

# Nationally Coordinated Criminal History Check (NCCHC) Form

## How to Guide – Version 7

### Before You Start

Please ensure that you have the latest version of the Nationally Coordinated Criminal History Check form (NCCHC), Version 7, as previous versions cannot be accepted. The version number is in the bottom right-hand corner of each page.

<p><b>What is a Nationally Coordinated Criminal History Check?</b></p> <p>A Nationally Coordinated Criminal History Check is conducted with your Informed Consent to determine your suitability for employment, a position of trust or as required by legislation. A Nationally Coordinated Criminal History Check contains your personal information and any relevant police information about you according to the purpose of your Nationally Coordinated Criminal History Check.</p>	<p>Tasmania <a href="http://www.thelaw.tas.gov.au">www.thelaw.tas.gov.au</a>          Victoria <a href="http://www.police.vic.gov.au">www.police.vic.gov.au</a>          Western Australia <a href="http://www.legislation.wa.gov.au">www.legislation.wa.gov.au</a></p> <p><b>How do I dispute my result?</b></p> <p>If you do not agree with the results of your Nationally Coordinated Criminal History Check, contact the Accredited Body or, if applicable, its Legal Entity Customer. Using the contact information on page 3 to advise them you want to dispute the result. The Accredited Body or its Legal Entity Customer escalates all disputes.</p>
<p>1 Australian Criminal Intelligence Commission <b>OFFICIAL</b></p>	
<p>Version 7</p>	

A copy of the form can be downloaded from the Volunteer Portal, forwarded to you by your Brigade/Unit, or issued to you by Volunteer Services, a department of the South Australian Fire and Emergency Services Commission (SAFECOM).

It is important to complete the form accurately and provide all the information and signatures requested. Until the form is correctly completed, the NCCHC cannot be submitted to the Australian Criminal Intelligence Commission (ACIC) for processing.

If you have any questions regarding completion of the form, please contact Volunteer Services on (08) 8115 3995 or [vsb@safecom.sa.gov.au](mailto:vsb@safecom.sa.gov.au).

### Identification Requirements

You must supply **four documents** with your completed form to confirm your identity.

- One commencement document – this identity document confirms your birth or arrival in Australia (such as Australian Passport, Australian Birth Certificate, or foreign Passport with Australian VISA).
- One primary document – this identity document confirms your identity in the community (such as Australian driver's licence).
- Two secondary documents – these identity documents validate your identity in the community (such as Medicare card, bank card).

Identification documents **do not** need to be certified or witnessed. All documents must be current (not expired). The form and copies of the identification must be sent to Volunteer Services via email or posted to the address listed on the form.

Please do not post original identification documents.

Document requirements are explained on Page 2 of the NCCHC form.

## Section A – Type of Nationally Coordinated Criminal History Check

### Section A – Type of Nationally Coordinated Criminal History Check

**A1.** Please read this before answering the following question.

You may request a volunteer check if you will hold a position or perform a role where you will not receive any salary, benefits or financial gain. This includes students undertaking compulsory vocational placements.

The Volunteer check type must not be selected for the Australian Government's Work for the Dole Scheme.

You must be able to validate the Not-for-Profit organisation and the volunteer position to support your selection of the volunteer type.

What is the check type?

Staff ☐

Volunteer ☐

**A1.**

If joining as a CFS or SES volunteer, select **Volunteer**.

If joining as a paid staff member or MFS firefighter, select **Staff**.

## Section B – Purpose of the Nationally Coordinated Criminal History Check

### Section B - Purpose of the Nationally Coordinated Criminal History Check

The purpose for your Nationally Coordinated Criminal History Check helps determine what police information is disclosed on your result.

**B1.** Please read this before answering the following question.

Category

*Employment* – Paid work.

*Probity* – Representing yourself as a "fit and proper" person, such as, for a voluntary position.

What is the check category?

Employment ☐

Probity ☐

**B1.**

If applying for a volunteer role, select Probity.

If applying for a staff role, select Employment.

**B2. Please read this before answering the following question.**

For question B2, provide the following information:

1. Position title or volunteer role.
2. Proposed place of work (name of organisation).
3. Brigade/Unit/Station.

*Example:* New member, SA State Emergency Service, Metro South Unit.

*Example:* New member, SA Country Fire Service, Roseworthy Brigade.

*Example:* Senior Policy Officer, SA State Emergency Service, Headquarters.

