

## **Volunteer Organisation Authority Number (VOAN) Volunteer FREQUENTLY ASKED QUESTIONS**

---

**Q: Who is eligible for a free VOAN check?**

A: Applicants who are volunteering for a VOAN organisation whose primary role requires one on one contact with vulnerable groups, i.e. children, the elderly, people with a disability or access to prescribed records.

---

**Q: Are VOAN volunteers required to complete an online National Police Check application form?**

A: Applicants are encouraged to complete an online form on SAPOL's website and then attend a Police Station or Justice of the Peace with the completed form and 100 point ID. This ensures that the application is filled out correctly and all mandatory fields are completed, reducing the number of applications that have to be returned unprocessed. SAPOL Records Release Unit (RRU) will also receive a higher percentage of 'scanner friendly' machine printed application forms, which accelerates the overall National Police Certificate (NPC) process.

---

**Q: What do VOAN volunteers do if they do not have access to the internet?**

A: Applicants unable to complete an online form can attend a police station and request a hardcopy form. Please print clearly in BLOCK letters, using blue or black ink.

---

**Q: Are VOAN volunteers required to present a photocopy of their ID documents together with their original documents when they attend a police station or Justice of the Peace?**

A: With the ever increasing demand for NPC's, providing a photocopy of ID documents helps to reduce photocopier congestion at busy police stations. It also speeds up the process for the applicant. If you cannot access a photocopier, police stations will provide this service for you.

---

**Q: How will the police station or Justice of the Peace know if the application is for a VOAN organisation and no fee is required to be paid?**

A: The applicant should be advised by the VOAN organisation of the correct procedure as per the 'VOAN – Important Information' and the Frequently Asked Questions. The organisation is also encouraged to copy the points below on their letterhead to give to the applicants so they can take it with them when they present at the police station or Justice of the Peace to have their ID verified. This will help to avoid any confusion.

- This application is for a National Police Certificate (PD267)
- The applicant is volunteering for a VOAN organisation and only requires their ID to be verified
- The application is then to be handed back to the applicant so the applicant can return it to the VOAN organisation to add their secure number details on the application form
- The organisation will then forward this application to SAPOL's Records Release Unit (RRU) for processing

---

**Q: Why do VOAN volunteers have to return the authorised application form to the organisation for endorsement?**

A: The VOAN is a secure number and SAPOL recommends it remains secure within an organisation to prevent illegitimate usage. The VOAN must be endorsed after the applicant has had their application and identification authorised at a police station or Justice of the Peace.

Endorsement of the application form provides a declaration that the applicant named on the form is an unpaid VOAN volunteer whose primary role requires one on one contact with vulnerable groups, i.e. children, the elderly, people with a disability or access to prescribed records. The fee is paid by the South Australian Government. The organisation forwards the completed application to RRU.

---

**Q: Can my NPC be posted directly to the VOAN organisation?**

A: No. Certificates can only be released to the applicant. There is no longer an option for the applicant to nominate a third party to receive the certificate on their behalf. This system gives applicants the opportunity to review the information for accuracy and provides greater levels of protection to the individual's privacy. This system brings South Australia into line with stringent national standards and requirements.

---

**Q: Who owns the NPC?**

A: The NPC is the property of the applicant, regardless of who paid for it. It is the applicant's responsibility to ensure that it is safely stored.

---

**OFFICIAL**  
South Australia Police  
Volunteer Organisation Authority Number (VOAN) Volunteer  
**FREQUENTLY ASKED QUESTIONS**

PD267B

---

**Q: Can I use my NPC to apply for positions with other organisations?**

A: The NPC is transferable. It is at the discretion of the organisation if they will accept it for further volunteering or employment. The purpose of the NPC is now printed on the certificate.

---

**Q: Can an organisation retain a copy of my NPC for their records?**

A: The National Police Certificate belongs to the individual regardless of who paid for it. The National Police Certificate is transferable, so it is recommended employers sight the certificate and keep a record that the NPC has been sighted only.

The actual detail of the advised criminal history or check result must **not** be incorporated into any manual or electronic database or filing system, however, the **result** of the assessment can be summarised and included in organisational records, for example:

Name:	Address:	DOB:	Police Check Completed (Y/N):	Date Certificate sighted & returned to applicant
Joe Bloggs	1 First Street, ADELAIDE SA 5000	01 / 01 / 1960	Yes	01 / 03 / 2007

Even though detailed criminal history is not stored, organisations should still have clearly defined information storage, security and disposal policies in place when receiving certificates or confidential information that is being assessed by your organisation.

---

**Q: Are all employers required to request a NPC from employees or volunteers?**

A: No. There is no requirement for any employer to have employees or volunteers apply for a National Police Certificate unless they are working in the aged care industry (under the Commonwealth legislation) or working with children (under the SA Children's Protection Act).

---

**Q: How can I obtain further information?**

A: Further enquiries can be directed to SAPOL's Records Release Unit:

**Telephone:** (08) 7322 3347

**Email:** [SAPOL.records@police.sa.gov.au](mailto:SAPOL.records@police.sa.gov.au)

**Postal Address:** Records Release Unit, GPO Box 1539, Adelaide SA 5001

**Website:** [www.police.sa.gov.au](http://www.police.sa.gov.au)

**Office Hours:** 8.30am – 5.00pm Monday to Friday

**Please remember to complete your NPC application form online, where possible.**

[www.police.sa.gov.au](http://www.police.sa.gov.au)

**Navigate your way to the NPC application form by clicking on  
'Apply for a police record check' in the 'I want to section' on the SA Police website home page.**