



## National Police Check Instructions (Certn / Intercheck)

Family Life is committed to protecting children's rights, safety and wellbeing and has zero tolerance to all forms of child abuse.

Family Life volunteers are required to undergo a National Police Check (free of charge).

You can obtain your new National Police Check through our preferred partner Certn /Intercheck via the Family Life secure application portal. Certn /Intercheck is an accredited broker with the Australian Government's ACIC (Australian Criminal Intelligence Commission) Agency.

Existing police checks will be accepted if the original certificate is provided and the date of issue is within three (3) months of the volunteer commencing.

National Police Check can take up to 5 days to be processed by the Australian Government's ACIC (Australian Criminal Intelligence Commission) Agency. It's up to an individual to complete it, and can delay you commencing your volunteering with Family Life.

Volunteers are required to undertake a National Police Check every three (3) years. Once it's time for renewal, you will receive a reminder email by the Volunteering Team including a link to the InterCheck.

*Please note that a disclosable outcome on your police check does not preclude individuals from involvement with Family Life. Should a National Police Check result in a disclosable outcome, an assessment will be undertaken by the Executive Team in order to determine the individual's suitability for volunteering with Family Life.*

## **Certn /Intercheck step by step Instructions**

- Following email from Family Life requesting the police check, click on the link for National Police Check embedded in the email.



- Please provide the same email address as you provided to Family Life, click next.

### Ready to start your background check?

You will be guided through several steps to complete your background check. Don't worry! Your progress will be saved as you go. You can securely leave and come back until you submit your application.

Once you have submitted your details we will begin to process your background screening report. We will process your personal information in accordance to our Terms of Use and Privacy Policy. Before you begin, please confirm that:

- ☐ I am over 18 years of age
- ☐ I have read, understand and agree to the [Privacy Policy](#)

PLEASE CONFIRM YOUR EMAIL ADDRESS

NEXT

- Tell them a bit about yourself by filling out your personal details, click next.

### Tell us a little bit about yourself

We recommend using the information on a government issued ID or birth certificate for accurate results and a quicker turnaround.

#### Personal Details

☐ I don't have a middle name

[What's this?](#)

#### Contact Details

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NEXT

- The below pop up will appear, click add address.

**Address history**

Please provide up to 5 years of address history,  
starting from December 2018 to today.

ADDRESSES

No addresses added yet.

ADD ADDRESS

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NEXT


- Fill in your address details (*you can look up or manually enter*), click next.

**Address details**

Address

Address Lookup

Manual Entry ▼

Current Address ▼ 

BACK

NEXT

- Click add address, if there are more addresses you lived within the last 5 years. Otherwise click next.
- Enter your volunteering work address as below:

For this position, where will you be working from most of the time?

[Why do we ask this?](#)

☐ I work from home or do not have a primary work location (ex. rideshare or service delivery).

①	197 Bluff Road, Sandringham, VIC	Manual Entry ▼
Australia ▼ ✓		
Victoria ▼ ✓		
①	Sandringham	✓
①	3191	✓

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NEXT

- On the next page the Criminal Consent will appear; read, tick and click next.



- Specify your birthplace and click next.

A background check requires you to specify your birthplace:

Country of Birth

▼

Province / State of Birth

⊙

City / Municipality of Birth

These fields help to identify you over other people  
that may share your basic information.

BACK

NEXT

- Please select one of the options from the drop down choices and click next.  
(*Certn is currently working on expanding the options on this list*)

A background check requires you to specify your sex in order to search their records:

Select Your Sex

▼

These fields help to identify you over other people that  
may share your basic information.

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NEXT



- Please verify your identity by selecting your date of birth.  
(For your information: date format is in USA)

We need a few more pieces of information to verify your identity:

🕒

Date Of Birth (MM-DD-YYYY)

📅

These fields help to identify you over other people that may share your basic information.

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NEXT

- Select and upload your Identification documents. A minimum of 100 points of identification has to be provided with an application.

Identification Documents

To run your National Police Check (NPC) and meet the Australian Federal Police (AFP) requirements, we require a minimum of 100 points of identification documents to be provided. At least one primary document is required.

File types: .jpg, .png, or .pdf, with a max file size of 10MB.

Primary

[What's this?](#)

Select document type

↓ Upload

Primary (Optional)

[What's this?](#)

Select document type

↓ Upload

Secondary (Optional)

[What's this?](#)

Select document type

↓ Upload

Secondary (Optional)

[What's this?](#)

Select document type

↓ Upload

BACK

NEXT

- Once you have selected and uploaded your identification, click next.
- Confirm your details on the next page (*Please review your details carefully as once you confirm, you won't be able to edit these details again*) and click confirm.
- Below pop up will appear, go to your email and verify your email address.

You're almost done. Before we can submit your completed application, we need you to verify your email address.



If you do not receive an email please check your email provider's junk or spam folder.

[Resend Email](#)

- Click Verify Account

Hello,

Thanks for starting a background check with Certn! To ensure that you are the owner of this email address, please click through the verification link below.

[Verify Account](#)

If you have not started a background check with Certn, please ignore this email or contact [support@certn.co](mailto:support@certn.co) for more information.

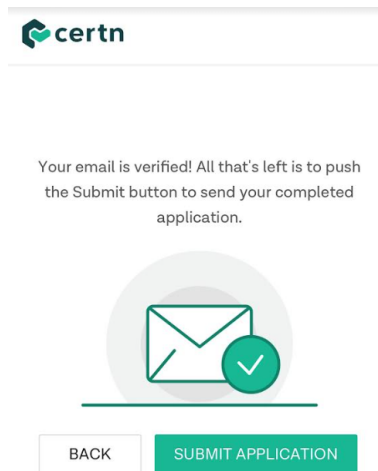
Thank you,

The Certn Team

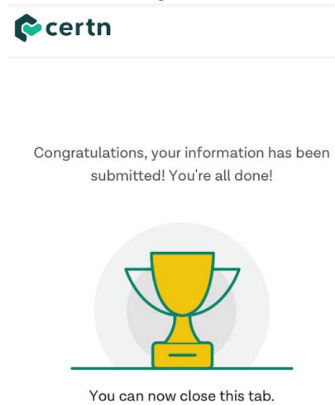


Certn Holdings Inc, 1006 Fort St Unit 300, Victoria, BC V8V 3K4

- Click Submit Application



- Congratulations! Your information has been submitted.







## Identity Document Requirements

When processing an application, Certn must adhere to the government ID requirements.

For a National Police Check, please provide documentation against the following categories. Click the link below:

[NATIONAL POLICE CHECK \(NPC\) 100 POINT CHECKLIST FOR IDENTIFICATION DOCUMENTS](#)

To request assistance or additional details about the nature and scope of your background screening report, please contact them at [support@certn.co](mailto:support@certn.co) or use the support chat feature on their [website](#).

Once we have received your Police Check Results via Certn, you will be one step close to commencing Volunteering!

**If you have any questions or need assistance, please contact our Volunteering Team on 8599 5433 or [volunteering@familylife.com.au](mailto:volunteering@familylife.com.au).**