



# CrimCheck User Manual

2025 Version



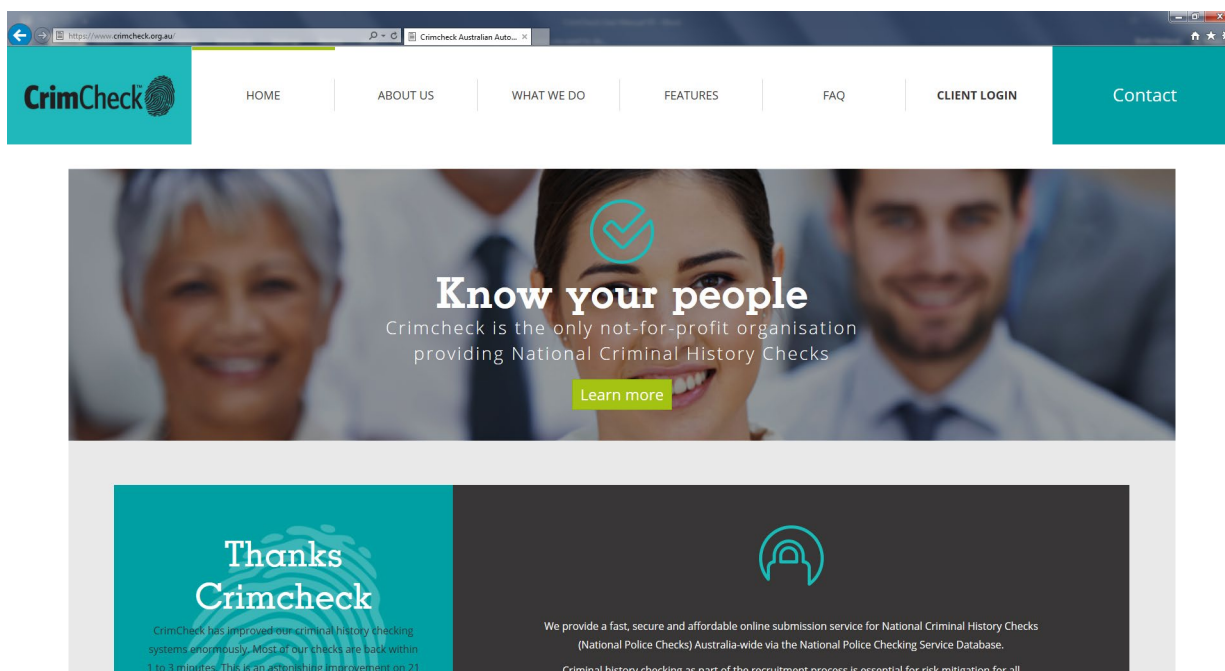
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## System Access

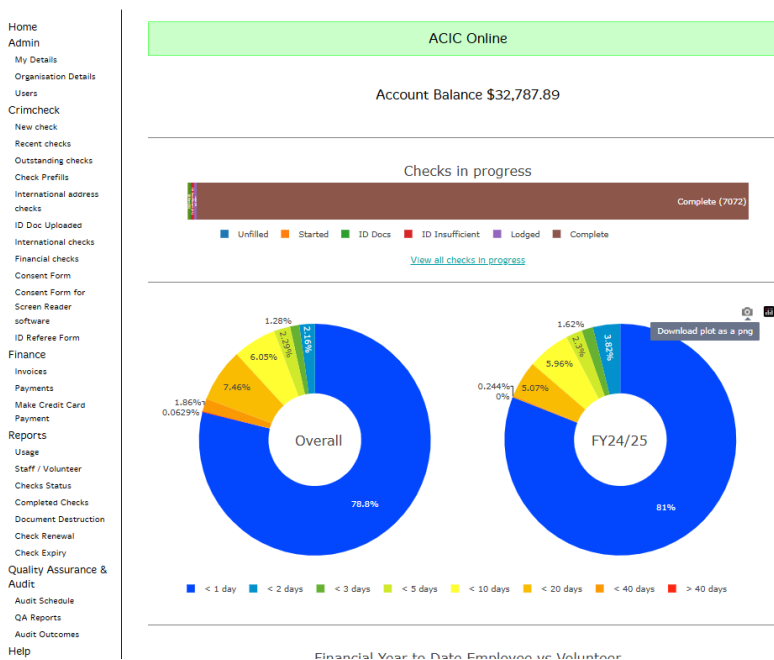
Type [www.crimcheck.org.au](http://www.crimcheck.org.au) into your web browser. Once directed to the CrimCheck website it will look like the image below



When you select **Client Login** from the upper navigation pane or in the centre of the screen it will take you to the next page:

## Home Page

When you log onto the system, a page similar to the graphic below will appear. Below is the admin view



You will be able to perform a number of functions dependent upon your level of authorization. Administrators have greater functionality than system users.

Below are the main tabs on the left of the screen and their key features. Step by step guidelines with screen shots on performing the below functions would follow

### Admin

- Reset password
- Add new users
- Deactivate existing users
- Edit organizational information (ABN, contact info)

### CrimCheck

- Lodge new checks
- View check status
- View Duplicate checks
- Download the consent form

## Finance

- Generate Invoices
- Top up account using credit card

## Reports

- Compare staff vs Volunteer check undertaken for selected period
- Document Destruction report
- Renewal reminder reports to help organization submit new checks
- Summary of all CrimCheck usage for selected period

## Admin Functions

This section of the website allows administrators to update their organisation's details and add/delete system users. Administrators and users use this section to change passwords and reset "challenge questions" used to identify callers wishing to discuss account details with CrimCheck staff via telephone.

## Changing Passwords & Challenge Questions

Passwords and answers to challenge questions must never be shared with anyone. Users may be suspended and/or barred from accessing the system if they are found to breach this condition.

Upon accessing the system for the first time, all authorised personnel will be asked to generate a new password and to answer at least three of the five challenge questions. Passwords must be a minimum of six characters long and contain a combination of letters, numbers or symbols.

**Admin login> Click on Users> Select users from the display list and click on their name> Click on edit> Change password**

Admin to provide new password to user

Home  
 Admin  
 Cost Centres  
 My Details  
 Organisation Details  
 Users  
 Crimcheck  
 New check  
 Recent checks  
 Outstanding checks  
 Duplicate checks  
 Consent Forms  
 Finance  
 Invoices  
 Payments  
 Make Credit Card  
 Payment  
 Reports  
 Usage  
 Paid v Unpaid  
 Checks Status  
 Completed Checks  
 Document Destruction  
 Check Renewal  
 Quality Assurance &  
 Audit  
 Audit Schedule  
 QA Reports  
 Audit Outcomes  
 Help  
 Instruction Manual  
 Fact Sheets

## Edit CSO User sherlockh

Here you can set the user's name, password and email address. If you don't want to change the password, leave it blank.

The username (used to log in) is generated from the name entered. If you change the name of the user, a new username will be generated and displayed after you click "SAVE". The challenge question will be used to assist with the identification of users when they contact CrimCheck via telephone.

