



Police Vetting Service cost recovery guide



Version control

Version	Date	Changes
1.0	May 2017	
1.1	August 2017	Cost Recovery commenced 1 July
1.2	January 2018	Invoice amendment information
1.3	March 2018	Fee exemption information for OAAA
1.4	May 2022	Updated email contacts

Table of Contents

Overview	1
Background	3
Information for an approved agency that is the ONLY approved agency in an organisation.....	5
Information for an approved agency group (2 or more approved agencies in an organisation)	8
The vetting request fee.....	12
Invoice information and payment of fees	13
Vendor Information Sheet	19
Fee exemption for 20 or fewer vetting requests in a year	20
Fee waiver for a registered charity	22
Fee waiver for extreme financial hardship	24
Fee waiver for exceptional circumstances.....	26
Glossary	29

Overview

Who is this guide for?

This guide is for New Zealand approved agencies that use the Police Vetting Service.

Purpose

The purpose of this guide is to outline the details of the [cost recovery](#) scheme for the Police Vetting Service for New Zealand vetting requests.

Note: This guide does not cover:

- Australian vetting requests from New Zealand approved agencies
 - New Zealand vetting requests from offshore approved agencies.
-

Exemption and fee waivers

Your agency will have to pay for your New Zealand vetting requests – unless you have an exemption or a fee waiver.

There is one exemption and three fee waivers that can be applied to fees:

- exemption from fees if you have submitted 20 or fewer vetting requests in a year

See: [Fee exemption for 20 or fewer vetting requests in a year](#)

- fee waiver for a registered charity

See: [Fee waiver for a registered charity](#)

- fee waiver for extreme financial hardship

See: [Fee waiver for extreme financial hardship](#)

- fee waiver for exceptional circumstances.

See: [Fee waiver for exceptional circumstances](#)

Agencies that meet the criteria can apply for a relevant waiver at any stage

Continued on next page

Overview, Continued

In this guide

This guide has the following topics:

Topic	See Page
Background	3
Information for different agencies	
Information for an approved agency that is the ONLY approved agency in an organisation	5
Information for an approved agency group (2 or more approved agencies in an organisation)	8
Fees, fee exemption and fee waivers	
The vetting request fee	12
Invoice information and payment of fees	13
Fee exemption for 20 or fewer vetting requests in a year	19
Fee waiver for a registered charity	21
Fee waiver for extreme financial hardship	23
Fee waiver for exceptional circumstances	25
Additional information	
Glossary	28

Background

Around the world Police charge for some of their services

Around the world, many Police charge for some of their services.

Examples:

- [Australian Criminal Intelligence Commission – National police checks](#)
- [The FBI Identity History Summary Checks Review](#)
- [NPCC – UK Police Certificates](#)

New Zealand Police was one of the few police services worldwide that did not have legislation that explicitly allowed for some degree of cost recovery.

Charging in other NZ government agencies

Within New Zealand, it is common practice for many public sector agencies to charge for some of their services.

This charge is sometimes called cost recovery. It is called cost recovery because the fee is based on the actual and reasonable costs associated with a service.

Examples of cost recovery in New Zealand government agencies:

- [Ministry of Justice – Criminal record check](#)
 - [Ministry for Primary Industries – updated fees & charges](#)
 - [Department of Internal Affairs – Passport costs](#)
-

Cost recovery can only come about with legislation

New Zealand Police could not recovery its costs until legislation passed allowing us to do so.

Legislation for cost recovery

The legislation for Police cost recovery is called the Policing (Cost Recovery) Amendment Act 2016. It was passed by Parliament in November 2016.

This Act amends the Policing Act 2008.

See:

- [Policing \(Cost Recovery\) Amendment Act 2016](#)
 - [Policing Act 2008](#)
 - [Policing \(Cost Recovery\) Regulations 2017](#)
-

Continued on next page

Background, *Continued*

When did cost recovery start?

NZ Police commenced charging for vetting requests on 1 July 2017.

See:

- [Cabinet paper on the regulations](#)
 - [Regulatory Impact Statement \(RIS\) on the regulations](#)
-

Cost recovery questions

On NZ Police Vetting Service website we have a section called Cost Recovery - FAQs. In this section there are some frequently asked questions about cost recovery.

See: [Cost Recovery](#) if you want to find out more about cost recovery.

