

Australian National Police History Check – ACIC Instructions

Updated: 12 Dec 2024



Please ensure that you prepare and collect all mandatory information prior to completing your online application.

The Australian National Police History Check requires you to provide specific information to complete the check, please read the following information carefully to ensure you provide all the required information.

IMPORTANT: First Advantage is unable to commence the check unless your identification has been verified.

Once you have completed your online application and provided the necessary identification documents, First Advantage will review your application for completeness and may contact you for additional information if necessary.

If you have any queries regarding this process, please refer to our FAQs or contact our Customer Service Team.

Personal Details Checklist

▪ YOUR NAME

You must disclose all names you have been known by throughout your life, including your full legal name, name before marriage (maiden name), and other previous names and/or alias names.

All names that you submit as part of your Nationally Coordinated Criminal History Check, will appear on the check result. If you are concerned about the disclosure of a **previous name**, please contact the Accredited Body.

With each additional name you provide, you must include your family name, first given names and other given names (if applicable).

Example:

When Lucianne was born, she was given the first name Lucianne, second given name Jane and surname of Jones. When she was married, she changed her surname to Smith. Lucianne commonly uses the name Lucy when introducing herself in the community.

As such, Lucianne has four known names—her current name, maiden name, the alias name she used before she got married and the alias name she uses now. Lucianne needs to provide all four names when completing this form, as follows:

Current name: Smith, Lucianne Jane Current name:

Maiden name: Jones, Lucianne Jane Maiden name:

Alias name: Smith, Lucy Jane Alias name

Alias name: Jones, Lucy Jane

Single Names Single Names

A single name is where your name comprises of:

- Only one word; or
- Several words not using Western naming conventions (as per your commencement document).

Example:

- Angel – with no other name
- Mohammed Rasheed Khan – consists of several words that are not documented with a specific first name, middle name, and family name.

Differences in names:

A minor difference must be one of the following circumstances:

- Where the first and last names are an exact match, and the middle name (if available) is represented by an initial that is consistent with the correct full name.



- ii. Where the first, (middle, if available) and the last names feature inconsistently applied or missing punctuation (e.g. hyphens or apostrophes) and the names are otherwise an exact match.

A material difference occurs when the names on the provided documents are not an exact match and cannot be explained as a minor difference.

Where it is determined that there is a material difference in the name, the individual must provide an accepted linkage document to explain the difference in name.

Where the first, (middle, if available) and the last names feature inconsistently applied or missing punctuation (e.g. hyphens or apostrophes) and the names are otherwise an exact match.

Example (Minor Difference):

COMMENCEMENT: **John** Adam SMITH

First Name: **John**

Middle Name: Adam

Surname: SMITH

PRIMARY: **John-Adam** SMITH **[No Longer Accepted By ACIC]. In this instance the applicant will be required to correct their name or provide an alternate primary document**

First Name: **John-Adam**

Surname: SMITH

SECONDARY 1: John A SMITH

First Name: John

Middle Name: A

Surname: SMITH

SECONDARY 2: **John-A** SMITH **[No Longer Accepted By ACIC]. In this instance the applicant will be required to correct their name or provide an alternate primary document**

First Name: **John-Adam**

Surname: SMITH

The Commencement document states the legally known name in Australia.

From your example the applicants name is:

First name: John

Middle name: Adam

Surname: Smith

- The Primary document would not be acceptable as the name has a material change now stating the applicants first name is John-Adam with no middle name.
- The Secondary document 1 is acceptable
- The Secondary document 2 is not acceptable as the first name is again stated as John-Adams not John.

The names presented on some identity documents may differ slightly or be abbreviated. This is acceptable provided that the first and last names and any initials recorded in those documents by ACIC match exactly the applicant's full legal name, as it appears on the applicant's commencement or change of name document. For example, where the applicant's middle name or initial does not appear on an identity document, this is acceptable provided that the first name and surname on the document still match the applicant's legal name.

▪ POSITION TITLE

You are required to provide details of the purpose for which the National Police History check is required. **Please complete each field with the information requested:**

- **Position title / Occupation** (abbreviations/acronyms will not be accepted) – for example, enter 'Customer Service Officer' instead of 'CSO', 'Call Centre Team Leader' instead of 'TL'.
- **Employer Name / Organisation Name** – use the full name of the company / organization requesting for this check. Please do not use abbreviations or acronyms.
- **Location/Town** – Please indicate where the place of work is/will be located
- **State** – Please indicate the State where the place of work is/will be located.



