



# Australia's first fully digital solution for National Police Certificates

Together with Australia Post, the Western Australia Police Force transformed the National Police Certificate (NPC) process – creating a better customer experience by providing a fully digital, secure process, which in most instances can be completed in hours rather than days.



# Snapshot

## Customer

WA Police Force

## Industry

Government

## Website

police.wa.gov.au

## Product

Online identity verification

## Challenges

- The process needed to be more efficient and require less administration resources
- Too much time was being spent on applicant follow-ups, due to errors
- At approximately 5 to 7 days, the processing time was too long
- Applicants were asking for an online option.

## Solution

Australia Post developed a National Police Certificate application solution for WA and across the country. The solution provided an improved experience for applicants, more accurate and up-to-date checks for employers, efficiencies for WA Police and a safer environment for the community.

## Results

- Improved processing time from 5 to 7 days to 24 hours in most cases (with the fastest being completed in less than ten minutes)
- QR code for employers to scan to confirm the validity and authenticity of a person's certificate
- Reduced processing and administration costs
- Increased accuracy and compliance resulting in less need for applicant follow-up
- The innovation behind the fully digital national Police Certificate (NPC) set a new benchmark for best practice in online identity verification. It was designed to be easily replicated, across other Australian police jurisdictions and government departments
- Australia Post's ability to maintain the in-store service for those who prefer to transact in person is a key component to this solution.
- 



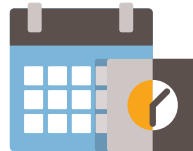
A case study video can be found at [www.youtube.com/watch?v=zbRVs0Yjv8w](https://www.youtube.com/watch?v=zbRVs0Yjv8w)

A demonstration of the application process can be found at [www.youtube.com/watch?v=fccXKLLTA18](https://www.youtube.com/watch?v=fccXKLLTA18)



“Frontline 2020 in WA Police, is a reform agenda which is about reducing demand to create better policing services. The Electronic National Police Certificate was about reducing demand on the backend and creating efficiencies both in the processing of police certificates, but also providing a better community outcome.”

**Kellie Properjohn**  
Assistant Commissioner  
Metro WA Police Force



“The electronic NPC took us from 5 to 7 days to our fastest time being under 10 minutes.”

**Ben Ackland**  
Executive Manager WA Police Force



“We now have a reusable service that we can actually apply to other opportunities, to create efficiencies within WA police.”

**Kellie Properjohn**  
Assistant Commissioner  
Metro WA Police Force



“WA Police has now moved to the frontline of digital technology, and that's of great benefit not just to the agency, but to the WA community.”

**Ben Ackland**  
Executive Manager WA Police Force

## Background

The 'Frontline First' focus was introduced as an overarching philosophy for WA Police back in 2004. Through Frontline First, the WA Police Force successfully delivered timely and responsive services to the community; and many WA Police officers with administrative responsibilities were returned to operational service.

On 5 November 2007 WA Police (in partnership with Australia Post and CrimTrac) became the first Australian Police jurisdiction to outsource their National Police Certificate (NPC) front counter services and a number of other manual processes.

This solution provided WA citizens with convenient access to Australia Post's extensive network of retail outlets, manned by trained and professional staff.

The current solution (implemented in 2015), delivers excellent response times for applicants – the fully digital process takes approximately 24 hours for applications that fall within the "Initial Clear" category. Applicants can access Australia Post's dedicated call centre team for customer enquiries.

According to Ben Ackland, Executive Manager, WA Police Force, "Our partnership with Australia Post has enabled WA Police to take advantage of existing Australia Post infrastructure and experience with identity services which, in turn, is enabling WA Police to have a greater focus on local policing priorities."

Prior to this, applicants for a WA Police NPC were required to complete and submit their applications at a WA Police station. The staff manning station front counters, were responsible for accepting applications, taking payment, conducting the 100-point ID check and criminal record check and printing and issuing the NPC (if it was deemed as an 'Initial Clear').

In 2015, work began on the fully electronic solution that is used by over 120 thousand people a year.



Processing times reduced from days to hours in most cases

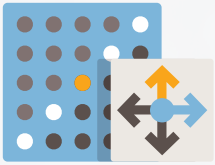


Innovation behind fully digital National Police Certificates (NPC) set a new benchmark for best practice in online identity verification



Increased accuracy and compliance resulting in less need for applicant follow-up





## Challenge

With such a long time spent on manual National Police Certificates, the process needed to be more efficient and require less administration resources.

Additionally, police certificate applications completed in a post office were taking too long to process.

Finally, because police certificates were being done manually (via a hand-written form rather than an online form), there were many errors – and as a result, too much time spent on applicant follow-up.



## Solution

Australia Post together with the WA Police have helped to reduce the police certificate process from days or even in some cases, weeks, to just hours (with the fastest application so far being completed in just ten minutes).

The online service is available 24/7, 365 days a year (previously restricted to post office opening hours) and is completely paperless.

Applicants simply type in the details of their official documents (e.g. Passport, Drivers Licence) and the details are cross-checked against the Australian Criminal Intelligence Commission – no scanning and uploading is required.

Applicants also have the convenience of pre-populating the form with their details and / or opting to store their identity for future use; in addition to the convenience and confidence of a trusted physical channel if required.

Finally, public safety has been improved with the use of a QR code for employers to scan to confirm the validity and authenticity of a person's certificate.



Within just two months,

# 40%

of all National Police Certificate applications were being made online

and

# 37%

took place outside normal business hours.



## Results

The new electronic solution clearly met user needs; Within just two months, 40 per cent of all National Police Certificate applications were being made online and 37 per cent took place outside normal business hours. And this has been achieved organically – with no official marketing activity.

Also, the reduction in wait time from up to 5 to 7 days to around 24 hours far exceeded expectations. Plus, the processing and administration cost were dramatically reduced.

There was also a significant increase in accuracy and compliance resulting in less need for applicant follow-up.