If you have any further questions, please email us at vettingaccounts@police.govt.nz

Information for an approved agency that is the **ONLY** approved agency in an organisation

Introduction

Please read this topic if you are an approved agency that is the only approved agency in your organisation and you are not a registered charity.

You don't need to read this topic if...

Registered charity

If you are a registered charity, then you don't need to read this topic. It does not apply to you.

Please read: [Fee waiver for a registered charity](#)

Approved agency group

If you are part of an approved agency group (2 or more approved agencies in an organisation), this section does not apply to you.

Please read: [Information for an approved agency group \(2 or more approved agencies in an organisation\)](#)

Police Vetting Service secure website

The main secure website change was the addition of a new tab called **MY AGENCY**.

When you click on this tab, you will see three or four more tabs:

Note: The fourth tab (**Invoice History**) will only appear if we have sent you an invoice.

- **Agency Details**

This is your approved agency's postal address, contact number, email, website address, and your agency's primary function.

If you want to change some of your details, overtype the appropriate field with the new details. Then, click Update.

Note: You cannot change the agency name, website and country. If you want to change your agency name and website, please email us at queryme@police.govt.nz and tell us what you would like changed. You cannot change your country.

Continued on next page

Information for an approved agency that is the ONLY approved agency in an organisation, *Continued*

**Police Vetting
Service secure
website –
*Continued***

- **Billing Details**

This is where your agency's billing information is recorded.

If you want to make any changes, go to the appropriate field and make the change. Then, click Update and we will have your latest agency billing details.

- **Statistics**

This is where you can check your agency's current and previous years' vetting request statistics

- **Invoice History**

If your agency has been sent an invoice for your requests, details of that invoice will appear here, including whether that invoice has been paid in full.

We need to know your agency's billing details

We need to know your agency's billing details so that we know:

- where to send the invoice to
- who to speak with if we need to talk with someone in your agency about an invoice.

Please follow the steps below to make sure we have your agency's billing details.

Step	Action						
1	Log in to the Police Vetting Service secure website						
2	Click the My Agency tab						
3	Click the Billing Details tab Result: A question may display or the fields for the billing details may display						
4	Read the table to see what to do next <table border="1"> <thead> <tr> <th>IF a question...</th><th>THEN...</th></tr> </thead> <tbody> <tr> <td>displays</td><td>You will need to provide us with your billing information. See: Record billing details: Only NZ agency in an organisation</td></tr> <tr> <td>does not display</td><td>Someone from your agency has already completed the billing details, no further information is required.</td></tr> </tbody> </table>	IF a question...	THEN...	displays	You will need to provide us with your billing information. See: Record billing details: Only NZ agency in an organisation	does not display	Someone from your agency has already completed the billing details, no further information is required.
IF a question...	THEN...						
displays	You will need to provide us with your billing information. See: Record billing details: Only NZ agency in an organisation						
does not display	Someone from your agency has already completed the billing details, no further information is required.						

Continued on next page

Information for an approved agency that is the **ONLY** approved agency in an organisation, *Continued*

If you submit 20 or fewer vetting requests in a year

If you submit 20 or fewer vetting requests in a year (1 July to 30 June of the next year), you will receive a fee exemption.

You will not have to pay for your vetting request fees.

See: [Fee exemption for 20 or fewer vetting requests in a year](#)

If you submit 21 or more vetting requests

If you submit 21 or more vetting requests in a year, you will need to pay for your New Zealand vetting request fees (including the first 20) – unless a fee waiver applies.

Fee waivers

You may be eligible to apply for a fee waiver if your approved agency:

- will face extreme financial hardship if you have to pay your fees
See: [Fee waiver for extreme financial hardship](#)
 - is facing significant adverse effects owing to exceptional circumstances
See: [Fee waiver for exceptional circumstances](#)
-

Information for an approved agency group (2 or more approved agencies in an organisation)

What is an approved agency group?

An approved agency group is when there are 2 or more approved agencies in your organisation and your organisation is **not a registered charity**.

You may have other approved agencies in your organisation in different:

- locations
- branches
- departments

We use the term '[approved agency group](#)' so that we know you are all part of the same organisation.

Previously, we didn't need to know if your agency was part of a larger organisation. We didn't need to link your agencies together.

