

## ADMINISTERING AUSTRALIAN POLICE CHECKS

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There are several ways to administer an Australian police check:

1. Send a request to one candidate from the WorkPro platform.
2. Send a bulk request.
3. Complete a police check on a candidate's behalf.

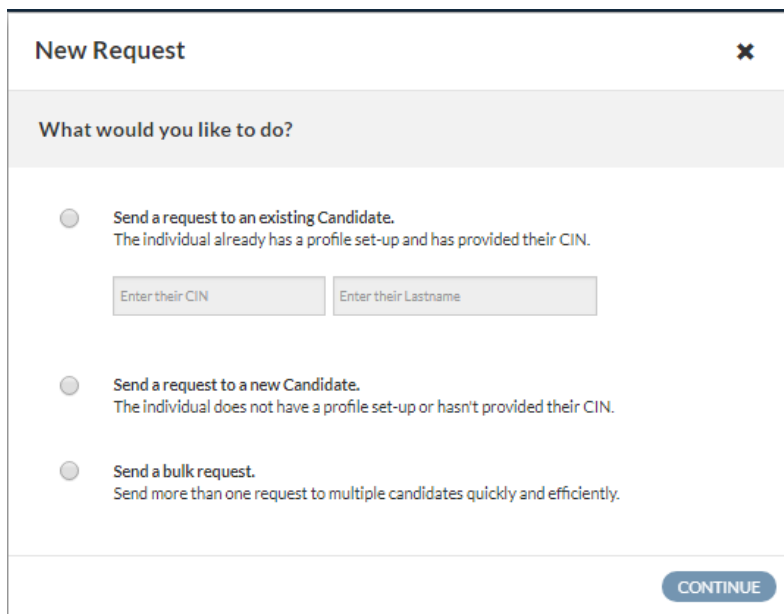
### OPTION 1: SENDING A SINGLE REQUEST

#### (A) Sending the Request

**Step 1:** Go to [www.workpro.com.au](http://www.workpro.com.au), and login.

**Step 2:** Select 'New Request'

**Step 3:** Choose your option, and 'Continue'.



**Step 4:** Select 'Background Checks', 'Australian Police Check', enter the requested information and 'Send Request'.

**Note:** If YOUR organisation is not intending to physically share the Police Check certificate with another organisation (Third-Party), do not complete the Third-Party area.

If you are intending to physically share the check outcome with a Third Party, then enter the Entity Name in the specific area (our ABR look-up will allow you to select the correct entity name). The candidate will consent to this as part of the process.

SELECT PACKAGE ▾

Candidate Details ⚠

**Background Checks** ⚠ ▶

Induction & Learning

Licences & Tickets

Documents

Reference Check

Medical Check

### Background Checks

Select the background checks for the candidate to complete.

Citizenship & Work Rights Check  
 Australian Police Check

**Do you want the individual to pay for the check?**

**Do you have a role for the individual?**

⚠ The ACIC system currently has a character limit on defining Role and Industry. Please refrain from using any duplicate information within these fields.