Your position title or volunteer role

Your proposed place of work (name of organisation/ department)  
or requesting organisation or issuing authority

South Australian Country Fire Service (CFS)

Brigade/Unit/Station name

The State or Territory of your work

ACT ☐ NT ☐ SA ☒ VIC ☐ CTH ☐  
NSW ☐ QLD ☐ TAS ☐ WA ☐ Other ☐

**B2.**

Position title is your volunteer or staff role.

Proposed place of work should already be pre-filled with the agency you are applying for (CFS, SES, MFS, or SAFECOM).

Brigade/Unit/Station name is where you will be based.

For staff, please list the location of your workplace.

## Section C – Personal Information

### Full legal name

Family name

First given name(s)

Other given name(s)

Or, Single Name Only

### Previous known name (if applicable)

Family name

First given name(s)

Other given name(s)

Or, Single Name Only

Name Type: Maiden ☐ Alias ☐ Previous ☐

### C1.

You must disclose all names you have been known by throughout your life. This includes your full legal name before marriage, other previous names, and any alias names.

Please see the detailed example from page 2 of the NCCHC form if you are unsure how to proceed.

Note: If you are concerned about the disclosure of details relating to your previous known names, please contact Volunteer Services for assistance.

Email Address

Phone Number

### C1.

Ensure that you include both an email address and phone number in case you need to be contacted about your application.

Please ensure that your contact details are printed clearly.

### C2. Please read this before answering the following question.

You must select the gender that best describes how you identify yourself within the community.

The gender details that you submit as part of your Nationally Coordinated Criminal History Check, will be the gender that appears on the check result.

The ACIC's processes are aligned with the Australian Government *Guidelines on the Recognition of Sex and Gender*. If these Guidelines affect you and you would like additional information specifically regarding this, please contact the ACIC directly at [npcs@acic.gov.au](mailto:npcs@acic.gov.au)

Your gender

M ☐ F ☐ X ☐ (Indeterminate/intersex/unspecified)

### C2.

Select the gender that best describes how you identify yourself within the community.

**C3. Please read this before answering the following questions.**

If you cannot provide all these details, contact the Accredited Body or its Legal Entity Customer.

Your date of birth (dd/mm/yyyy)

01/01/1970

Your place of birth

Suburb/town

Woodville

State/territory

South Australia

Country

Australia

**C3.**

Please enter the details as found on your Birth Certificate or Passport.

If you cannot provide all details required, please contact Volunteer Services.

If you are under 18 years of age and applying to join the emergency services upon turning 18, your application can be lodged up to 3 months before turning 18. Please note, a parent/guardian signature will be required for the form to be processed.

**C4. Please read this before answering the following questions. Provide your current and previous residential addresses for the past five years.**

If you cannot provide full details, provide as much information as possible. If you are unsure how to complete this section contact the organisation that gave you this form.

Current residential address

Street address

Suburb/town

State/territory

Postcode

Country

Date from

POSTAL address (if different to residential address)

Address

Suburb/town

State/territory

Postcode

Country

**C4.**


Provide your current residential address and the year you started living there.

If your postal address is different, please add to the box below.

Please ensure that addresses are printed clearly as they may be used for correspondence.

Previous residential address 1

Street address			
Suburb/town			
State/territory		Postcode	
Country			
Date From		To	

 If more room is required, please list on a separate sheet, sign and attach to this form.

Additional sheet attached? Yes ☐ No ☐

**C4. (continued)**

Provide **previous residential addresses** for the past 5 years. Where you cannot provide full details, provide as much information as possible.

Please estimate the date or year of residence for each address.

If you need more room than the form allows, please attach an additional sheet with addresses and dates listed. Ensure to tick 'Yes' to attaching a separate sheet.

**C5. Please read this before answering the following questions.**

If you have an *Australian* drivers licence and/or an *Australian* firearms licence, you must provide the licence number and the state or territory that issued your licence. If you have a *foreign* drivers licence and/or a firearms licence you must provide the licence number and the country that issued your licence. If you have a passport, you must provide the passport number and the country that issued your passport.

**Drivers licence number (if available)**

Issued by (state/territory)

**Firearms licence number (if available)**

Issued by (state/territory)

**Passport number (if available)**

Issued by (country)

**C5.**

Provide Drivers / Firearms licence and Passport numbers (if you hold these forms of identification) along with the issuing state/territory.

If you are referring to a foreign document, list the country of issue.

Please note, this information must be provided regardless of whether you have submitted copies of these documents (with your completed form) to meet identification requirements.