However, because of cost recovery, it is important for us to link your approved agencies together.

We also need to know the agency that will be responsible for providing the billing details. Only one agency can be responsible for keeping your organisation's billing details up to date.

Registered charities do not need to be in a group

We do not use approved agency groups for registered charities.

If you are a registered charity and you have 2 or more approved agencies in your organisation, then you don't need to read the rest of this topic. It does not apply to you.

Please read: [Fee waiver for a registered charity](#)

Primary agency and secondary agencies

The agency responsible for keeping your organisation's billing details up to date is called the [primary agency](#).

All other agencies that are part of the approved agency group are called [secondary agencies](#).

Whether you are a primary or a secondary agency, it will not affect how you submit vetting requests. The vetting process will stay the same.

Continued on next page

Information for an approved agency group (2 or more approved agencies in an organisation), *Continued*

Primary agency responsibilities

The primary agency is responsible for:

- providing us with the organisation's billing details
- accepting nomination requests from secondary agencies

Secondary agency responsibilities

The secondary agency is responsible for nominating the primary agency in its organisation.

Note: If we have set up your approved agency group, then a secondary agency will not need to do anything.

What you need to do

To see what you need to do, you will have to read the document on our website called: [Information for 2 or more NZ approved agencies in an organisation \(approved agency group\)](#)

The above document tells you:

- how you can tell if your agency has been set up as an approved agency group
- what to do if you've been set up and your agency is the primary agency
- what to do if you've been set up and your agency is the secondary agency
- what to do if your approved agency group has not been set up
- how to set up your approved agency group and record your billing details or nominate your primary agency.

Police Vetting Service secure website

The main secure website change was the addition of a new tab called **MY AGENCY**.

When you click on this tab, you will see three or four more tabs:

Note: The fourth tab (Invoice History) will only appear if we have sent you an invoice.

• **Agency Details**

This is your approved agency's postal address, contact number, email, website address, and your agency's primary function.

If you want to change some of your details, overtype the appropriate field with the new details. Then, click Update.

Continued on next page

Information for an approved agency group (2 or more approved agencies in an organisation), *Continued*

Police Vetting Service secure website - *Continued*

Note: You cannot change the agency name, website and country. If you want to change your agency name and website, please email us at queryme@police.govt.nz and tell us what you would like changed. You cannot change your country.

- **Billing Details**

If you are the primary agency, then this tab is where your entire organisation's billing information is recorded.

If you are a secondary agency, then this tab is where your nominated primary agency code is recorded.

- **Statistics**

This is where you can check your agency's current and previous years' vetting request statistics

- **Invoice History**

If your agency has been sent an invoice for your requests, details of that invoice will appear here, including whether that invoice has been paid in full.

Fee exemption

Your approved agency group will be exempt from paying New Zealand vetting request fees if your group submits 20 or fewer vetting requests in a year.

See: [Fee exemption for 20 or fewer vetting requests in a year](#)

Note: This fee exemption applies to an approved agency group (the entire organisation). It does not apply to each approved agency in the group.

Continued on next page

Information for an approved agency group (2 or more approved agencies in an organisation), *Continued*

If your group submits 21 or more vetting requests

If your approved agency group submits 21 or more vetting requests in a year, then you will need to pay for your New Zealand vetting request fees (including the first 20) – unless a fee waiver applies.

Example: An approved agency group has 3 approved agencies in it. Each approved agency is a branch of an organisation.

- One approved agency is in Auckland. It submits 10 requests in a year
- Another approved agency is in Wellington. It submits 15 requests in a year
- Another approved agency is in Christchurch. It submits 5 requests in a year

The approved agency group total is 30. This is more than 20 vetting requests in a year. In this situation the approved agency group would not receive the fee exemption. As soon as the 21st vetting request is submitted, the approved agency group will lose its fee exemption and will be charged for all of its vetting requests.

Note: When your approved agency group submits its 21st vetting request and your approved agency group does not have a fee waiver, then you will be invoice for the current months' vetting requests **and** the first 20 vetting requests.

Fee waivers

You may be eligible to apply for a fee waiver if your approved agency group will face extreme financial hardship if you have to pay your fees.

See: [Fee waiver for extreme financial hardship](#)

You may be eligible to apply for a fee waiver if your approved agency is facing significant adverse effects owing to exceptional circumstances.

