

How can I contact you if I need assistance choosing ID documents or issues with my application?

You can contact us via LiveChat (on our website), via Email (support@checked.com.au) or Phone (1300 266 021)
Our support hours are (9am - 5.30pm AEST)

What information do I need to lodge my National Police Check?

<ul style="list-style-type: none"> • Your Current Legal Name 	<ul style="list-style-type: none"> • Date and Place of Birth, Gender
<ul style="list-style-type: none"> • Other Names (including maiden names, aliases, or previous names) 	<ul style="list-style-type: none"> • Contact Details (Email & Phone #)
<ul style="list-style-type: none"> • Last 5 Years of Address History 	<ul style="list-style-type: none"> • Identity Documents (as below)

Which ID DOCUMENTS do I need to lodge my National Police Check?

<p>1 x Class A Document</p>	<p>1 x Class B Document</p>	<p>2 x Class C Documents</p>
<p>Each Doc can only be used once. Your full name must be displayed in either your Class A or Class B document Your photo must be captured in either your Class A or Class B document</p>		

= minimum of **4 ID DOCUMENTS** in order to lodge check + a selfie holding ANY of the ID documents

What are ID Documents can I use for the National Police Check?

CLASS A : COMMENCEMENT (You must provide *1* of these)

If you were born in Australia, you must provide either:

- An Australian birth certificate (not an extract or birth card)

OR

- An Australian passport (expired no greater than 2 years)

If you were **not** born in Australia, you must provide:

- Valid Visa documentation (such as a Visa Grant Notice or ImmiCard)

OR

- Evidence of resident status (such as Citizenship Certificate).

CLASS B : PRIMARY (You must provide *1* of these)

- Australian Driver's Licence
- Australian Marriage Certificate (not a celebrant-issued certificate, cannot be used as proof of name change if supplied)
- International Passport
- Proof of age or photo ID issued by an Australian Government agency with a signature and photo
- Shooters or firearms licence
- For persons under 18yrs a current student ID will be accepted.
- Any unused Class A document

All non-Australian documents must have English translation through NAATI, All documents must not be expired

CLASS C : SECONDARY (You must provide *2* of these)

- Medicare card
- Bank card/ Credit card/ Bank Statement
- Enrolment details from the Australian Electoral Commission (<https://check.aec.gov.au>)
- Current Australian tertiary student ID card
- Pensioner Concession Card
- Australian Key Card
- Certificate/document of identity issued by DFAT or the Australian Defence Force
- Photo ID card issued by DFAT, the Australian Defence Force, Department of Veterans' Affairs or the Australian Government
- Maritime or Aviation Security Identification Card
- Working With Children Check photo ID card
- Credit reference check
- Security or crowd control photo licence
- Trusted Referees report
- Certified academic transcript from an Australian university.
- Council Rates Notice
- Utility Bill (Gas, Electricity, Telephone)
- ATO Tax Assessment Notice (Not PAYG Summary from Employer)
- Any unused Class A or B document

All non-Australian documents must have English translation through NAATI, All documents must not be expired

NOTE: You may also be required to upload a photo of your original marriage certificate (issued by the Registry of Births Deaths and Marriages OR an International Document) or change of name certificate IF you have included ID in more than one name.