For example, if you have attached copies of your Birth Certificate, Driver's licence, Medicare card and a bank card to meet identification requirements but you also have a Passport, record the Passport number on the form.



## Section D – Informed Consent

Your informed consent is required before your NCCHC can be processed.

Please complete sections D1 and D2.

Your informed consent means that you:

- Have read and understood the information provided in the form about how your personal information and any police information relevant to you will be handled and disclosed.
- Provide your permission for the accredited body to request a NCCHC on your behalf, and
- Also provide your permission for the accredited body to disclose your information to any organisation listed in D1 of this form.

### Important: Please read this information about question D1.

The Accredited Body is required to complete the details at D1 before providing the form to you.

D1 provides the details of the organisations to whom your personal and police information will be disclosed to.

In question D2, you will provide your informed consent for your personal and police information to be disclosed to the ACIC, Australian police agencies, law enforcement agencies, and any organisations detailed in question D1.

### D1. Organisations to whom the applicant's personal and police information will be disclosed

**Accredited Body** - Accredited Body (legal name)

South Australian Fire and Emergency Services Commission

Address

Level 2, 37 Richmond Road, KESWICK SA 5035

Preferred contact details

08 8115 3995

ABN

95 437 863 949

### D1.

This section of the form is pre-populated and provides the details of the organisations to whom your personal and police information will be disclosed to.

Organisations may include the accredited body (SAFECOM), and a third party (the agency you are applying with, such as CFS or SES).

### Third parties (as required by law)

Third party 1 (legal name)

South Australian Country Fire Service

ABN

97 677 077 835

**D2. Please read this before answering the following question.**

You must provide your name, read each statement carefully and then print your name, sign and date to provide your informed consent.

**Applicant's consent to submit a Nationally Coordinated Criminal History Check**

I,

Family name

First given name(s)

Other given name(s)

**D2.**

When you have read and understood each statement you must print your name, sign, and date the form. Please note that the signature on the form must match the signature on your identification.

For assistance on how to add your signature to the form electronically, see instructions at the end of this guide.

For applicants under the age of 18, a parent or legal guardian must also print their name, sign and date the form.

**Applicant**

Print name

Signature

Date (dd/mm/yyyy)

**Parent or legal guardian** (where the applicant is under the age of 18)

Print name

Signature

Date (dd/mm/yyyy)

**Authorised agent**

(person responsible for the applicant, such as a legal representative)

Print name

Signature

Date (dd/mm/yyyy)





## **Section E – Collected Identity Documentation**

This is for office use only and will be completed by SAFECOM.

### **Provide only true and correct information**

You must take reasonable steps to ensure you provide accurate, complete, and up to date personal information. Withholding and/or providing misleading or false information on this form may be a Commonwealth offence and you may be prosecuted under the *Criminal Code Act 1955 (Cth)*.

If you become aware you have provided incorrect information you must notify Volunteer Services as soon as possible.

## How to Add Electronic Signature to Form

Download the form and open in Adobe Acrobat Reader. Adobe Acrobat Reader is a free program for viewing PDF files.