See: [Fee waiver for exceptional circumstances](#)

The vetting request fee

How much? The NZ vetting request fee is \$8.50 + GST.

This fee allows NZ Police to recover the actual and reasonable costs (including direct and indirect costs) associated with a vetting request.

Fee Calculation The cost recovery fee was calculated by:

$$\frac{\text{Costs of the vetting service}}{\text{Number of chargeable vetting requests}}$$

(Costs ÷ number of chargeable vetting requests)

Actual numbers used in the calculation

The actual numbers used for the fee calculation were:

$$\frac{\$4,220,454 \text{ (costs of the vetting service)}}{498,232 \text{ number of chargeable vetting requests}} = \$8.47$$

\$8.47 per vetting request was rounded up to \$8.50 (GST exclusive).

Note: The amount used were for forecasted (anticipated) costs and numbers for the 2016/2017 year.

Will there be an increase in the fee?

There will not be an increase in the fee during the first 18 months of cost recovery.

If there is a fee increase after January 2019, then:

- it will need to be consistent with the criteria for cost recovery listed in the Policing Act 2008
 - you will be given at least 3 months' notice of an increase
 - the Policing (Cost Recovery) Regulations 2017 would be amended
-

Invoice information and payment of fees

Introduction

This topic is for approved agencies that do not qualify for a fee exemption or a fee waiver.

Monthly invoice

We will send you an invoice:

- in the month that your organisation's 21st vetting request is released
 - every month thereafter, providing you have had a vetting request released
-

Important invoice information

One invoice per organisation

- we will send one invoice to your organisation
- if you are part of an approved agency group (2 or more approved agencies in your organisation), then we will send the invoice to the email address specified by the primary agency.

Note: The primary agency would have specified this email address in the secure Police Vetting Service website

See: [Information for an approved agency group \(2 or more approved agencies in an organisation\)](#)

- for an approved agency group, we will also send an excel file that provides a breakdown of the vetting requests.

This file will allow the recipient to sort the vetting requests by approved agency, vetting type (NZ, Australian standard and Australian volunteer), date received and by the person who submitted the vetting request.

Invoice specifies number of vetting requests released, not submitted

- Our invoices specify the number of vetting requests released in a month, not submitted in a month.

Example: You submit 2 vetting requests in October. You receive one of those vetting request releases in October and you received the other on in November,

We will invoice you for the one vetting request release in October. The other vetting request release that you received in November will go on your November invoice.

Continued on next page

Invoice information and payment of fees, *Continued*

Important invoice information - *Continued*

No vetting request releases in a month, then no invoice

- If you don't receive any vetting request releases in a month, then we will not send you an invoice.

Fee waiver

- If you don't receive any vetting request releases in a month, then we will not send you an invoice

Withdrawn vetting requests

- You will be charged and invoiced for withdrawn requests
- If you withdraw a vetting request, then the fee will be shown on the invoice of the month that you withdrew the vetting request

Rejected vetting requests

- A rejected vetting request is when one of our vetting staff rejects a vetting request from someone in your agency because of an error that was made in the vetting request.
- You **may** be charged and invoiced for a rejected vetting request if your agency continually makes the same mistake.

Note: When we reject a vetting request, we will advise you what mistake was made.

- We will advise you if we are going to charge you for any future rejected vetting requests.
- If you are charged for a rejected vetting request, then the fee will be shown on the invoice of the month that the vetting request was rejected.

Invoice date and invoice period

- Your invoice will be issued on the 26th day of the month
- The invoice period is for 25th through to 24th of the following month

Continued on next page

Invoice information and payment of fees, *Continued*

Example invoice

Here is an example invoice:



Example Agency
123 Main Street
Townsville 1234

Police National Headquarters
PO Box 3017
Wellington 6140

For payment related queries: corporate.finance@police.govt.nz
For Vetting related queries: queryme@police.govt.nz
For all other queries: accounts_receivable@police.govt.nz

Tax Invoice	
NZ Police Vetting Fee	
Account Number:	R00127
NZBN:	
GST Number:	14-290-451
Invoice Number:	9034089
QueryMe Reference:	1433
Invoice Date:	26/01/2018
Payment Due By:	20/02/2018
Currency:	NZD