Please ensure the details provided in these fields relate to the company who has requested your National Police History check i.e., the hiring company, or volunteering organization.

Your application will be rejected if this field is not completed correctly with all the required information.

Examples:

| | | | |
|----------------------------|---|-------------------------------------------------------------------------------------|---|
| CSO at a bank | ✗ | Customer Service Officer at a bank in Wynyard NSW no contact with vulnerable groups | ✓ |
| Intern | ✗ | Financial Services Internship Gold Bank Perth WA no vulnerable | ✓ |
| IT Help at phone company | ✗ | Call Centre IT Helpdesk Assistant Southport QLD no vulnerable groups contact | ✓ |
| Residential Support Worker | ✗ | Residential Support Worker at Met Nursing Home, Geelong VIC, aged care | ✓ |
| Team Leader | ✗ | Team Leader at Newton Primary school, SA, contact with children | ✓ |

Proof of Identity

Proof of identity must be provided when applying for a National Police History Check. You must provide four documents to confirm your identity/ All documents provided must be full and complete. Part copies of documents will not be accepted.

- ONE commencement of identity document to confirm your birth in Australia or arrival in Australia
- ONE primary and TWO secondary documents to show the use of your identity in the community
- AT LEAST ONE of your commencement or primary identification documents should contain a photograph. If you are unable to provide a listed document containing a photograph you must submit a passport style photograph of yourself certified by a person listed in Schedule 2 of the Statutory Declaration Regulations 2018 can be accepted in addition to the four required documents.
- The combination of your identification documents must include your Full Name and Date of Birth and a photograph

You must provide one document to show a link between yourself and the identity documents.

- A head and shoulders portrait photo of you holding your Commencement or Primary PHOTO identification up close next to your face

NEW ZEALAND APPLICANTS

Although not current stated in the ACIC Handbook, we have been advised by ACIC that as Australia is an apostille country, ACIC requires the New Zealand birth certificate to be authenticated by the New Zealand Government before it can be used outside of New Zealand. This can be done by phone or by post. The candidate will receive a paper apostille, or an electronic apostille, called an e-apostille (usually sent via pdf). ACIC will accept the e-apostille.

THE USE OF STATUTORY DECLARATIONS TO PROVE IDENTITY OR A CHANGE OF NAME

ACIC reminds all accredited bodies that a statutory declaration cannot be accepted as identification or in lieu of an official change of name document.

If you provide identity document using a former name or maiden name, you must provide one of the below documents as evidence of the name change, in addition to the four identify documents:

- **Change of name certificate** issued by the Australian Registry of Births, Deaths and Marriages;
- **An Australian marriage certificate** issued by a state or territory (church or celebrant-issued certificates are not accepted);



ACIC understands that names presented on some identity documents may differ slightly or be abbreviated. This is acceptable, provided that there are no material changes to the full legal name as it appears on your commencement or change of name document. For example:

| NAME | ACCEPTABLE | REQUIRES A CHANGE OF NAME DOCUMENT |
|----------------------|---------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| John Joe Citizen | John J Citizen | Joe Citizen John Patrick Citizen |
| Elizabeth May Smith | Elizabeth Smith Elizabeth M Smith Eli May Smith | Beth May Smith Elizabeta May Smith |
| Edward James Citizen | Edward J Citizen Ed James Citizen Edward Citizen | Ted James Citizen Ned James Citizen Eddy James |
| Kathryn Marie Jones | Kathryn M Jones Kathryn Marie Jones Kath Marie Jones Kat M Jones | Kathy Marie Jones Katherine Marie Jones Kate Marie Jones Cathryn Marie Jones Katrin Marie Jones |

If you are a Foreign Applicant, please note that we review the associated Australian Visa information and the foreign issued passport to establish the primary name (your identity). Foreign nationals who have obtained entry to Australia are required to notify the Department of Home Affairs for any change in circumstance, including change of name or assumption of a married name. This change will be made to an individual's Visa; as such, all non-citizens who have entered Australia are to contact the Department of Home Affairs to formalise their change of name.

Other documentation evidence of a change of name may be accepted on consultation with the ACIC. Please contact First Advantage on +61 2 9017 4300 if you need to discuss further.

SPECIAL PROVISIONS

When submitting a Nationally Coordinated Criminal History Check, minimum proof of identity documents as required by the Service is requested. This includes:

- One Commencement of identity document;
- One Primary use in the community document;
- Two Secondary use in the community documents.