**Applicant**

Print name

John Smith

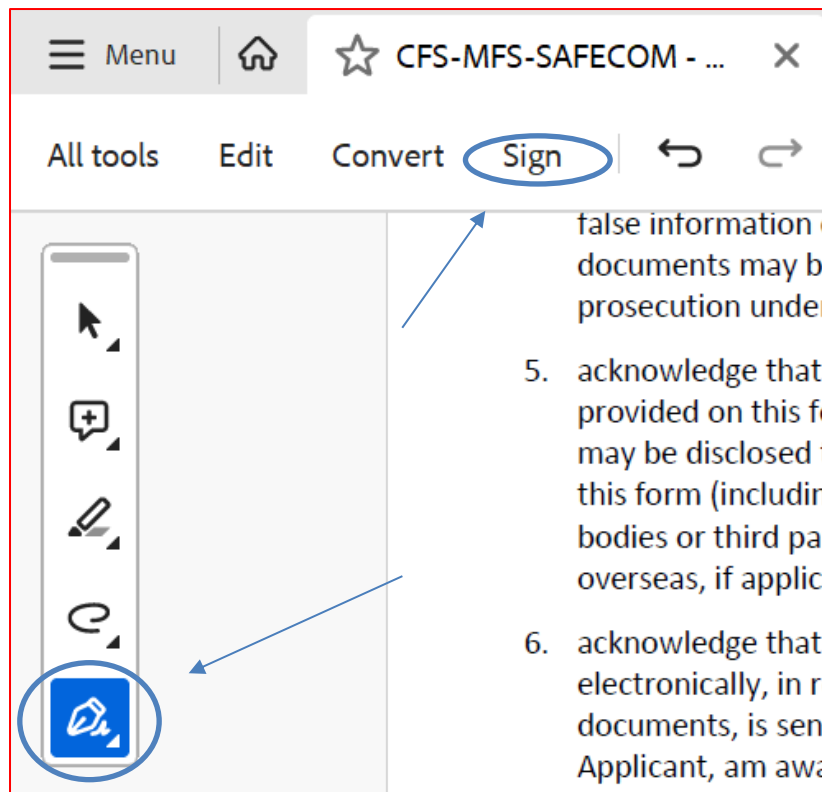
Signature

Date (dd/mm/yyyy)

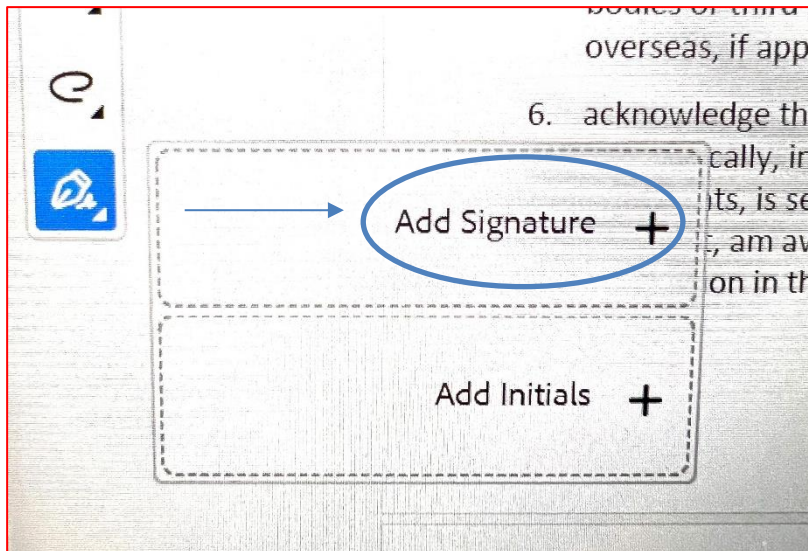
01/01/1970

Type your name and the date in the sections provided.

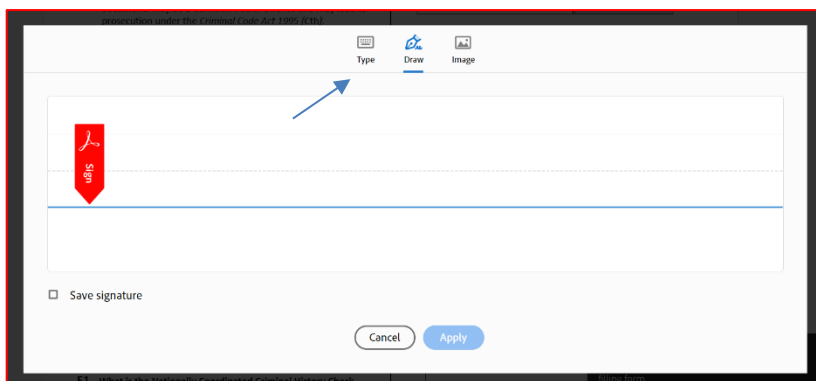
The form will not allow you to type in the signature space.



On the left side of your page, click on either 'Sign' or the signature symbol. These options are highlighted in the image.

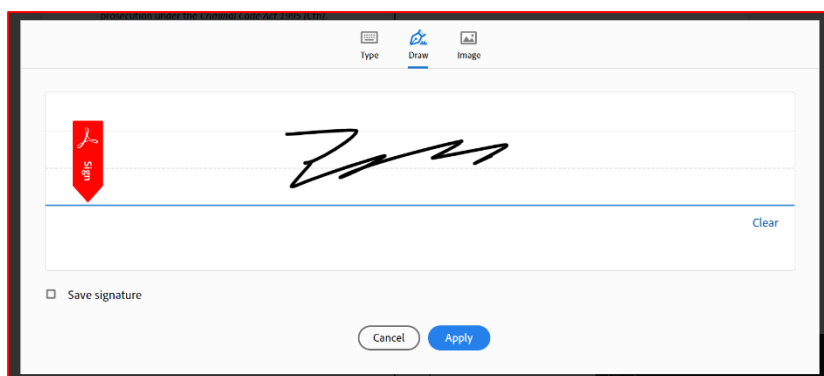


Clicking on 'Sign' or the signature symbol will open options to add a signature. Click on 'Add Signature'.