Save		Cancel	
<b>First Name</b>	<input type="text" value="sherlock"/>		
<b>Last Name</b>	<input type="text" value="holmes"/>		
<b>Police Check Date</b>	<input type="text" value="May 27, 2016"/>	* Date of Completion of Person's Police Check. Check must be no more than 12 months old	
<b>Police Check Reference</b>	<input type="text" value="333333"/>	Reference details relating to police check	
<b>User Email</b>	<input type="text" value="admin@crimcheck.org.au"/>		For notification messages
<b>Contact Phone</b>	<input type="text" value="0399550300"/>		
<b>Can View Outcomes</b>	<input checked="" type="checkbox"/> Should this user be allowed to view outcomes?		
<b>Can Generate Invoice</b>	<input checked="" type="checkbox"/> Should this user be allowed to generate invoices?		
<b>Username</b>	sherlockh		
<b>Password</b>	<input type="text"/>	The user's password	
<b>Confirm Password</b>	<input type="text"/>		
Save		Cancel	

System passwords and "challenge question" answers can be changed by the individual user at any time. Forgotten passwords should first be addressed with the system administrator within the organisation as they are able to reset passwords. If unable to contact the system administrator, CrimCheck staff are able to reset the password on your behalf.

Any user who believes their password may have been compromised must immediately change the password and advise CrimCheck of the suspected breach of security. CrimCheck staff will advise of any further action that must be taken.

## Changing Organizational Details

Administrators are able to alter organizational details at any time. Telephone numbers, postal addresses, email details etc. must be kept up-to-date at all times.

- Home
- Admin
- Cost Centres
- My Details
- Organisation Details
- Users
- Crimcheck
- New check
- Recent checks
- Outstanding checks
- Duplicate checks
- Consent Forms
- Finance
- Invoices
- Payments
- Make Credit Card Payment
- Reports
- Usage
- Paid v Unpaid
- Checks Status
- Completed Checks
- Document Destruction
- Check Renewal
- Quality Assurance & Audit
- Audit Schedule
- QA Reports
- Audit Outcomes
- Help
- Instruction Manual
- Fact Sheets
- Privacy policy
- Logout

### Organisational Details

Organisation Name	CrimCheck-Staff
ABN	58 151 705 725
Address Line 1	PO Box 252
Address Line 2	
Town/Suburb	Blackburn
State	VIC
Postcode	3130
Phone 1	03 99550300
Phone 2	
Fax	03 99550330
Mobile	
Website Address	www.orimcheck.org.au

[Edit](#)

### Insurance Details

Public Liability Policy No.
Public Liability Expiry Date
Professional Indemnity Policy No
Professional Indemnity Expiry Date

Insurance details located at the bottom of the page will be updated annually by CrimCheck staff. To facilitate the timely update of this information, certificates of currency must be forwarded to CrimCheck as soon as possible after the expiry date.

Adequate insurance coverage (as defined by the contract) must be maintained in order to access the CrimCheck system. Failure to ensure suitable coverage may result in the organisation being unable to continue accessing the system

## Adding New Users

Although each account can only have one administrator, multiple users can access the system. There is no additional charge for extra users.

To qualify as a user of the CrimCheck system, individuals must have:

- A unique user-name (generated by CrimCheck)
- Secure email access that isn't shared with colleagues
- A National Criminal History Records Check that has been undertaken in the last 12 months. Date and reference number must be recorded at the time of adding a new user.

Simply click on the "add new user" button and follow the prompts to add a new user.

## Deactivating Users

Once a user no longer holds their position and therefore doesn't require ongoing access to the CrimCheck system, it is essential that they be 'deactivated'. This important task prevents unauthorised personnel from accessing highly sensitive information.

To deactivate a user, simply click the button towards the right of the screen in the list of users. The system will ask you to confirm if that was the intention prior to proceeding. It should be noted that "deactivated users" will continue to be seen in the list of users but will be shown as inactive. This list is an important audit tool and cannot be altered by system users or administrators.

## Adding or Promoting an Administrator

Only CrimCheck personnel are authorized to add a new administrator or to promote an existing user into the role. To facilitate this process, the existing administrator should advise CrimCheck via email, fax or post of the change to the position. If the existing administrator is unable to complete this task, written notification from a senior manager (e.g. CEO, General Manager) within the requesting organisation must be received before CrimCheck can implement the change.

Where the new administrator is not a current user of the system, they must be added using the same process as previously outlined for adding new users.

## CrimCheck Functions

It is from here that users and administrators will perform the functions related to undertaking a National Criminal History Check.

Specifically, all system users can:

- Undertake a new check
- View recent checks
- See outstanding checks
- Download consent forms

Due to different levels of permission, administrators are able to see all checks undertaken within the organisation, whereas users can only see checks completed by themselves.

## Undertaking a New Check when application received as a hard informed consent form

Prior to undertaking a new check, users must ensure they have received informed consent in the form of an original consent form.

To create a new National Criminal History Records Check, users should click on the “new check” button. Upon doing so, a page similar to the following graphic will appear:

- Home
- Admin
  - Cost Centres
  - My Details
  - Organisation Details
  - Users
- Crimcheck
  - New check
  - Recent checks
  - Outstanding checks
  - Duplicate checks
  - Consent Forms
- Finance
  - Invoices
  - Payments
  - Make Credit Card Payment
- Reports
  - Usage
  - Paid v Unpaid
  - Checks Status
  - Completed Checks
  - Document Destruction
  - Check Renewal
- Quality Assurance & Audit
  - Audit Schedule
  - QA Reports
  - Audit Outcomes
- Help
  - Instruction Manual
  - Fact Sheets
  - Privacy policy
  - Logout

### Create Police Check

Enter the candidate's details below. Fill in as many details as possible to ensure accurate results.

You can add extra details (e.g. additional previous addresses, names, etc) on the next page.