**Employment Type**

**Role**

**Industry**

**State** ⓘ

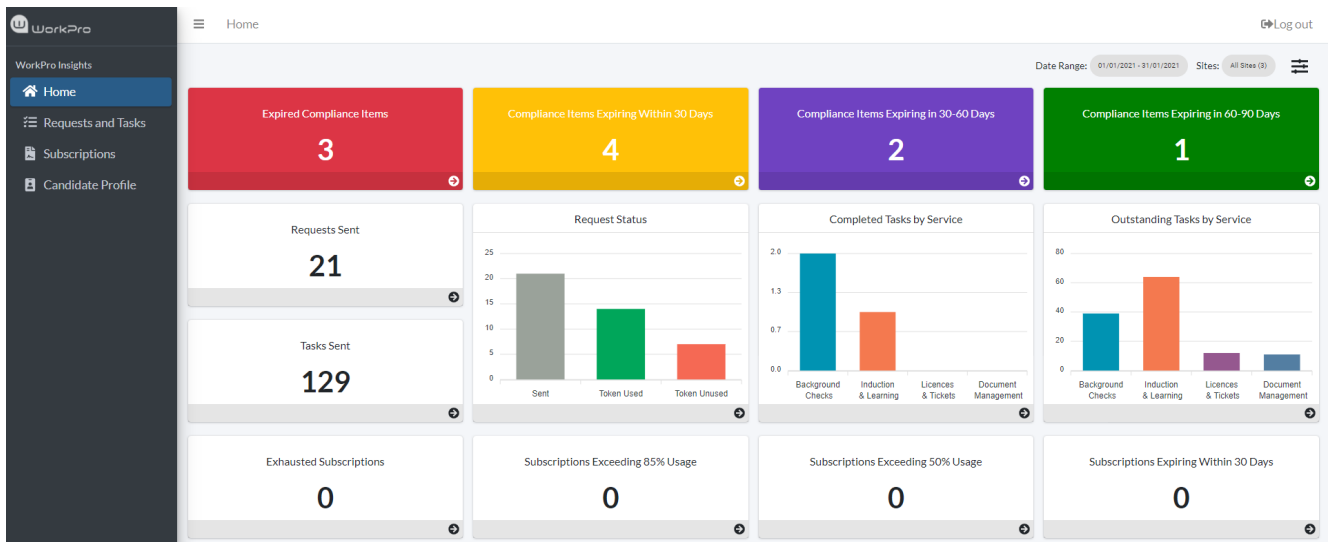
**Contact with Vulnerable Groups** ⓘ

**Custom Field** ⓘ

### Request Summary

■ Australian Police Check

The status of the request can be tracked from the Insights Dashboard.

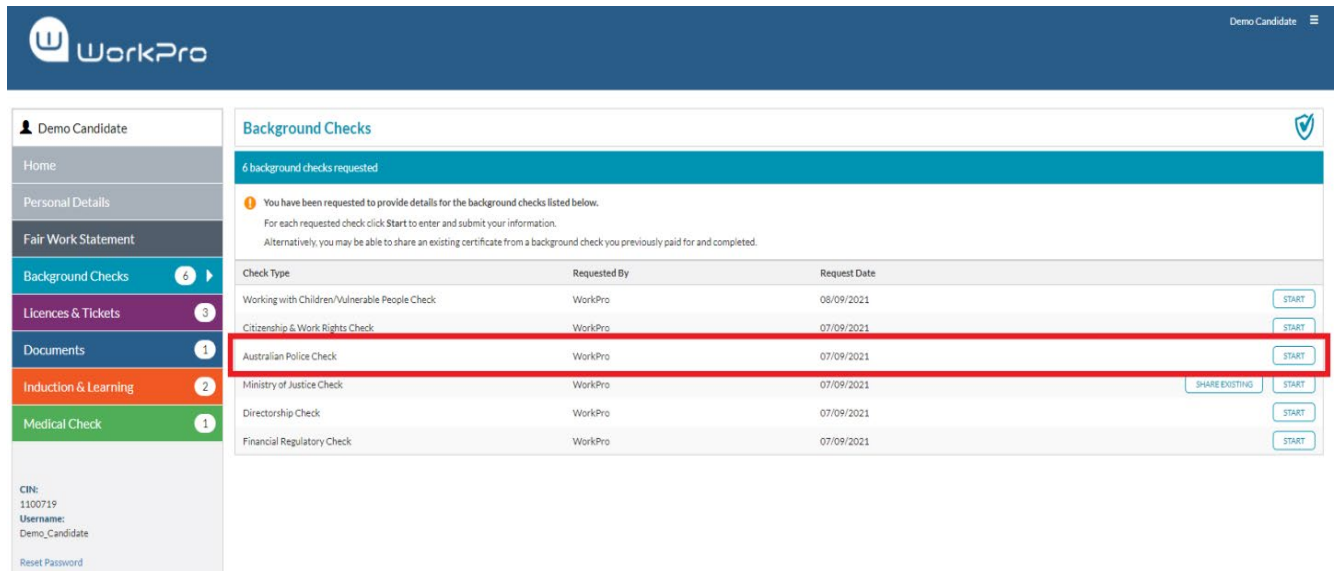


**Handy Hint:** *If the candidate doesn't receive the email or text, you can verbally provide them the single-use 'Token' that was sent to them. Select 'Actions', 'Track Requests', search for the candidate and provide them the Token from the Request.*

## (B) Applicant Process

### Step 1: Signing Up/Logging In

The candidate will receive a text and/or email, including a live link and a single use Token. The candidate needs to either sign up or login to the system, using the link. Once logged in, they will be prompted to enter the single use Token and will be presented with the option to 'Start' the check.