To draw your signature on the screen, **select 'Draw'**. If you do not wish to save the signature to use again, ensure that the 'Save Signature' box is not ticked.

**Do not select 'Type'** as a typed signature will not match your signature on your identification document and cannot be used for the purpose of your NCCHC.



Once you have drawn your signature and are happy with it, click on 'Apply'.

If you want to redo your signature, click on 'Clear' and start over.

5. acknowledge that personal information that I/the Applicant provided on this form and on the supplied identity documents may be disclosed to the Accredited Body named in Section D of this form (including contractors, Legal Entity Customers, related bodies or third parties named in D1 of this form in Australia or overseas, if applicable).

6. acknowledge that any information sent by mail or electronically, in relation to this form, including identity documents, is sent at my/the Applicant's risk and I/the Applicant, am aware of the consequences of sending information in these ways.

**Authorised agent**  
(person responsible for the applicant, such as a legal representative)  
Print name: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date (dd/mm/yyyy): \_\_\_\_\_

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NATIONALLY COORDINATED CRIMINAL HISTORY CHECK | MODEL APPLICATION AND INFORMED CONSENT FORM

**Section E - Accredited Body or its Legal Entity**  
**Customer declaration.**  
**OFFICE USE ONLY**

E1. What is the Nationally Coordinated Criminal History Check category for this check?  
Example: Employment, Probity or Licence.

5) **Change of name document (if applicable):**  
Type of document collected: \_\_\_\_\_  
Previous name as it appears on the document: \_\_\_\_\_  
Current name as it appears on the document: \_\_\_\_\_

After you click 'Apply', you'll see that your mouse arrow has been replaced with your signature. This can be moved around on the screen as you move your mouse.

**Applicant**  
Print name: John Smith  
Signature: \_\_\_\_\_ Date (dd/mm/yyyy): 01/01/1970

**Parent or legal guardian (where the applicant is under the age of 18)**  
Print name: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date (dd/mm/yyyy): \_\_\_\_\_

Move the signature to where you want it on the form and click to drop it in place.

If you want to make it bigger or smaller, use the blue circle in the corner to adjust.

Once you are happy with where your signature is located, click anywhere outside of the blue outline to fix it in place.

Please note, if you are having trouble adding a digital signature in Adobe Acrobat Reader, you are welcome to print page 7 of the NCCHC form and physically sign the form. The page can then either be scanned or photographed to send through to Volunteer Services. If you have any questions about the process, contact the Volunteer Services team.



## Frequently Asked Questions

### How do I contact Volunteer Services for assistance?

Please contact Volunteer Services either by:

- Phone (08) 8115 3995
- Email [VSB@safecom.sa.gov.au](mailto:VSB@safecom.sa.gov.au)

### Why is there a new form?

The new form is a requirement by the Australian Criminal Intelligence Commission (ACIC).

ACIC has the right to update either the form or requirements for identity documents at any time and as an accredited agency we must comply.

### Who is required to fill out the form?

All new members applying to join the emergency services as a volunteer or staff member must fill out the form.

There are also specific circumstances where existing emergency services volunteers/staff will be required to complete the form. Please refer to the ESS Nationally Coordinated Criminal History Check Policy (located on the intranet/volunteer portal).

### My brigade/unit has a back log of old forms, can we use them?

No. Please dispose of any forms other than Version 7.

### What are the documents I must send for proof of identification?

Your submission must include copies of four identification documents from the categories below.

- One commencement document – this identity document confirms your birth or arrival in Australia (such as Australian Passport, Australian Birth Certificate, or foreign Passport with Australian VISA).
- One primary document – this identity document confirms your identity in the community (such as Australian driver's licence).
- Two secondary documents – these identity documents validate your identity in the community (such as Medicare card, bank card).

This documentation must include evidence of your full legal name, date of birth, and at least one document must have a photo of you. Specific details of these requirements are included on page 2 of the NCCHC application form.



### **How do I submit my completed NCCHC and proof of identification documents?**

Please only send copies of your identification documents – **do not send originals**.