\* = Mandatory Field

Please select appropriate box only:		Is this a renewal check?	
<input type="radio"/> Paid Staff Member <input type="radio"/> Volunteer/Student *		<input type="radio"/> Yes <input type="radio"/> No	
<b>SECTION I: PERSONAL INFORMATION</b>			
Names by which I am, or ever have been, known including Alias (A), name change by Marriage (M) or previous name change by Deed Poll (P)			
Surname: <input type="text"/> *	First Name: <input type="text"/> *	Middle Name(s): <input type="text"/>	
<small>(Primary - your current name)</small>	<small>(Primary - your current name)</small>	<small>(Primary - your current name)</small>	
Other/previous names: <input type="radio"/> Alias <input type="radio"/> Maiden <input type="radio"/> Previous			
Surname: <input type="text"/>	First Name: <input type="text"/>	Middle Name(s): <input type="text"/>	
Other/previous names: <input type="radio"/> Alias <input type="radio"/> Maiden <input type="radio"/> Previous			
Surname: <input type="text"/>	First Name: <input type="text"/>	Middle Name(s): <input type="text"/>	
Other/previous names: <input type="radio"/> Alias <input type="radio"/> Maiden <input type="radio"/> Previous			
Surname: <input type="text"/>	First Name: <input type="text"/>	Middle Name(s): <input type="text"/>	
Other/previous names: <input type="radio"/> Alias <input type="radio"/> Maiden <input type="radio"/> Previous			
<b>Birth Details</b>			
Gender: <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Unknown *			
Date of Birth: <input type="text"/> * <small>(dd/mm/yyyy)</small>			
Suburb / Town: <input type="text"/> *		State / Territory (AUS only): <input type="text" value="N/A"/> *	
Country: <input type="text" value="Please select"/> *			
<b>Contact Details</b>			
Phone	<input type="text"/>	Home	<input type="text"/>
		Work	<input type="text"/>
		Mobile	<input type="text"/>

Users should enter details into the web-based form, copying directly from the hardcopy consent form. Attention to detail is essential as data entry errors could impact the validity and accuracy of the check.

Once personal details are entered, the user should proceed to the next page to record the purpose of the check.

Police check saved

### Check Purpose

Provide details of the position you are applying for. What is your role title (or as close as you can describe it), which organisation will you be engaged with (or the type of organisation such as "aged care", "medical services", "construction" etc) , and what is the primary location you will be performing the role, if you don't know a town or suburb name, then at least a state or territory should be supplied.

**Position Title/Occupation\***

Alphabetic and number characters only

**Employer Name/Organisation Name\***

Alphabetic, number, dash and single quote characters only

**Location\***

Alphabetic, number, dash and single quote characters only

**State\***

[Print This Page](#)

[Save Purpose and Continue](#)

[Cancel and Go Back](#)

Users will be then asked to upload a copy of the signed informed consent form

### Informed Consent

▼ Upload file...

Upload informed consent using the form below. Maximum 8MB per file.

Select file

No file chosen

**Full Name of Person Granting Consent \***

**Relationship of Person Granting Consent to Applicant \***

- Applicant  
 Parent or Legal Guardian

Applicants under 15 years old require consent from Parent or Legal Guardian

*No consent. Use form above to upload informed consent.*

[Print This Page](#)

[Continue to ID Upload](#)

[Cancel and Go Back](#)

The next step the user will declare they have physically matched the identity documents to the individual, or

- Upload a photo of the applicant

#### Biometric Capture

▼ Upload file...  
Upload applicant biometric capture (selfie) using the form below. Maximum 8MB per file.

Select file  No file chosen

---

▶ Camera capture...

▶ In person comparison...

No current capture. Choose a method above to upload

- 
- Upload the identity documents that match the applicant.

## Reviewing Recent Checks

Checks undertaken during the past twelve-month period are available for viewing. In accordance with relevant legislative and regulatory considerations, checks outside this period will be archived and cannot be retrieved by system users or administrators.

Information available from this page includes:

- CrimCheck reference number
- Given names & surname
- Date lodged
- Days outstanding / date resolved
- Username of the submitting user
- Status of the check

Open checks are still being processed and will be returned as soon as finalised. Checks with a status of “advanced processing” indicate that further information needs to be obtained before the final result is released. Closed checks have been completed and the information is available for review.

Delays must never be considered as a sign of guilt on the applicant's behalf.

Once a check is "closed" clicking on the reference number or name of the applicant will open up a summary of the check. Towards the top of this page, users are able to download a PDF file showing whether the candidate has "disclosable or no disclosable court outcomes." Users requiring support to understand this document are encouraged to contact CrimCheck for assistance.

## Reviewing Outstanding Checks

Similar to the list of recent checks, the outstanding checks list provides users with details of any check that is yet to return a result.

Users with queries relating to outstanding checks are encouraged to contact CrimCheck staff via email or telephone. Have the unique CrimCheck reference number available and avoid using the name of the individual when corresponding via email.

## Download a Consent Form

The consent form can be completed electronically however it must contain an original signature. Users are required to ensure all checks are submitted only after the appropriate consent form has been completed

## Self Service portal

If you have chosen to use the self service portal instead of hard copy consent form. Below are the steps.


CrimCheck will create a unique URL link for your organization which you share with your applicants. It can be designed for the agency to be charged for the check or the applicant. Payment options are to be specified to CrimCheck with the request to set up the portal.


## The Login Screen

Each portal will come up with the organizations name represented on the landing page.

The applicant needs to move through the process within 30 minutes or else there will be an error in payment, payment will be accepted but automated emails will not be generated. There are several warning to the applicant as they proceed.

Clicking yes acknowledges the terms and conditions of an informed consent form





## Self Service Police Checks For CrimCheck Individual Applications

This service enables you to lodge a request for a Police Check to satisfy requirements relating to activities to be carried out with CrimCheck Individual Applications.

**Before starting, make sure your organisation doesn't already have a preferred check processing method. They may have an existing CrimCheck account for which they may have a discounted check processing rate.**

**PLEASE NOTE: the self-service portal has a 30 minute time limit applied, please ensure that you have your personal details and identity documents ready before proceeding, if your Identity documents are in multiple names, you will need to provide a change of name or marriage certificate to provide linkage between the documents provided. You will be sent an email confirming your submission at the end of the process, if you do not receive an email we suggest checking your junk email box before enquiring.**

By continuing with the process you acknowledge that CrimCheck Ltd (accredited user of the Federal Government's National Police Checking Service) will forward a **copy of your Nationally Coordinated Police History Check to CrimCheck Individual Applications.**

You also acknowledge that whilst CrimCheck Ltd take all reasonably practicable steps to protect your information once we receive it, that any information sent electronically, including any identity documents, is sent at your own risk and is dependent upon the security of your personal electronic device and you are aware of the potential consequences of this method of lodgement.

By clicking yes below you give your consent for personal information about you to be obtained and acknowledge that the provision of false or misleading information is a serious offence. You also acknowledge that you have read and accept the [Terms and Conditions](#).

## Type of Check and Purpose

Applicant selects if it's a volunteer or Staff check.

Purpose of the check will not be prepopulated as it is an important step to ensure that the purpose meets the organisational need

\* Your organization will get a chance to review and edit this information if incorrect, whilst lodging the check



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## Enter your details

You must nominate the type of check that you are applying for:

**Type \***

**Reason for conducting the check \***

Provide details of the position you are applying for. What is the role and will you have contact with vulnerable groups? (eg Voluntary driver with access to elderly people' homes; Janitor at a school; Nurse in aged care facility with direct care of aged or disabled persons; Flight Attendant with direct care of children; Clinical placement - tertiary student).

You have 30 minutes to complete the request for check process.  
If you are unable to complete details in this time, your application will lapse.

