



## FAQs

### How much does the certificate cost?

Certificates cost (2018/19) \$15.90 and this fee is reviewed annually.

### Who owns the certificate?

The VIO must provide the certificate to the applicant regardless of who has paid for the certificate.

### How long will it take to receive a certificate?

The VNPC may take up to 10 business days to be processed, however in most cases they are completed within five business days. Additional time must be allowed for postage as all VNPCs are provided in hard copy.

### How long is the certificate valid for?

A VNPC is current as of the date of issue. It is up to employers and organisations to determine the currency of a VNPC that they will accept.

### Can my organisation accept an existing certificate?

Yes. It is at the discretion of each VIO as to whether they will accept a certificate. VIOs may opt to require a new certificate or more frequent screening for volunteer positions which are considered to be high risk.



# Volunteers

## The Volunteer National Police Certificate Program

### Department of Communities

Telephone: (08) 6217 6888  
Country free call: 1800 176 888  
Email: [volunteering@communities.wa.gov.au](mailto:volunteering@communities.wa.gov.au)  
Website: [www.communities.wa.gov.au](http://www.communities.wa.gov.au)



## Volunteer National Police Certificates

Volunteer National Police Certificates (VNPCs) list an individual's criminal and traffic court outcomes and pending charges from all Australian police jurisdictions that are deemed disclosable at the time of application. All information for VNPCs is drawn from the Australian Criminal Intelligence Commission.

## Why complete a police screening?

Screening volunteers for criminal history is good practice and when used appropriately can assist Volunteer Involving Organisations (VIOs) to identify potential liabilities and hazards. This screening may also be required to meet legislative, contractual or industry requirements. However, not all volunteers will require screening. Some questions VIOs may wish to consider when determining which volunteer positions require criminal screening are:

- Will the role be responsible for making important decisions such as a chairperson or making financial decisions or handling finances such as a treasurer?
- What is the level of trust required for the position?
- Will the position be unsupervised and/or interacting with vulnerable people?
- Does the position require contact with the public?
- Will the position have access to organisational resources?
- Does the position work in a program which receives funding with contractual implications requiring volunteers to be screened?
- Will not screening for the position void an insurance policy should a claim be submitted?

## The program

The VNPC Program, a joint initiative of the Department of Communities (Communities) and the WA Police Force, provides eligible VIOs with VNPCs at a subsidised cost. Only organisations are able to access the program and submit applications for volunteers in Western Australia.

## Eligibility criteria and how to apply for the program

Applicants can only access a subsidised Volunteer National Police Certificate through a registered VIO. In order to register for the program, VIOs must:

- be an incorporated body such as an association, company or government organisation
- utilise volunteers in Western Australia for the benefit of the community
- have the capacity to confidentially and securely store completed consent forms and copies of identification documents for two years for WA Police Force audit purposes
- agree to the conditions of the program.

Branches of organisations are able to register if the branch is incorporated, operating under its own constitution and has a contact person able to manage screenings.

### For general enquiries and new registrations

Department of Communities  
Web: [www.communities.wa.gov.au](http://www.communities.wa.gov.au)  
Email: [volunteering@communities.wa.gov.au](mailto:volunteering@communities.wa.gov.au)  
Phone: Metro callers (08) 6217 6888

WA Country callers using a landline 1800 620 511  
TTY - please call the National Relay Service on free call 1800 176 888

## The registration process

1. Contact Communities for a copy of the registration form (details on back).
2. Communities will assess the application and if the VIO meets the eligibility criteria, will complete the registration and inform the WA Police Force.
3. The WA Police Force will provide the registered contact person with an instructional guide and the portal access link to commence submitting applications.
4. Allow up to five days for the registration to be processed.

### For registered VIOs

Information Release Centre, The WA Police Force  
Web: [www.police.wa.gov.au](http://www.police.wa.gov.au)  
Email: [IRC@police.wa.gov.au](mailto:IRC@police.wa.gov.au)