Requestor ID	Reference	Check Type	Submitted Agency	Qty	Net
4404352073		NZ Vet	R00127	1	\$8.50
302440072418	A1	NZ Vet	R00127	1	\$8.50
302440072422	A2	NZ Vet	R00127	1	\$8.50
302440072426	A3	NZ Vet	R00127	1	\$8.50
302440072430	A4	NZ Vet	R00127	1	\$8.50
302440072434	A5	NZ Vet	R00127	1	\$8.50
302440072438	A6	NZ Vet	R00127	1	\$8.50
302440072442	A7	NZ Vet	R00127	1	\$8.50
302440072446	A8	NZ Vet	R00127	1	\$8.50
302440072450	A9	NZ Vet	R00127	1	\$8.50
302440072454	A10	NZ Vet	R00127	1	\$8.50
302440072458	A11	NZ Vet	R00127	1	\$8.50
302440072462	A12	NZ Vet	R00127	1	\$8.50
302440072466	A13	NZ Vet	R00127	1	\$8.50
302440072470	A14	NZ Vet	R00127	1	\$8.50
302440072474	A15	NZ Vet	R00127	1	\$8.50
302440072478	A16	NZ Vet	R00127	1	\$8.50
302440072482	A17	NZ Vet	R00127	1	\$8.50
302440072486	A18	NZ Vet	R00127	1	\$8.50
302440072490	A19	NZ Vet	R00127	1	\$8.50
302440072494	A20	NZ Vet	R00127	1	\$8.50
302440072498	A21	NZ Vet	R00127	1	\$8.50
Total excl GST					\$187.00
GST					\$28.05
Total incl GST					\$215.05

Continued on next page

Invoice information and payment of fees, *Continued*

Guide to the Vetting Service invoice - *Continued*

Account number	Your Account number is the same as your Agency Code. If you are part of an Approved Agency Group this will be the Agency Code of your Primary Agency Please use this as your particulars reference when making payments by Direct Credit
GST Number	This is the New Zealand Police's GST Number
Invoice Number	This is the invoice number generated by our finance team. Please use this as your reference when making payments by Direct Credit
QueryME reference	This is the invoice reference generated by QueryME. This will be shown on the Secure Vetting Website.
Invoice Date	This is the date the invoice was created.
Requestor ID	This is a 10 – 12 digit number that is assigned to each vetting request.
Reference	This will display any text included in the Reference field of that particular Vetting Request Online application form.
Check Type	<u>For NZ based agencies:</u> <ul style="list-style-type: none"> • Aus Std = Australian Standard Request • Aus Vol = Australian Volunteer Request • NZ Vet = New Zealand Vetting Request <u>For Offshore Agencies:</u> <ul style="list-style-type: none"> • NZ Std = New Zealand Standard Request • NZ Vol = New Zealand Volunteer Request
Submitted Agency	This is the agency code of the agency that submitted that particular vetting request. This will only be different than the account number if the agency is a Secondary Agency of an Approved Agency Group.

How can you pay?

You can pay by:

- Direct Debit
- Direct Credit

Note: We do not accept credit card payments, cash or cheques.

Continued on next page

Invoice information and payment of fees, *Continued*

Direct debit payment

Direct debit is when you authorise us to take the money out of your bank account and put it into our cost recovery bank account.

When you give us authority, the full invoice amount will automatically be withdrawn from your nominated bank account and will be paid directly into our bank account on the date that the payment is due.

You will not have to do anything and the payment will be noted on your next statement.

Note: Direct debit is only available to New Zealand agencies

If you want to pay by direct debit, please download the form from the [Police Vetting Website](#).

Please scan and email your completed Direct Debit form to vettingaccounts@police.govt.nz

Direct credit payment

Direct credit is when you deposit the money owed into our cost recovery bank account. This includes internet banking.

Note:

- When you deposit the money into 03-0049-0004969-00 (Vetting Service bank account), you must include the invoice number as the code reference and your account number (agency code found at the top right of the secure website) as the particulars reference. Please note: Vetting Services is set up as a Bill Payee with all banking institutions.
 - If you have more than one approved agency in your organisation, then you need to include the Primary agency code responsible for billing.
-

Payment dates

Direct debit payment date

If you pay by direct debit, the money will be taken from your account on the date specified on the invoice.