CrimCheck  
ABN 58 151 705 725

Ph: 03 9955 0300  
Fax: 03 9955 0330

P.O. Box 252, Blackburn Vic 3130  
[support@crimcheck.org.au](mailto:support@crimcheck.org.au)

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## Enter Their Details

Applicants provide all their personal information in the next few online pages as depicted below

### Enter your details

You must nominate the type of check that you are applying for:

Type \*  (Please select a check type)

Reason for conducting the check \*

Volunteer/Student

Provide details of the position you are applying for. What is the role and will you have contact with vulnerable groups? (eg Voluntary driver with access to elderly people' homes; Janitor at a school; Nurse in aged care facility with direct care of aged or disabled persons; Flight Attendant with direct care of children; Clinical placement - tertiary student).

### Section 1 - Personal Information

Names by which I am, or ever have been, known including Alias (A), name change by Marriage (M) or previous name change by Deed Poll (P)

CURRENT NAME (THE NAME BY WHICH YOU ARE CURRENTLY KNOWN) \*

Surname \*

Given Name \*

Middle Name(s)

Other / previous name

Name Type \*

Surname \*

Given Name \*

Middle Name(s)

[Add additional name](#)

Birth Details

Sex \*

Date of Birth \*

City/Town of Birth \*

Country of Birth \*

State of Birth \*

Contact Details

Home Phone

Work Phone

Mobile Phone

\* Please provide at least one phone number

Email Address \*

Confirm Email Address \*

An email will be sent to the email address you list above.  
The email will contain your current name, and the reference we will use to look up your submitted details.

Previous address ✕

Street \*   
(enter the street number and name)

Suburb \*

State \*

Postcode

Country \* AUSTRALIA

From \* Year

To \* Year

[Add additional previous address...](#)

---

Other Details

To speed-up the 100-point identification process, pre-fill any of the identification details below you possess.  
**Note:** Pre-filling license details only speeds-up our processing. You will still be required to present your identification documents.

Australian Driver's License

License Number

Issued By

---

Passport

Passport Number

Country of Issue

---

## Confirm and Pay

This page appears when your applicants pay for their own checks



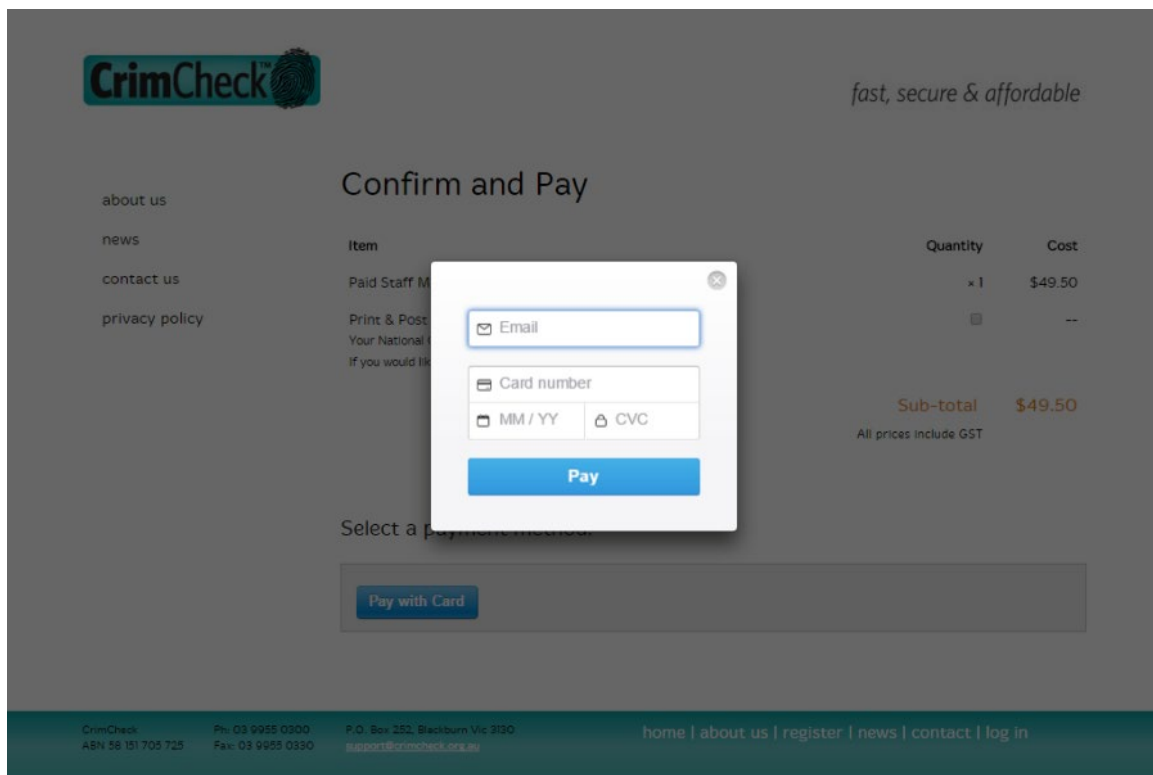
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### Confirm and Pay

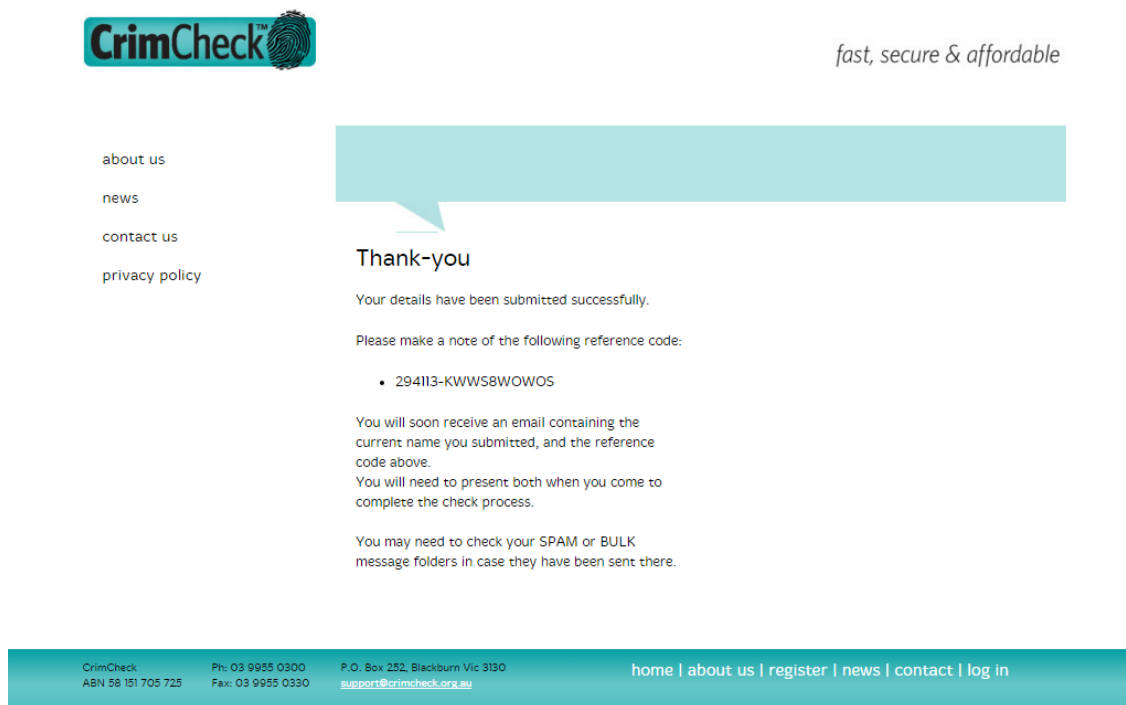
Item	Quantity	Cost
Paid Staff Member Police Check (294113-KWWS8WOWOS)	x 1	\$49.50
Print & Post check result certificate <small>Your National Criminal History Certificate will be emailed to you.                      If you would like us to post a hard copy please tick this box.</small>	<input type="checkbox"/>	--
<b>Sub-total</b>		<b>\$49.50</b>
<small>All prices include GST</small>		