The ACIC recognises that some applicants may need to renew or obtain relevant documentation to verify their identity prior to submitting a check. However, in some cases, applicants may find it difficult to provide or get the necessary evidence to identify themselves in line with minimum requirements.

In these cases, there is an exceptional circumstances approach which allows use of special provisions to verify the identity.

It is important to note; the special provisions process should not be used because obtaining a particular identity document is an inconvenience. While it is understandable that at times it can be time consuming to gather the appropriate documentation, this is not an acceptable reason.

If you are a recent arrival in Australia (within last 6 weeks), a Juvenile or Indigenous Candidate or there are exceptional circumstances preventing you from providing the required identification documents; contact First Advantage on +61 2 9017 4300 for assistance in completing this section.



DOCUMENT VERIFICATION

You are required to provide clear legible copies of your documents. First Advantage will authenticate the validity of your documents electronically. If a required document cannot be verified, you may be contacted to provide further identification.

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| COMMENCEMENT OF IDENTITY DOCUMENTS ONE (1) document must be provided |
| Australian Birth Certificate or authorised record of Australian Birth Certificate f birth (not an extract or birth card) |
| A current Australian Passport (not expired) (however, if the Document Verification System (DVS) is used to verify the passport, it may be up to 3 years expired). Therefore, if the Australian Passport has expired less than three year ago, it can still be used through the DVS process. |
| Current Australian Visa current at time of entry to Australia as resident or tourist, supported by a foreign passport, which is needed for verification A Visa Entitlement Verification Online (VEVO) record may be provided. If you are a New Zealand citizen on a Special Category Visa, you can request your VEVO details from the Department of Home Affairs via their website. |
| ImmiCard issued by Department of Home Affairs (previously the Department of Immigration and Border Protection) to assist visa holders to provide evidence of their Commencement of Identity in Australia |
| Australian Citizenship Certificate |
| PRIMARY USE IN THE COMMUNITY DOCUMENTS ONE (1) document must be provided |
| A current Australian Passport (not expired) (including Ordinary, Frequent traveler, Diplomatic, Official and Emergency, however, if the Document Verification System (DVS) is used to verify the passport, it may be up to 3 years expired) |
| Australian Driver Licence , learner permit or provisional licence issued by a state or territory, showing a signature and/or photo and the same name as claimed. Front and back of ID image required. |
| ImmiCard issued by Department of Home Affairs to assist visa holders to provide evidence of their Commencement of Identity in Australia; |
| Current Passport issued by a country other than Australia with a valid entry stamp or visa |
| Current proof of age or photo identity card issued by an Australian government agency in the name and date of birth of the applicant, with a signature and photo |
| For persons under 18 years of age with no other Primary Use in Community Documents, a current student identification card with a signature or photo issued by an Australian government agency or Australian school only |
| SECONDARY USE IN THE COMMUNITY DOCUMENTS TWO (2) documents must be provided |
| Certificate of identity issued by DFAT to refugees and non-Australian citizens for entry to Australia |
| Document of identity issued by DFAT to Australian citizens or persons who have the nationality of a Commonwealth country for travel purposes |
| Convention travel document secondary (United Nations) issued by DFAT |
| Foreign government issued documents (for example, driver licences). Documents in languages other than English must be accompanied by a NAATI accredited translation; |
| Medicare card |
| Enrollment with the Australian Electoral Commission <u>with current address</u> |



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| Security guard or Crowd control photo licence |
| Evidence of right to an Australian Government benefit (Centrelink or Department of Veterans' Affairs) |
| Consular photo identity card issued by DFAT |
| Photo identity card issued to an officer by a police force |
| Photo identity card issued by the Australian Defence Force |
| Commonwealth or state/territory government Photo identity card issued by the Australian Government or state or territory government (this may take the form of a Working with Children or Vulnerable People Card or a government issued occupational licence) |
| Aviation Security Identification Card (ASIC) |
| Maritime Security Identification Card (MSIC) |
| Credit reference check |
| Firearms licence (with photograph) |
| Australian secondary or tertiary student photo identity document |
| Certified Academic Transcript from an Australian University |
| Trusted referees report |
| Australian tax file number (TFN) on an official letter issued by the Australian Taxation Office (ATO). Note: Any TFN must be presented as a relevant document from the ATO and must include the applicants name and address. Examples of acceptable documents are Notice of Assessment and Confirmation letter from ATP of TFN |