Direct credit payment date

If you pay by direct credit, then you will need to pay your invoice by the date specified on the invoice.

Continued on next page

Invoice information and payment of fees, *Continued*

Invoice history tab	This is where you can check what invoice have been issued to your agency and if these have been paid in full.
----------------------------	---

Vendor forms	If your agency requires Vendor Set Up information, please see page 19.
---------------------	--

Late payment	If you are unable to pay your invoice in full and wish to make a payment arrangement, please email vettingaccounts@police.govt.nz
---------------------	---

Note: Unsuccessful attempts to recover fees for a set period of time will result in us taking other measures to recover [debt](#).

International Bank Charges	Payment, handling charges and commissions are often levied by overseas intermediary and beneficiary banks (other banks) to process international bank payments. These charges are potentially deducted from the international payment.
-----------------------------------	--

Note: It is important that you take this potential additional bank charge into account to ensure the NZ Police Vetting Service receive the full amount of your invoice in NZD. Contact your bank to confirm.

Vendor Information

Company name New Zealand Police

Company postal address NZ Police Vetting Services
PO Box 3017
Wellington 6140
New Zealand

GST number 14-290-451

Bank account number Vetting services
03-0049-0004969-00

Payment Information Using your Agency Code in the particulars reference and our invoice number in the code reference

Preferred payment method Preferred payment method is [Direct Debit](#) (New Zealand based customers only)

SWIFT code for International payments Swift code: WPACNZ2WXXX
Address: 318 Lambton Quay, Wellington
6011 New Zealand

Email addresses For payment related queries: vettingaccounts@police.govt.nz
For vetting process related queries: queryme@police.govt.nz

Fee exemption for 20 or fewer vetting requests in a year

Fee exemption Your organisation is exempt from paying the vetting request fees if you submit 20 or fewer vetting requests in a year.

Note: A year is 1 July to 30 June of the following year (the NZ Police's financial year). This does not apply to Offshore Agencies.

If you are part of an approved agency group If there are 2 or more approved agencies in your organisation, then we link your agencies together and refer to these agencies as an approved agency group.

If you are part of an approved agency group, we will add all of your approved agencies' vetting requests so that we have a total approved agency group number.

Fee exemption applies

If your approved agency group submits 20 or fewer vetting requests in a year, then you will receive this fee exemption.

Fee exemption does not apply

If your approved agency group submits 21 or more vetting request in a year, then this fee exemption will **not apply**.

Your approved agency group will be charged for **all** of your approved agencies' vetting requests (including the first 20).

Note: When your approved agency group submits its 21st vetting request and your approved agency group does not have a fee waiver, then you will be invoiced for the current months' vetting requests **and** the first 20 vetting requests.

If you are the only approved agency in your organisation

Fee exemption applies

If you are the only approved agency in your organisation, then if you submit 20 or fewer vetting requests in a year, you will receive this fee exemption.

Fee exemption does not apply

If you submit 21 or more vetting requests in a year, then this fee exemption will not apply.

Your approved agency group will be charged for all of your approved agencies' vetting requests (including the first 20).

Continued on next page

Fee exemption for 20 or fewer vetting requests in a year,

Continued

If you are the only approved agency in your organisation -
Continued

Note: When your approved agency submits its 21st vetting request and your agency does not have a fee waiver, then you will be invoiced for the current months' vetting requests **and** the first 20 vetting requests.

Statistics tab (within 'My Agency' tab)

The Police Vetting Service secure website has a tab (within the **MY AGENCY** tab) called **Statistics**.

When you click on this tab, your approved agency's vetting requests for the current year and for the last 2 previous years display.

You can monitor your number of submitted vetting requests so that you know when you get close to 20.

Notification when you get close to 20

A count of your agencies vetting requests for the current financial year will be displayed on the **Request History** tab of the secure vetting website.

Fee waiver for extreme financial hardship

If you know that you will submit 100 or more vetting requests and your approved agency or approved agency group is facing extreme financial hardship, you can apply for a fee waiver for extreme financial hardship.

See: [Fee waiver for extreme financial hardship.](#)

Fee waiver for a registered charity

Introduction

There is a fee waiver for a [registered charity](#).

A registered charity is a charity that is registered with [Charities Services](#) and has a status of **Registered** on the Charities Register.