Select a payment method:



After payment the system returns to this page that displays the reference for the check

The first six numbers are the CrimCheck reference number



This is a version of the email that is sent out to applicants and the administrator in addition to the generic email of your organization you provide at the time of set up

If the applicant has paid for the check they will receive a second email from the credit card processing agency with the reference number

## Lodging a check submitted through a Self Service Portal

Your organization will be notified once the identity documents have been verified by Crimcheck staff once you select “checks awaiting approval” A screen similar to the one below will appear.

Select the check you are ready to lodge by selecting the check box next to the reference number. Then select the “approve and lodge selected” button

If the check purpose does not meet the requirements of your organisation, you can select “update purpose and it will allow you to modify the purpose. You can also select the check box for checks that have been entered in error then select “deny selected”. Please note that “deny selected” will archive the check and remove details and attachments, it cannot be undone.

- Home
- Admin
  - My Details
  - Organisation Details
  - Users
- Crimcheck
  - New check
  - Recent checks
  - Checks awaiting approval
  - Outstanding checks
  - Check Prefills
  - International address checks
  - ID Doc Uploaded
  - International checks
  - Consent Form
  - Consent Form for Screen Reader software
  - ID Referee Form
- Finance
  - Invoices
  - Payments
  - Make Credit Card Payment
- Reports
  - Usage
  - Staff / Volunteer
  - Completed Checks
  - Document Destruction
  - Check Renewal
  - Check Expiry
  - Quality Assurance &

### Checks for Approval & Lodgement

The following checks are ready for lodgement.  
Please review and flag approved checks for processing.

Check ID	Name	Purpose Details
<input type="checkbox"/> # [redacted] Lodgement cost: \$23.10	[redacted] Volunteer/Student Cost Centre Code: Bentleigh Store - 6210 <a href="#">Update purpose...</a>	Reason Check Purpose Requesting Organisation/Relevant Entity Location State
<input type="checkbox"/> [redacted] Lodgement cost: \$23.10	[redacted] Volunteer/Student Cost Centre Code: Brotherhood Books - 6305 <a href="#">Update purpose...</a>	Reason Check Purpose Requesting Organisation/Relevant Entity Location State

2 records, 1 page

Funds available (as of 7th May 2025, 9:15am): **\$1,550.20**

Approve and Lodge Selected
Deny Selected

The online form now allows you to verify or edit information submitted by your applicants

If you enter an incorrectly spelt name or date of birth, the check will be searched and issued on the basis of that (incorrect) information. Data entry mistakes will lead to inaccuracies with the return of Criminal History Information, not to mention the time and money invested in re-entering the check from scratch

Police have a degree of discretion in the checking process - the type and amount of information released will depend upon 'Purpose' of the check.

## Finance

The finance functions within CrimCheck are automatically limited to system administrators and will not be visible to system users. Administrators can provide authorisation for specific users to access finance functions by editing the user details and ticking the option 'Should this user be allowed to generate invoices?'

Individual users will not be able to generate National Criminal History Checks unless adequate funds exist within their accounts.

Administrators and authorised users are able to:

- Generate an invoice for payment
- Review past payments

Payment can be made via electronic funds transfer, cheque, or credit card over the phone. Full bank details are shown under the finance menu and appear similar to the graphic above.

## Generating an Invoice

Past invoices are listed and can be reissued to the administrator’s email address from this location. Additionally, new invoices can be generated using this screen.

Click on the “generate new invoice button” and proceed to follow the prompts. Once completed, the invoice will be

emailed to the administrator or authorised user for payment. Invoices can be edited prior to issue if the administrator would like to change the invoice amount.

Invoice generation is not automatically connected to payments and is optional. If you need an invoice for internal tax purpose you should generate it in the system.

The screenshot displays the 'Invoices' section of a web application. On the left is a vertical sidebar menu with categories like Home, Admin, Finance, and Reports. The main content area is titled 'Invoices' and contains two buttons: 'Generate New Invoice' and 'Pay Invoice Online'. Below these are search filters for 'Start Date' and 'End Date', each with an input field, and 'Search' and 'Reset' buttons. A table lists two invoice records with columns for Invoice Number, CSO Purchase Order, Invoice Date, Volunteer Checks, Paid Staff Checks, and Invoice Amount. Each record has 'View' and 'Resend Invoice' links. At the bottom of the table area, it indicates '2 records, 1 page'.

<a href="#">Invoice Number</a>	<a href="#">CSO Purchase Order</a>	<a href="#">Invoice Date</a>	<a href="#">Volunteer Checks</a>	<a href="#">Paid Staff Checks</a>	<a href="#">Invoice Amount</a>		
16/0886		Tue May 10, 2016 03:45PM	1	1	\$51.50	<a href="#">View Invoice</a>	<a href="#">Resend Invoice</a>
16/0885		Tue May 10, 2016 03:44PM	16	14	\$753.00	<a href="#">View Invoice</a>	<a href="#">Resend Invoice</a>

2 records, 1 page

At the time of payment, remittance advice should be sent electronically to [support@crimcheck.org.au](mailto:support@crimcheck.org.au) Please include your “CSO number” as seen on the invoice in the description field of your bank transfer

## Reviewing Payments

All payments allocated to an organisation’s account are listed on this page.

- Reports
- Usage
- Paid v Unpaid
- Checks Status
- Completed Checks
- Document Destruction
- Check Renewal
- Quality Assurance & Audit
- Audit Schedule
- QA Reports
- Audit Outcomes
- Help
- Instruction Manual
- Fact Sheets
- Privacy policy
- Logout

Remittance advice should accompany all payments and be directed to [support@crimcheck.org.au](mailto:support@crimcheck.org.au)

Organisations with multiple accounts must clearly outline how bulk payments are to be allocated when requiring funds to be distributed across multiple accounts and/or invoices.

Additional payment options (eg. credit card facilities) are likely to be available early in 2013).

