* Tech	✓In-home IT Tech support
* Student	✓Student Placement in a Medical Clinic
* Driver	✓Driver for disability support service
* CSO	✓Customer Service Officer, cash handling

What are my obligations to protect police history information?

It is your responsibility to secure police history information received through the NPCS against loss and unauthorised access, use, modification or disclosure and that the information is not used for purposes other than those for which it was sought. This includes any information submitted and stored electronically.

You must retain the applicants Informed Consent form and Police History Information for twelve months from the date of issue, unless legislation applying to the Accredited Organisation mandates a longer document retention period. After this time it must be destroyed in line with your document destruction policy. Please ensure that all electronic copies are also permanently deleted at the expiry of the twelve month period.

Who can access the Police Check Website

Your organisation must nominate an Authorised Officer to administer the contractual obligations with CCER for the provision of National Police History Checks (ie: the Authorised Officer is often the person that has signed the contract with CCER for the provision of services). The Authorised Officer has access to all areas of the Police Check Website.

The Authorised Officer may delegate authority to an Authorised Personnel to act on their behalf for the purposes of administering the police check Website only. Notwithstanding this delegation of authority, the Authorised Officer retains responsibility for all contractual obligations. This Authorised Personnel is known as the ‘delegated authorised officer’ and, once nominated, has access to all areas of the Police Check Website.

All nominated Authorised Personnel accessing the Police Check Website must undertake an initial National Police History Check (and a renewal every five years thereafter), sign a Deed of Confidentiality, and complete an Authorised Personnel form. Access to the Police Check Website will not be granted until these requirements have been met and access is enabled by CCER. There is no limit to the number of users who can access the Police Check Website on behalf of your organisation.

How do I keep Police History Information secure?

You must permanently destroy all Police History Information and Informed Consent forms twelve months after the result issue date, unless legislation applying to the Accredited Organisation mandates a longer document retention period. Destruction of electronic copies of police history information includes but is not limited to primary data storage, emails and backup media.

We recommend that you implement safeguards for electronic storage and physical access controls to restrict access to the locations where police history information is processed and stored. Police History Information should only be accessed on a strictly ‘need to know’ basis.

You may be asked to produce evidence of your data security and destruction process in the course of a formal or informal audit by CCER.

How long does it take to get a result?

Most NPHC results return within 48 hours however it can take longer. Please contact CCER if you have not received a result after 20 business days and we will follow up the request on your behalf. CrimTrac and/or the police are unable to give any advice and will direct you back to CCER.

I am the authorised officer and am about to go on leave, what do I need to do?

Email CCER at policecheck@ccer.catholic.org.au and provide us with the details of the person who will be taking over the role of Authorised Officer in your absence, as well as the start and finish dates of your leave. You can then delegate authority to the acting Authorised Officer through the Police Check Website. Please ensure that you reverse the delegation of authority upon your return from leave.

I am the authorised officer and am departing the organisation permanently, what do I need to do?

Email us at policecheck@ccer.catholic.org.au and provide us the details of the person who will be taking over the role of Authorised Officer and the effective date for the cancellation. CCER will then arrange access for the new Authorised Officer.

It is your responsibility to advise us of changes to the Authorised Officer as you are responsible for the contractual obligations with CCER.

An Authorised Person has ceased employment or otherwise no longer requires access to the Police Check Website, what do I need to do?

Email us at policecheck@ccer.catholic.org.au and provide us the details of the person who no longer requires access to the system, as well as the effective date for the cancellation. CCER will then arrange to disable access to the Police Check Website.

The Authorised Officer (or delegated Authorised Personnel) can also disable user accounts through the Police Check Website via the 'edit users' link.

What do I need to do to nominate a new Authorised Person?

The Authorised Officer can create a new user account through the Police Check Website via the 'edit users' link. Any new Authorised Person must complete a deed of confidentiality,

have a NPHC clearance (and renewal every 5 years), and complete an Authorised Personnel form. Email us at policecheck@ccer.catholic.org.au to request the forms and, once completed we will activate the new user account. New users are required to change their password the first time they login to the Police Check Website.

Where can I download the National Police Informed consent form?

These forms are customised for your organisation, email us policecheck@ccer.catholic.org.au to request a form.

Our organisation details have changed, where do I download the form to update our details?

The Authorised Officer can change organisation details through the Police Check Website, through the 'edit organisation' link. You cannot change the organisation name or ABN through the Police Check Website. If you need to change these details email us at policecheck@ccer.catholic.org.au to request a form.

Can I delete a NPHC application?

No. Once a NPHC request has been submitted it cannot be cancelled.

I made a data entry error on a NPHC, can I make changes to the application?

Once a NPHC request has been submitted there is a short period of time during which you can make corrections to the applicant information. You may only make changes to applications that are pending and marked with the 'edit' icon.

Once an application is submitted to the police agencies, it will appear in the Pending for Results section. The application will be marked with the 'view only' icon to indicate that the check process has begun. If any information was incorrectly entered you must submit a new application otherwise the result could be inaccurate.

Why can't I view other branch entries?

NPHC information is on a 'need to know' basis. In order to ensure the security of private information, you are only able to view information within your allocated branch or department. Authorised Personnel are allocated branch access by the Authorised Officer. Please contact your Authorised Officer if you require additional branch access.

Please note: CCER is not able to make changes to your branch access.

I have forgotten my password, how can I reset it?

Go to the Police Check Website ccerpolicecheck.org.au

If you have forgotten your password:

Step 1: Click on the Forgot Password? link below the password box

Step 2: Enter your email address in the textbox

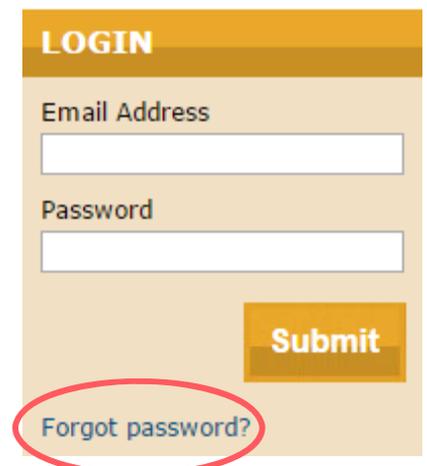
Step 3: Select Reset Password

Step 4: CCER will send you instructions to reset your password to your registered email. Click on the link within the email to take you to the Reset Login page

Step 6: Enter your new password

Step 7: Confirm your birthday for security purposes

Step 8: Select Submit



The image shows a login form with a yellow header containing the word "LOGIN". Below the header are two input fields: "Email Address" and "Password". To the right of the "Password" field is a yellow "Submit" button. At the bottom of the form, there is a link labeled "Forgot password?". This link is circled in red.