# Information Sheet
## Screening checks by fit2work for Equifax

The volunteer role you have applied for requires a National Police History Check as part of The Smith Family's commitment to best practice screening policies. A National Police History Check (NPHC) is a certificate which details any Disclosable Court Outcomes (DCO's) and pending charges associated with your name.

Our National Police Checks are conducted through fit2work from Equifax. It is an efficient and secure process, with processes which are fully compliant with Privacy Laws. The Smith Family liaise with fit2work for the application process.

There is no cost to you as a volunteer applicant.

### ABOUT FIT2WORK

- Fit2work are one of the largest and most reliable providers of police and background screening checks in Australia. They are accredited by the Australian Criminal Intelligence Commission (ACIC) and draw on the Australian Government's Document Verification System to process NPHC's.
- Fit2work provide full support and step by step guidance to ensure checks are returned as soon as possible. Processing time can take between 2-20 days once you have completed your application online.
- Fit2work have a website which addresses frequently asked questions: https://www.equifax.com.au/fit2work/for-you/checks/national-police-check **(NOTE:** Please do not begin your check from this information page; you will be sent instructions directly on how to complete your NPHC as per the process below).
- Fit2work have a dedicated support helpdesk which you can contact on 1300 525 525 or email: support@fit2work.com.au.

### STEPS IN THE PROCESS

**a**. The Smith Family will provide your email address to fit2work for the purpose of them contacting you in the near future to complete your National Police Check.
**b**. You will receive an email directly from **noreply@fit2work.com.au**.
   - *The email will contain step-by-step instructions including your username and how to set up your password to login and start your police check application.*
**c**. Proof of ID - when you are ready to submit your police, your proof of identity documents need to be uploaded with your application into the secure portal where you provide you details and consent. Have these documents ready prior to logging into the portal to save time and energy coming back to your application. If you have any queries relating to your ID please contact fit2work on the contact details above.
      Click here to view the proof of identity requirements.
   **Note:** ACIC have advised that expired ID documents are no longer acceptable.

**d**. When you submit your application the fit2work team review your application to ensure all required information and supporting documents a correct. (They will contact you directly via email if any additional information is required).
**e**. You will receive a confirmation email with a reference page and reference number.
**f**. You can check the status of your check at any time within your fit2ork portal. You will also be able to download your NPHC certificate once it is completed.