Advanced
Search within "payments" [\[Show/Hide\]](#)

### Select Period to Display

**Start:**

**End:**

Total: \$181.50

Payment ID	Payment Date	Payment Details	Amount
16514	Tue Apr 12, 2016 12:29PM	Alliance staff national police checks x 5 including 2 GreenID fees	\$181.50

1 records, 1 page

Total: \$181.50

If you believe a payment has been made and it doesn’t appear on the list, please contact CrimCheck personnel immediately so payment can be tracked and allocated as soon as possible.

## Credit Card Payment

If as an organization you would prefer to top up your account using the Credit/Debit card, the option is available under Finance tab. This will credit your account instantaneously.

If you need the payment date to match the invoice date, we suggest you generate the invoice and make the payment on the same day.

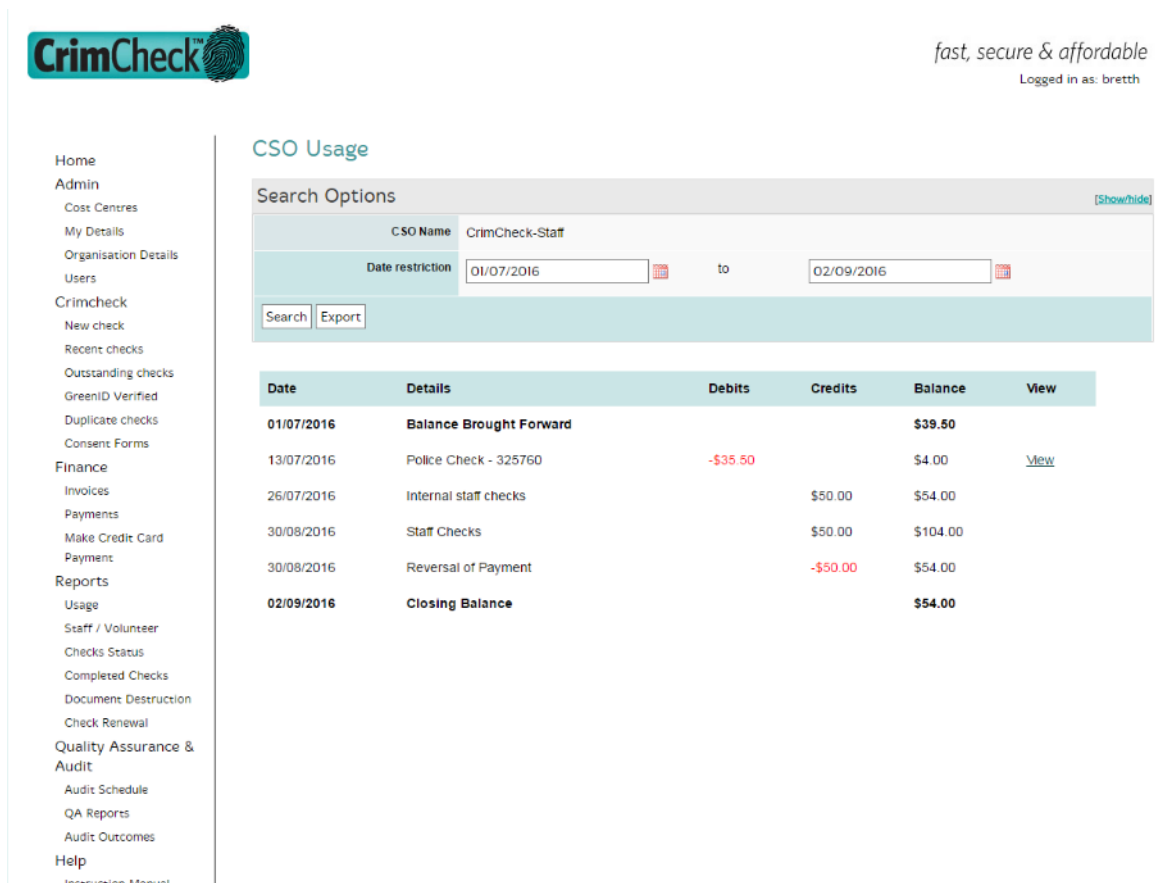
## Reports

A number of reports can be generated within the system. The majority of checks are available only to administrators however a limited number are available to system users. Most reports include “searchable filters” and some can be exported to CSV files.

**Usage** The usage report provides a summary of all transactions undertaken on the account. Information includes:

- Payments credited
- Checks undertaken
- Amounts debited (as a result of a check)
- Opening balance
- Closing balance

Administrators will receive this report via email summarising the past month’s activity.



The screenshot displays the CrimCheck system interface. At the top left is the CrimCheck logo with a fingerprint icon. At the top right, the tagline "fast, secure & affordable" is visible, along with the text "Logged in as: brettth". A navigation menu on the left lists various system functions such as Home, Admin, Cost Centres, My Details, Organisation Details, Users, Crimcheck, New check, Recent checks, Outstanding checks, GreenID Verified, Duplicate checks, Consent Forms, Finance, Invoices, Payments, Make Credit Card, Payment, Reports, Usage, Staff / Volunteer, Checks Status, Completed Checks, Document Destruction, Check Renewal, Quality Assurance & Audit, Audit Schedule, QA Reports, Audit Outcomes, and Help. The main content area is titled "CSO Usage" and features a "Search Options" section with a "CSO Name" field set to "CrimCheck-Staff" and a "Date restriction" field set to "01/07/2016" to "02/09/2016". Below the search options is a table with the following data:

Date	Details	Debits	Credits	Balance	View
01/07/2016	Balance Brought Forward			\$39.50	
13/07/2016	Police Check - 325760	-\$35.50		\$4.00	<a href="#">View</a>
26/07/2016	Internal staff checks		\$50.00	\$54.00	
30/08/2016	Staff Checks		\$50.00	\$104.00	
30/08/2016	Reversal of Payment		-\$50.00	\$54.00	
02/09/2016	Closing Balance			\$54.00	

## Document Destruction

In accordance with legislative and regulatory obligations, organisations cannot keep copies of Criminal History Information for a period of greater than 365 days (unless required to do so for other legal reasons). This report indicates the date and time by which a copy must be securely destroyed.



*fast, secure & affordable*  
 Logged in as: brett

- Home
- Admin
  - Cost Centres
  - My Details
  - Organisation Details
  - Users
- Crimcheck
  - New check
  - Recent checks
  - Outstanding checks
  - GreenID Verified
  - Duplicate checks
  - Consent Forms
- Finance
  - Invoices
  - Payments
  - Make Credit Card
  - Payment
- Reports
  - Usage
  - Staff / Volunteer
  - Checks Status
  - Completed Checks
  - Document Destruction**
  - Check Renewal
- Quality Assurance & Audit
  - Audit Schedule
  - QA Reports
  - Audit Outcomes
- Help
  - Instruction Manual

### Document Destruction Report

Use this report to identify when documents for your Agency need to be destroyed by.

*Note:* An entry is created here each time a Result Certificate PDF is downloaded or viewed online for the applicant. This can result in multiple document destruction entries for a single check.