If you are not sure if your approved agency belongs to a registered charity or not, you can search the [Charities Register](#).

If your charity appears on the list with a status of **Registered**, then your approved agency is a registered charity.

To receive this waiver, we need your charity registration number

You can only receive this fee waiver if you are a registered charity and you have provided us with your registered charity number.

You will need to log in to the Police Vetting Service secure website and provide us with your registered charity number and your billing details (in case you submit any Australian vetting requests).

You can provide your registered charity number and your billing details in the **My Agency** screen.

Our website provides more information.

See: [Record billing details: NZ registered charity](#).

Note:

- We need your billing details in case you submit some Australian vetting requests in the future, which will be charged for.
 - If you do not provide your registered charity number then you will not receive this fee waiver and you may be charged for some vetting requests.
 - If you have already paid some New Zealand vetting request fees, then we will not refund those fees.
 - We added a **Statistics** tab (in the **My Agency** screen) that lets you see your current year's vetting request totals and your previous years' totals.
-

Continued on next page

Fee waiver for a registered charity, *Continued*

If you are no longer a registered charity

If you have provided us with your charity number and you are now no longer a registered charity (you are deregistered on the Charities Register), then you **must** email us at vettingaccounts@police.govt.nz

In your email please tell us:

- Your agency name
- Your agency code (this is at the top right of the secure website)
- The name of your charity
- Your charity number (as specified on the Charities Register).

Note: Please email us as soon as practicably possible. Charities Services will advise NZ Police Vetting Services of agencies that have been de-registered. NZPVS will remove the charity status instantly and advise the agency that this has been done. Your agency count will start at zero. You will be liable for any vetting requests released to you from the date you were de-registered.

See: [Information for an approved agency that is the ONLY approved agency in an organisation](#)

Australian Vetting Requests – No Waivers

It is important to note that there are no fee waivers for Australian vetting requests even if you are a registered charity or submit 20 or fewer vets per year. NZ Police must pass on the charges made for these checks by the Australian Criminal Intelligence Commission, as set out in the fee schedule of the Approved Agency Agreement.

Fee waiver for extreme financial hardship

Introduction

There is a discretionary fee waiver for extreme financial hardship.

A discretionary waiver means that when you apply, you will not automatically receive this waiver.

This waiver is issued by the Commissioner of Police.

We use some decision making considerations to help us determine if you will receive this fee waiver for extreme financial hardship

Extreme financial hardship

This fee waiver will only apply if your approved agency or approved agency group is facing extreme financial hardship.

Our decision making considerations

We will take into consideration the following information in our decision making:

- The approved agency or approved agency group provided evidence that if it has to pay the vetting request fees, it will likely result in the approved agency or approved agency group facing:
 - Business failure
 - Insolvency
 - Bankruptcy
 - The approved agency or approved agency group anticipates submitting 100 vetting requests or more in a year.
 - The approved agency or approved agency group does not receive any government funding.
-

Applying for this waiver and keeping in mind our considerations

Any agency can apply for an extreme financial hardship waiver.

However, your agency is unlikely to be successful if you do not match any of our decision making considerations.

Note: This waiver is for **extreme** financial hardship and we do not expect to issue many of these.

How long is the waiver for?

The fee waiver for extreme financial hardship is for 12 months.

When the fee waiver expires, you may apply again for another fee waiver for extreme financial hardship.

Continued on next page

Fee waiver for extreme financial hardship, *Continued*

How to apply If you want to apply, please complete the form on our website called: [Application for waiver of fees because of extreme financial hardship](#).

Note: This form is on the NZ Police website.

Information you need to include in the application form

In the application form, you need to include the following information:

- Your last year's financial statements, such as your:
 - Statement of comprehensive revenue and expense (profit or loss)
 - Statement of financial position (balance sheet)
 - bank statements
 - a signed statement from your accountant or treasurer disclosing your organisation's:
 - last year's financial statements are accurate and true
 - capacity to borrow
 - total number of volunteers
 - total number of paid staff
 - percentage of staff that are in paid employment compared to volunteers
 - information on whether you charge for your goods or services.
-

Contacting you If we have any questions about your application, we may contact you.

How long? It may take up to 20 working days to process and make a decision.

If it will take longer, we will let you know.