Applicants should forward their completed signed form and copies of identification documents by:

- Email – [VSB@safecom.sa.gov.au](mailto:VSB@safecom.sa.gov.au)
- Australia Post to  
Volunteer Services – SAFECOM  
Reply Paid 2706  
Adelaide SA 5001
- In person at 37 Richmond Road, Keswick SA 5036. Please call us on (08) 8115 3995 in advance to ensure someone will be present to meet with you if you are choosing this option.

### **Do my documents need to be certified?**

No. Documents are not required to be certified.

### **Can I submit a scanned copy of the completed NCCHC and identity documents by email?**

Yes. Please ensure you have signed and dated the form, and the identity documents are clearly legible. Please ensure that names and expiry dates on identity documents are clearly visible.

### **Can I send photos of my identity documents by email?**

Yes. Please ensure that the photos are jpg. files and clearly legible. Ensure that names and expiry dates are clearly visible.

### **If I use a bank card as an identity document, what information do you need to see?**

Your name and expiry date are the only details we need to verify. If submitting a copy of a bank card as an identity document, please ensure to cover the card number.

### **Who has the authority to verify my identity?**

The only authorised personnel are staff from Volunteer Services, SAFECOM.





### **What if I am unable to meet the identification requirements?**

If you are unable to provide the documentation requirements, please contact Volunteer Services on (08) 8115 3995 to discuss.

For members that are applying to join remote and isolated brigades - a separate form is available for applicants that are unable to meet identification requirements. The form is called 'verification of applicant identity by an authorised referee' and can be downloaded from the Volunteer Portal or forwarded to you by Volunteer Services.

### **How long will it take for my NCCHC to be returned?**

Volunteer Services generally submit NCCHC applications on the day they are received. Once submitted, the return time may vary from minutes to weeks. Additional time could be required to verify whether the applicant has:

- A disclosable court outcome/s (previous convictions)
- Has lived interstate or internationally
- A common surname

Matters affecting ACIC internal processing times can also cause variance in the NCCHC return time. Approximately 75% of NCCHC applications are returned within five days. If your **wait time exceeds 4 weeks**, please contact Volunteer Services on (08) 8115 3995.

Remember, your form must be complete and signed and have the correct identification documents attached. Where information is incomplete, Volunteer Services will attempt to contact you. **Please ensure that your email address and phone number are printed clearly on your form.**

### **Can my application be fast tracked?**

No. Once the NCCHC has been entered into the system it becomes an ACIC process. The best way to ensure that the check is completed as fast as possible is to ensure that your form is filled out correctly and you have supplied all of the required identification documents.

### **I have criminal history, is it still worth submitting an NCCHC?**

Yes, if a Disclosable Court Outcome(s) is identified, you may be offered a chance to explain the circumstances of the offence(s). Please submit your check and await correspondence from Volunteer Services.



### **If I am cleared by the NCCHC can I still be declined as a volunteer?**

Yes. The police check is the first step in the process. Discuss any questions with your local brigade or unit.

### **Who else knows the outcome of my NCCHC?**

An NCCHC is confidential. Only the staff responsible for processing the NCCHC applications, and decision-makers (such as Deputy Chief and Chief Officers), will see your outcomes.

### **As a volunteer how will I be notified of the outcome?**

**CFS** – your notification letter is generated by Volunteer Services and sent directly to you. It is then your responsibility to notify your brigade that you have received a clearance letter.

**SES** – Your notification letter is generated by SES and once your membership paperwork has been processed the letter is forwarded to you as part of your membership pack.

Please note, if your NCCHC comes back with disclosable court outcomes, Volunteer Services will contact you directly.

### **How often do I have to renew my NCCHC?**

There is no requirement (within policy) for current volunteers or staff members of the emergency services to renew their NCCHC.

However, there are specific circumstances which require current volunteers / staff members to complete a NCCHC (refer to the ESS Nationally Coordinated Criminal History Check Policy located on the intranet/volunteer portal for further information).

### **I have a police check from my other job, can I use that?**

All new members are required to submit an NCCHC through SAFECOM as different organisations screen for different information.

Sworn police officers of South Australia Police or Australian Federal Police and registered teachers will be exempt from undertaking a NCCHC for employment or volunteer membership if they provide evidence of a current warrant card or teacher's registration certificate. If you hold one of these then an 'Application to Waive Criminal History Check' form may be lodged. The form is available to download from the volunteer portal.



**Does the NCCHC form also include the Working with Children Check?**

No. The Working with Children Check (WWCC) is a different process which is undertaken through the Department of Human Services (DHS). Volunteer Services can initiate your WWCC for you to complete online if needed.