[Export to CSV](#)

Crimcheck Ref	Given Names	Surname	Download Ref	Destroy By
307354	<a href="#">Neal</a>	<a href="#">Dennis</a>	#00157756 on 15/04/2016 09:06:05	Sat Apr 15, 2017
310503	<a href="#">Alyson</a>	<a href="#">Ritchie</a>	#00164611 on 05/05/2016 09:32:02	Tue May 2, 2017
310503	<a href="#">Alyson</a>	<a href="#">Ritchie</a>	#00164612 on 05/05/2016 09:32:03	Tue May 2, 2017
318607	<a href="#">Brett</a>	<a href="#">Holland</a>	#00178292 on 14/06/2016 14:15:03	Wed Jun 7, 2017
318607	<a href="#">Brett</a>	<a href="#">Holland</a>	#00178293 on 14/06/2016 14:15:03	Wed Jun 7, 2017
318607	<a href="#">Brett</a>	<a href="#">Holland</a>	#00187199 on 12/07/2016 13:24:11	Wed Jun 7, 2017
318607	<a href="#">Brett</a>	<a href="#">Holland</a>	#00196001 on 05/08/2016 09:44:59	Wed Jun 7, 2017
322733	<a href="#">Vijay</a>	<a href="#">Susarla</a>	#00182927 on 29/06/2016 10:52:04	Thu Jun 29, 2017
322733	<a href="#">Vijay</a>	<a href="#">Susarla</a>	#00182928 on 29/06/2016 10:53:43	Thu Jun 29, 2017
325760	<a href="#">Samantha</a>	<a href="#">Dove</a>	#00187820 on 13/07/2016 13:13:02	Thu Jul 13, 2017
325760	<a href="#">Samantha</a>	<a href="#">Dove</a>	#00187822 on 13/07/2016 13:13:18	Thu Jul 13, 2017

11 records, 1 page Page size: 10 20

## Check renewal

This report will indicate dates for check renewal if at the time of submission, the user selects a timeframe for reminders.

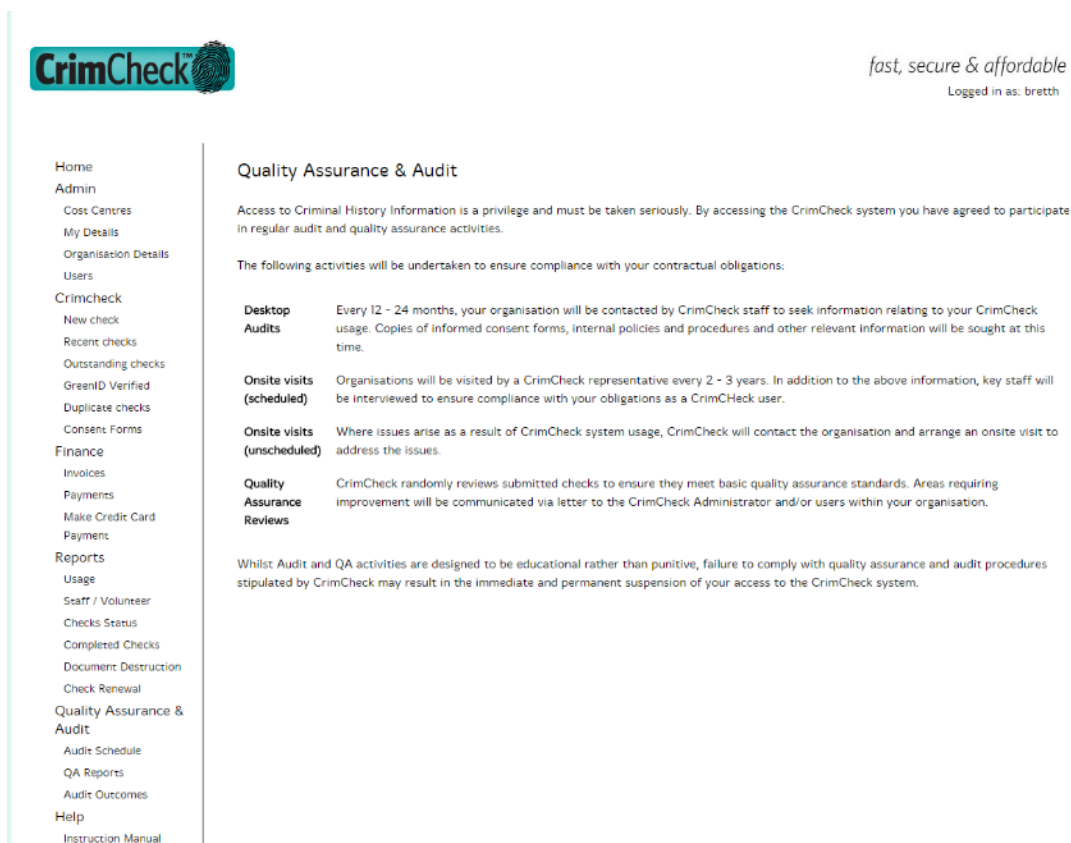
## Quality Assurance & Audit

In accordance with contractual arrangements, organisations accessing the CrimCheck system have agreed to participate in regular audit and quality assurance activities.

Specifically, organisations will participate in:

- Desktop audits
- On-Site audits
- Unscheduled audits (following the identification of concerns)
- Quality Assurance Reviews (randomly selected reviews of check submissions)

This page outlines the requirements and schedule for audit and quality assurance activities.



The screenshot shows the CrimCheck website interface. The top left features the CrimCheck logo with a fingerprint icon. The top right displays the tagline "fast, secure & affordable" and the user login "Logged in as: brettth". A vertical navigation menu on the left lists various sections: Home, Admin, Cost Centres, My Details, Organisation Details, Users, Crimcheck, New check, Recent checks, Outstanding checks, GreenID Verified, Duplicate checks, Consent Forms, Finance, Invoices, Payments, Make Credit Card, Payment, Reports, Usage, Staff / Volunteer, Checks Status, Completed Checks, Document Destruction, Check Renewal, Quality Assurance & Audit, Audit Schedule, QA Reports, Audit Outcomes, Help, and Instruction Manual. The main content area is titled "Quality Assurance & Audit" and contains the following text:

Access to Criminal History Information is a privilege and must be taken seriously. By accessing the CrimCheck system you have agreed to participate in regular audit and quality assurance activities.

The following activities will be undertaken to ensure compliance with your contractual obligations:

<b>Desktop Audits</b>	Every 12 – 24 months, your organisation will be contacted by CrimCheck staff to seek information relating to your CrimCheck usage. Copies of informed consent forms, internal policies and procedures and other relevant information will be sought at this time.
<b>Onsite visits (scheduled)</b>	Organisations will be visited by a CrimCheck representative every 2 - 3 years. In addition to the above information, key staff will be interviewed to ensure compliance with your obligations as a CrimCheck user.
<b>Onsite visits (unscheduled)</b>	Where issues arise as a result of CrimCheck system usage, CrimCheck will contact the organisation and arrange an onsite visit to address the issues.
<b>Quality Assurance Reviews</b>	CrimCheck randomly reviews submitted checks to ensure they meet basic quality assurance standards. Areas requiring improvement will be communicated via letter to the CrimCheck Administrator and/or users within your organisation.