When the waiver is applied

If you are successful in receiving this fee waiver, then the waiver will be applied **from the date we received your application**.

Note:

- If you submitted any vetting requests prior to the application being received by us, then you will have to pay for those vetting requests.
 - You will not be invoiced for vetting requests while we decide on your application.
 - If you are not successful, then you will be charged for the vetting requests you made in the interim.
-

Fee waiver for exceptional circumstances

Introduction

There is a discretionary fee waiver for exceptional circumstances.

A discretionary waiver means that when you apply, you will not automatically receive this waiver.

This waiver is issued by the Commissioner of Police.

Exceptional circumstances

This fee waiver will only apply if your approved agency is facing significant adverse effects owing to exceptional circumstances (such as an extreme event).

Exceptional circumstances include:

- National security emergencies
- Natural disasters

This may include these types of things:

- An earthquake that has damaged a building or destroyed contents within a building.
- A tsunami that has damaged a building or destroyed contents within a building.
- An increase in temporary staff because of a natural disaster.
- Flooding in a town or city impacting your business.
- Epidemics or pandemics

This means a disease that has spread through the human population.

Who approves and issues this fee waiver?

The Commissioner of Police approves and issues fee waivers for exceptional circumstances.

How long is the waiver for?

The fee waiver for exceptional circumstances is for a period that the Commissioner determines.

2 types of waivers

There are 2 types of exceptional circumstances waivers:

- Commissioner issued blanket waiver
 - Commissioner issued waiver for an approved agency that has applied.
-

Continued on next page

Fee waiver for exceptional circumstances, *Continued*

Blanket waiver The Commissioner may issue a blanket exceptional circumstances waiver.

Example: If there is a severe earthquake in Dunedin, the Commissioner may issue a blanket exceptional circumstances waiver for agencies in Dunedin.

How to apply for a blanket waiver If the Commissioner has issued a blanket waiver, contact the Police Vetting Service and confirm that your agency is covered.

How to apply for an approved agency waiver If the Commissioner has not issued a blanket exceptional circumstances waiver, then you will need to complete our waiver form to apply.

To apply for an approved agency waiver, you need to:

- complete the form on our website called:
Application for waiver and refund of fees because of exceptional circumstances

Note: This form is on the NZ Police website.

- email the form to us at vettingaccounts@police.govt.nz

Note: You should apply for this fee waiver as soon as possible after the exceptional circumstance.

Information you need to include in the application form The application form asks you to:

- explain the nature of the exceptional circumstance
- provide evidence of the exceptional circumstance, if it is likely that the Police Vetting Service do not know about the exceptional circumstance
- provide evidence of the significant adverse effects owing to the exceptional circumstance.

When the waiver is applied If you are successful in receiving a fee waiver for exceptional circumstances, then the fee waiver is applied **from the date the exceptional circumstance began**.

How long? Your application will be processed as soon as practicably possible.

Continued on next page

Fee waiver for exceptional circumstances, *Continued*

Refunds

If you are successful in receiving a fee waiver for exceptional circumstances, then you may be refunded some fees.

Note: The refunded fees would be for vetting requests that were submitted and paid for on or after the date on which the exceptional circumstances began.

Glossary

A year	A year is NZ Police's financial year (1 July to 30 June of the following year).
Approved agency	For the purpose of this guide, an approved agency is a New Zealand agency that has entered into an approved agency agreement with the Police Vetting Service.
Approved agency agreement	An approved agency agreement is an agreement between an approved agency and New Zealand Police.
Approved agency group	An approved agency group is a single organisation that is made up of two or more approved agencies.
Cost recovery	<p>Cost recovery is when a government agency seeks to recover some or all of the costs of a service from the users of that service, over a reasonable period of time.</p> <p>Cost recovery requires a fee or a charge to be paid that is no more than the actual and reasonable costs (including direct and indirect costs) of that service.</p>
Primary agency	<p>A primary agency is the approved agency responsible for:</p> <ul style="list-style-type: none"> • providing the organisation's billing details for an approved agency group • accepting links from other approved agencies within the approved agency group • rejecting links from other approved agencies that are not in the approved agency group.
Registered charity	A registered charity is a charity that is registered with Charity Services and has a status of Registered on the Charity Register.
Secondary agency	A secondary agency is an approved agency that is part of an approved agency group and is not the primary agency.