The screenshot shows the WorkPro applicant dashboard. The top navigation bar includes the WorkPro logo and the user name 'Demo Candidate'. A left-hand sidebar contains navigation links: Home, Personal Details, Fair Work Statement, Background Checks (6), Licences & Tickets (3), Documents (1), Induction & Learning (2), and Medical Check (1). Below the sidebar, the user's CIN (1100719), Username (Demo\_Candidate), and a Reset Password link are visible. The main content area is titled 'Background Checks' and displays a message: '6 background checks requested. You have been requested to provide details for the background checks listed below. For each requested check click Start to enter and submit your information. Alternatively, you may be able to share an existing certificate from a background check you previously paid for and completed.' Below this message is a table of requested checks:

Check Type	Requested By	Request Date	Actions
Working with Children/Vulnerable People Check	WorkPro	08/09/2021	START
Citizenship & Work Rights Check	WorkPro	07/09/2021	START
Australian Police Check	WorkPro	07/09/2021	START
Ministry of Justice Check	WorkPro	07/09/2021	SHARE EXISTING START
Directorship Check	WorkPro	07/09/2021	START
Financial Regulatory Check	WorkPro	07/09/2021	START

### Step 2: Providing Basic Details and Consent

The candidate needs to provide personal details, upload ID, and electronically sign the form.

**See the User Guide – Candidate Guide to Completing an Australian Police Check**

## (C) Submitting the Check

**Step 1:** Once the candidate has completed the application, you will receive an email alert to log in and submit the check for processing.

**Hint:** You can configure your account so that rather than you having to manage ID and application verification, it can bypass you, and WorkPro will look after the validation and submission process on your behalf. You will still have control and total transparency of the status, but it means you don't have to handle any administration until the check has been returned. WorkPro will vet the identification documents, signature, and handle any candidate errors on your behalf. Let us know if you would like to configure this option.

**Step 2:** Log in, search for the candidate, and open the check.

**Step 3:** Check that the consent form and the uploaded documents are correct and 'Submit'.

## Review and Submit



The candidate has completed their application. Please review the details and documents before submitting the check.  
Reviewing the documents is not mandatory, however if the documents uploaded do not match the categories, it will extend the processing time.

### Check Details

<b>Check Type</b>	Employment	<b>Name</b>	Fujing Li Holmes
<b>Role</b>	Senior Financial Accountant	<b>Date of Birth</b>	13/12/1980
<b>Industry</b>	Defence		

### Third Parties

Risk Solutions Australia Pty. Ltd (T/A WorkPro)	66113 726 033	(ACIC Accredited Body)
Naval Group Australia PTY Limited	14605467123	(Customer)

No Additional Third Parties Listed

### Identification Documents

Commencement of Identity	Current Australian Passport (expired not accepted)	<input type="button" value="VIEW"/>	<input type="button" value="REJECT"/>	<input type="button" value="REPLACE"/>
Primary Use in the Community	Current Driver Licence	<input type="button" value="VIEW"/>	<input type="button" value="REJECT"/>	<input type="button" value="REPLACE"/>
Secondary Use in the Community #1	Medicare Card	<input type="button" value="VIEW"/>	<input type="button" value="REJECT"/>	<input type="button" value="REPLACE"/>
Secondary Use in the Community #2	Credit Card	<input type="button" value="VIEW"/>	<input type="button" value="REJECT"/>	<input type="button" value="REPLACE"/>
Linkage of Identity		<input type="button" value="VIEW"/>	<input type="button" value="REJECT"/>	<input type="button" value="REPLACE"/>
Signed Consent (Download New Form)		<input type="button" value="VIEW"/>	<input type="button" value="REJECT"/>	<input type="button" value="REPLACE"/>

## **OPTION 2: SENDING A BULK REQUEST**

**Step 1:** Go to [www.workpro.com.au](http://www.workpro.com.au) and Login.

**Step 2:** Select 'Actions' and 'Packages' and 'Create' a new package. It is important to note that if you are intending on sending a bulk request, the role, industry, State and Contact with Vulnerable Groups must be the same. It is not possible to send a bulk police check to multiple people with different roles and in different industries.

**See the User Guide – How to Create and Manage Packages**

**Step 2:** Once the package is set up, select 'New Request'.

**Step 3:** Choose 'Send a Bulk Request, and 'Continue'

**New Request** [Close]

What would you like to do?

- Send a request to an existing Candidate.  
The individual already has a profile set-up and has provided their CIN.  
[Enter their CIN] [Enter their Lastname]
- Send a request to a new Candidate.  
The individual does not have a profile set-up or hasn't provided their CIN.
- Send a bulk request.  
Send more than one request to multiple candidates quickly and efficiently.

[CONTINUE]

**Step 4:** Either upload a CSV file or enter the name and email address of the candidate, select the Package and 'Send Requests'.

**Bulk Request** [Close]

This function will allow you to send more than one request to multiple people quickly.