Whilst Audit and QA activities are designed to be educational rather than punitive, failure to comply with quality assurance and audit procedures stipulated by CrimCheck may result in the immediate and permanent suspension of your access to the CrimCheck system.

## Audit Schedules

With the exception of unscheduled audits arising from identified issues, all system administrators will be notified in writing of upcoming audits. Users will have access to audit dates via the website.

Dates for both desktop and on-site audits will be listed when they are finalised each year. Where possible it is anticipated that a minimum of one month's notice will be given prior to audit.

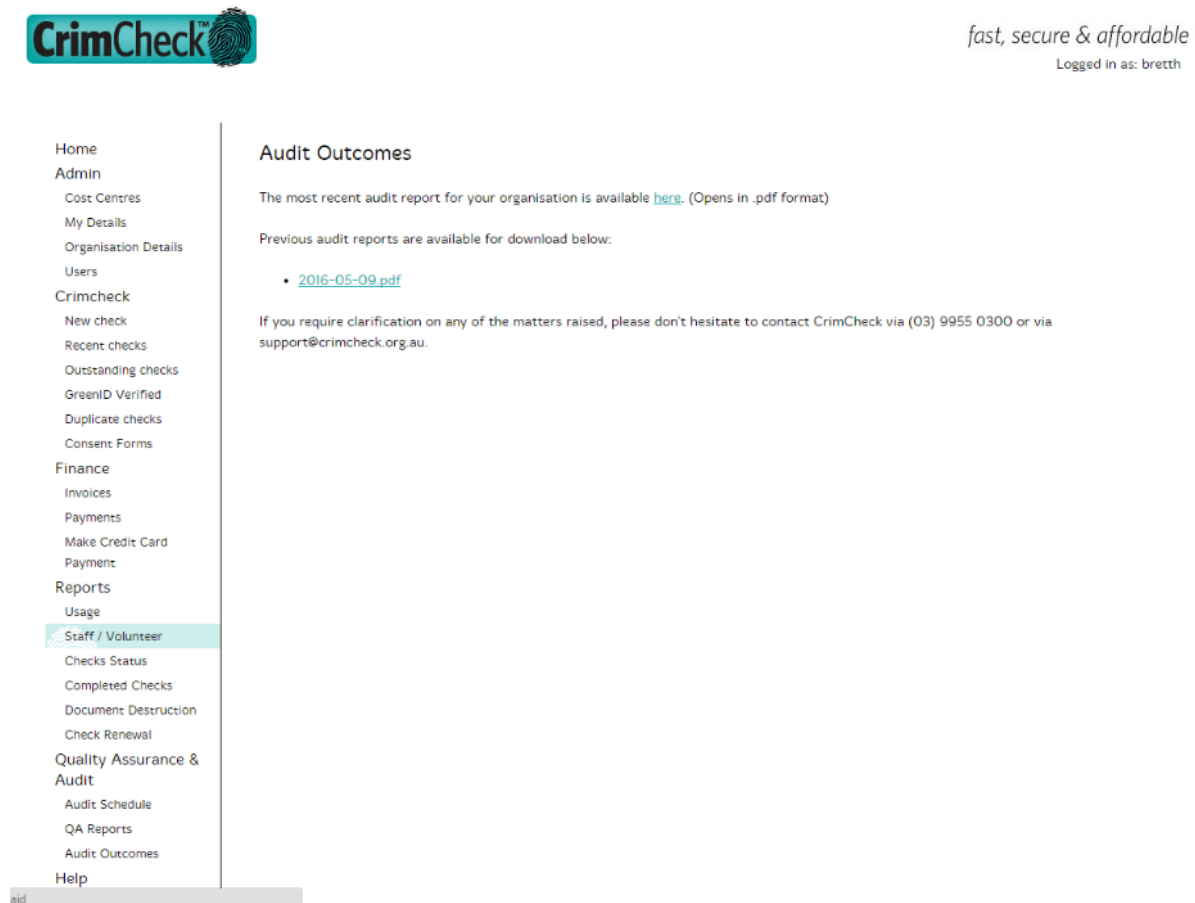
## Quality Assurance Reports


Following monthly review of randomly selected check submissions, CrimCheck will publish the outcomes of the quality assurance process. Issues identified within particular organisations will be made available to all users of that account.

Where additional follow-up is required, correspondence will be sent directly to the relevant user and/or administrator concerned.

## Audit Reports

At the conclusion of each audit (desktop and on-site) the administrator will receive the audit outcomes via mail. Additionally, the audit findings and any recommendations and/or corrective actions will be published on the CrimCheck system as a PDF document available for download.



**CrimCheck** 

*fast, secure & affordable*  
Logged in as: brethh

Home  
Admin  
Cost Centres  
My Details  
Organisation Details  
Users  
Crimcheck  
New check  
Recent checks  
Outstanding checks  
GreenID Verified  
Duplicate checks  
Consent Forms  
Finance  
Invoices  
Payments  
Make Credit Card  
Payment  
Reports  
Usage  
**Staff / Volunteer**  
Checks Status  
Completed Checks  
Document Destruction  
Check Renewal  
Quality Assurance & Audit  
Audit Schedule  
QA Reports  
Audit Outcomes  
Help

**Audit Outcomes**

The most recent audit report for your organisation is available [here](#). (Opens in .pdf format)

Previous audit reports are available for download below:

- [2016-05-09.pdf](#)

If you require clarification on any of the matters raised, please don't hesitate to contact CrimCheck via (03) 9955 0300 or via [support@crimcheck.org.au](mailto:support@crimcheck.org.au).

pid

Organisations yet to participate in the audit process will have “none available” listed in the section of the website reserved for audit reports. Additional copies of the report will be available from CrimCheck upon request.

## Help

Extensive support and assistance is available to all users of the CrimCheck system. Queries can be directed to:

Email: [support@crimcheck.org.au](mailto:support@crimcheck.org.au)

Telephone 03 99550300

Help functions are accessible from the following page and include:

- Instruction manuals
- Fact Sheets
- Training calendar

## Fact Sheets

The fact sheets available for download from the system are designed as quick reference guides. Topics will continuously be updated and new sheets uploaded when they become available.

Topics will include:

- Audit Procedures
- Dispute Resolution (Candidates disputing the accuracy of the check)
- Document Management (Retention and Destruction)
- Quality Assurance Activities
- Sample Polices and Templates
- The Importance of the Purpose Field
- Understanding the Consent Form

Users wishing to suggest topics for additional fact sheets are encouraged to advise [support@crimcheck.org.au](mailto:support@crimcheck.org.au)