Important information to note – the following documents are no longer accepted by ACIC:

- **Keypass ID card issued by Australia Post is no longer accepted.**
- **Australian utility bill**
- **Australian Private Health Insurance Card**
- **Australian Trade Association Card**
- **A current bank statement; and**
- **A certified Academic Transcript from a high education provider. Therefore, only Certified Academic Transcript from an Australian University will now be accepted.**



HEAD AND SHOULDERS PORTRAIT

Instructions

In order to confirm your identity, you are required to provide a head and shoulders portrait photo of you holding your Commencement or Primary PHOTO identification up close next to your face. To ensure a quality photo make sure you:

- hold your ID close to the side of your face making sure the ID does not cover any part of your face
- take the photo up close (head and shoulders only)
- have a full-frontal image of your face without hat, sunglasses, or other obstructions
- take a picture that is in focus, in colour and high resolution
- check the picture is in good lighting, not too dark or light

If we are unable to clearly see that that person holding the ID is the same person in the ID picture you will be required to provide another one.



Certified True Copy of Documents

In respect to the acceptance of certified true copy of documents, a certified copy is a copy, often a photocopy, of an original document that includes an endorsement that it is a true and correct copy of the original document. It does not certify that the original document is genuine, only that it is a true copy of the document. Documents must be certified by a person who is authorised as a witness for statutory declarations pursuant to Schedule 2 of the Statutory Declarations Regulations 1993 (Cth) as listed in the table below:

Appendix A

LIST OF PEOPLE WHO CAN COMPLETE DOCUMENT CERTIFICATION

The certification is to specify as a minimum 'I certify that this copy is a true and complete copy of the original document' followed by the signature, name, date of certification and occupation of the certifier.

Documents are to be certified by any person who currently performs one of the following occupations:

- Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
- Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the *Consular Fees Act 1955*)
- Bailiff
- Bank officer with 5 or more continuous years of service
- Building society officer with 5 or more years of continuous service
- Chief executive officer of a Commonwealth court
- Chiropractor
- Clerk of a court
- Commissioner for Affidavits
- Commissioner for Declarations
- Credit union officer with 5 or more years of continuous service
- Dentist
- Fellow of the National Tax Accountants' Association
- Finance company officer with 5 or more years of continuous service
- Holder of a statutory office not specified in another item in this Part
- Judge of a court
- Justice of the Peace
- Legal practitioner
- Magistrate
- Marriage celebrant registered under Subdivision C of Division 1 of Part IV of the *Marriage Act 1961*
- Master of a court
- Medical practitioner
- Member of Chartered Secretaries Australia
- Member of Engineers Australia, other than at the grade of student
- Member of the Association of Taxation and Management Accountants
- Member of the Australasian Institute of Mining and Metallurgy
- Member of the Australian Defence Force who is:
 - (a) an officer; or
 - (b) a non-commissioned officer within the meaning of the *Defence Force Discipline Act 1982* with 5 or more years of continuous service; or
 - (c) a warrant officer within the meaning of that Act
- Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants, or the National Institute of Accountants
- Member of:
 - (a) the Parliament of the Commonwealth; or
 - (b) the Parliament of a State; or
 - (c) a Territory legislature; or
 - (d) a local government authority of a State or Territory
- Minister of religion registered under Subdivision A of Division 1 of Part IV of the *Marriage Act 1961*
- Notary public
- Nurse
- Optometrist



- Patent attorney
- Permanent employee of the Australian Postal Corporation with 5 or more years of continuous service who is employed in an office supplying postal services to the public
- Permanent employee of:
 - (a) the Commonwealth or a Commonwealth authority; or
 - (b) a State or Territory or a State or Territory authority; or
 - (c) a local government authority;with 5 or more years of continuous service who is not specified in another item in this section
- Person before whom a statutory declaration may be made under the law of the State or Territory in which the certification is made
- Pharmacist
- Physiotherapist
- Police officer
- Psychologist
- Registrar, or Deputy Registrar, of a court
- Senior Executive Service employee of:
 - (a) the Commonwealth or a Commonwealth authority; or
 - (b) a State or Territory or a State or Territory authority
- Sheriff
- Sheriff's officer
- Teacher employed on a full-time basis at a school or tertiary education institution
- Trade marks attorney
- Veterinary surgeon