[USE A CSV FILE] [ENTER DETAILS MANUALLY]

[CLOSE] [SEND REQUESTS]

## Bulk Request



This function will allow you to send more than one request to multiple people quickly.

USE A CSV FILE

ENTER DETAILS MANUALLY

1. Create your CSV file. The file must contain 3 columns, first column with the heading **Name**, and second column with the heading **Email**, and third column with the heading **Mobile**.

**Important Notes:**

- Only **Name** and **Email** columns are mandatory
- If sending an SMS request, add the mobile in international format, e.g. 61412345678

Download a [sample CSV template](#)

2. Select the Package to be sent

3. Select the Requesting Site

4. Select the CSV file

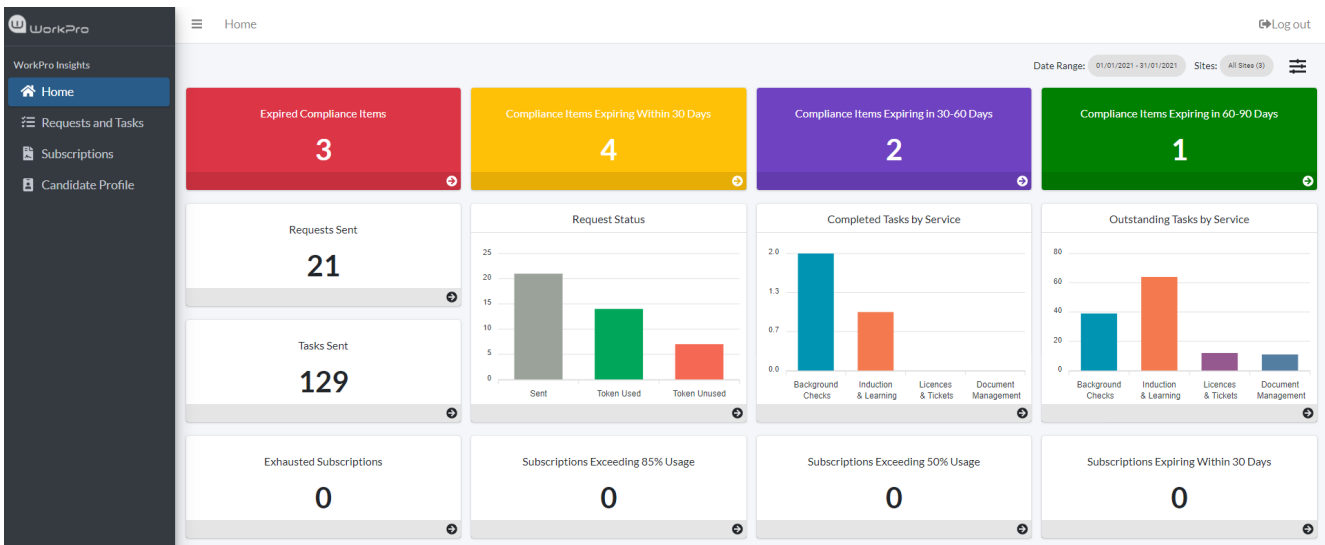
SELECT FILE

No files selected

CLOSE

SEND REQUESTS

The status of the requests can be tracked from the Insights Dashboard.



**Handy Hint:** If a candidate doesn't receive the email, you can verbally provide them the single-use 'Token' that was sent to them. Simply select 'Candidate Profile', search for the candidate and provide them the Token from the Request.

**Step 5:** Follow same steps as per **OPTION 1** above.

### **OPTION 3: COMPLETING A CHECK ON A CANDIDATE'S BEHALF**

There is the option of completing a Police Check on a candidate's behalf.

**Step 1:** Log in to WorkPro and select 'New Background Check' from the 'Actions' tab

**Step 2:** Select 'Australian Police Check' from the drop-down list, 'Create the check for a new Candidate', and 'Create Check'.

New Background Check ✕

Select the check type

Australian Police Check

Create the check for an existing Candidate.  
The individual already has a profile set-up and has provided their CIN.

Enter their CIN      Enter their Lastname

Create the check for a new Candidate.  
The individual does not have a profile set-up or hasn't provided their CIN.

**CREATE CHECK**

**Step 3:** Complete the Application Form and the Check Details on the candidate's behalf.

**Step 4:** Print the form and request the candidate to sign and date the form.

**Step 5:** Upload the signed consent form, their identity documents and complete the Linkage of Identity requirements. By providing a manual linkage of ID you are attesting that the candidate is who they say they are.

**Step 6:** Submit the check for validation and processing by WorkPro.