



AUSTRALIAN  
CRIMINAL  
INTELLIGENCE  
COMMISSION

## NATIONAL POLICE CHECKING SERVICE

### Official Notification of Check Processing Timeframes

To Whom It May Concern,

This letter is to inform you that applicants may currently be experiencing delays in receiving their Nationally Coordinated Criminal History Check, commonly known as a police check. The Australian Criminal Intelligence Commission is responsible for facilitating the National Police Checking Service (NPCS or Service) in partnership with State and Territory police by managing the system that organisations use to submit police checks.

In response to Australia's COVID-19 recovery, the NPCS is currently experiencing an unprecedented demand for police checks. Police are working to capacity to process checks but delays are being experienced. Checks normally take up to 10 business days to complete. Currently, applicants are experiencing delays upwards of 1-month to complete.

**A delayed police check is in no way an indicator that an applicant has any criminal history to be disclosed. The ACIC strongly urges employers not to discriminate against applicants who are experiencing delays in receiving their check.**

The following page explains how police checks are processed and provides information about the manual nature of the Service which is a contributing factor to the delays. This letter can be forwarded to prospective employers to explain the processing delays.

Applicants wishing to follow-up on their specific check must contact the Accredited Body who submitted the check. Processing may take some time due to the reasons listed on the next page. Please note that all Accredited Bodies have equal access to the system and one organisation cannot provide faster results than another organisation, submitting multiple checks will not facilitate a faster outcome.

A list of ACIC Accredited providers can be found at: <https://www.acic.gov.au/services/national-police-checking-service/find-out-more-information/accredited-bodies>

More information regarding the checking process can be found at our website:  
<https://www.acic.gov.au/services/national-police-checking-service>

We thank you for your understanding and patience during this time.

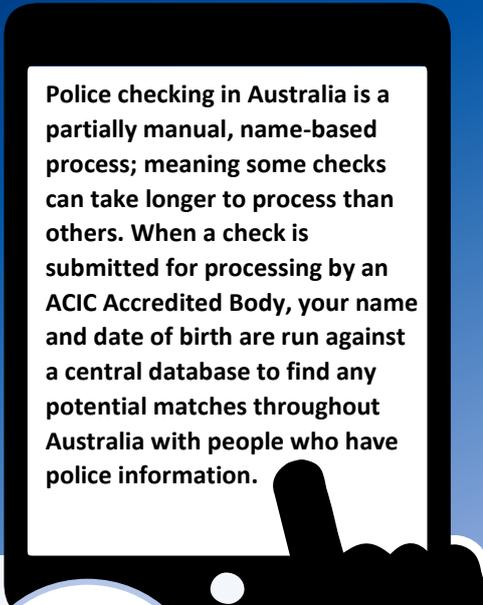
Regards,  
National Police Checking Service

**OFFICIAL**

Australian Criminal Intelligence Commission



The ACIC has a number of contracted Accredited Bodies to provide police checks. Accredited Bodies collect applications and confirm identity before submitting checks into the database. When the check is finalised Accredited Bodies retrieve results from the database to provide to applicants.



Police checking in Australia is a partially manual, name-based process; meaning some checks can take longer to process than others. When a check is submitted for processing by an ACIC Accredited Body, your name and date of birth are run against a central database to find any potential matches throughout Australia with people who have police information.

**70%** completed in minutes

**30%** referred for manual processing



**5 million**  
checks processed per year

The checks subject name and date of birth run against central data base.  
70% will return an initial clear, with the check results available in minutes  
30% will be referred as a potential match



A potential match may be found if you or someone with similar name and date of birth details to yours is in the database. The relevant Australian police agency will then manually process the check to determine if the details match. If the details are not a match, the check is finalised.

If the check subject is match in manual processing by police, the police then decide what information can, or cannot, be released in accordance with relevant spent convictions or information release policies. This vetting occurs per state of offence, according to the purpose of the check by the police in that state or territory.



Check results are returned to the submitting ACIC Accredited Body who issues the applicant their result

### What causes longer processing times?

Due to the manual nature of the Service, longer processing time are mostly attributed to applicants having a common name, or a name that matches with many potential Persons of Interest on policing systems. Resources, workloads and record availability within police jurisdictions can also contribute to extended processing timeframes.

To follow-up on the status of a check, you must contact the ACIC Accredited Body who submitted the check on your behalf.

For more information visit the ACIC website at: <https://www.acic.gov.au/services/national-police-checking-service>

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