



New Zealand Police Vetting Service Guide to Secure Vetting Website

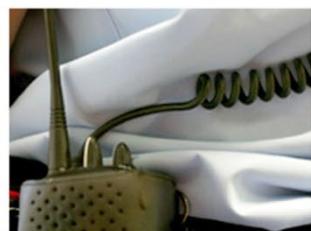
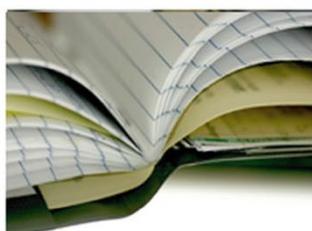


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About this document

Introduction

This guide has been created to assist Police Vetting Service Approved Agency users with navigating the secure online agency portal (website).

Overview

The New Zealand Police Vetting Service provides Conviction History reports and other relevant non-convicted information on potential and current employees, volunteers, and vocational trainees. Vetting is provided for Approved Agencies who are responsible for the care, protection, or education of children, elderly or disabled, agencies involved in Law Enforcement or National Security, and agencies that have a legislative obligation to obtain a Police vet. Approved Agencies may ONLY submit vetting requests for individuals whose role meets the Police vetting criteria.

Users of Approved Agencies who have registered with the Police Vetting Service can log in to our website using their own personal RealMe account to access their agency portal and submit vetting requests. Users of Approved Agencies are responsible for ensuring their agency contact and billing details are kept current.

In the Police Vetting Service Secure Online Agency Portal, you can:

- Submit vetting requests.
- View the status of incomplete requests.
- Download PDF vetting reports of any requests completed within the past two months.
- Search for Historic requests submitted by your agency.
- Update your agency contact details.
- Add or remove agency users and update their details.
- Record and update your billing details.
- View agency invoice history.

For information about the vetting process please see our website: <https://www.police.govt.nz/advice-services/businesses-and-organisations/nz-police-vetting-service/vetting-process>

Approved Agencies

What is an Approved Agency?

An Approved Agency is a New Zealand or Offshore organisation/business (agency) that:

- Has applied to be an Approved Agency.
- Meets the vetting criteria.
- Has been approved by us to use the Police Vetting Service.

What are the criteria to become an Approved Agency?

To access the Police Vetting Service, a New Zealand agency must employ, engage, or assess individuals for one or more of the following purposes:

- Providing care, protection, education, or training to vulnerable members of society such as children, young people, elderly and/or disabled.

- National security.
- Law enforcement.
- Legislative obligation – for example, ‘fit and proper’ checks required for NZ Immigration, NZ Citizenship, and the registration or licencing of Teachers, Taxi Drivers, and Security Guards.

Offshore agencies who wish to access the Police Vetting Service must:

- meet the criteria described above in respect of New Zealand agencies, and
- have similar legislation to New Zealand which protects individuals’ rights to privacy.

For more information, please see [Information for Offshore Agencies](#).

What if you are not an Approved Agency?

If you are not an Approved Agency, then you cannot use the Police Vetting Service. Instead, you may wish to seek Criminal Record reports from the [Ministry of Justice](#).

If you want to become an Approved Agency, please apply by going to our website and completing an application.

Applying to become an Approved Agency

Agencies wishing to access Police vetting should follow the steps outlined below:

Step 1: Register with RealMe

If you do not have a RealMe account, you will need to create one [here](#). Police use the New Zealand Government RealMe to authenticate agency users wishing to access the vetting system.

You must create your **own** individual RealMe account. A RealMe account must not be shared with other people, even those within your organisation.

If you need more information, or experience problems accessing the RealMe system please visit the Help page on the [RealMe website](#).

Step 2: Register your agency

Once you have a personal RealMe account you can Register your agency here: [Register for New Zealand Police Vetting](#). During this registration you must electronically sign the [Approved Agency Agreement](#) or the [Offshore Approved Agency Arrangement](#) (for agencies based overseas), this is required for all Approved Agencies.

You will receive a response from our team within 5-10 days regarding the outcome of your request. If approved, each registered user will be sent a Police ID and Activation Key within 5 days of approval. During this step you may request access for additional users.

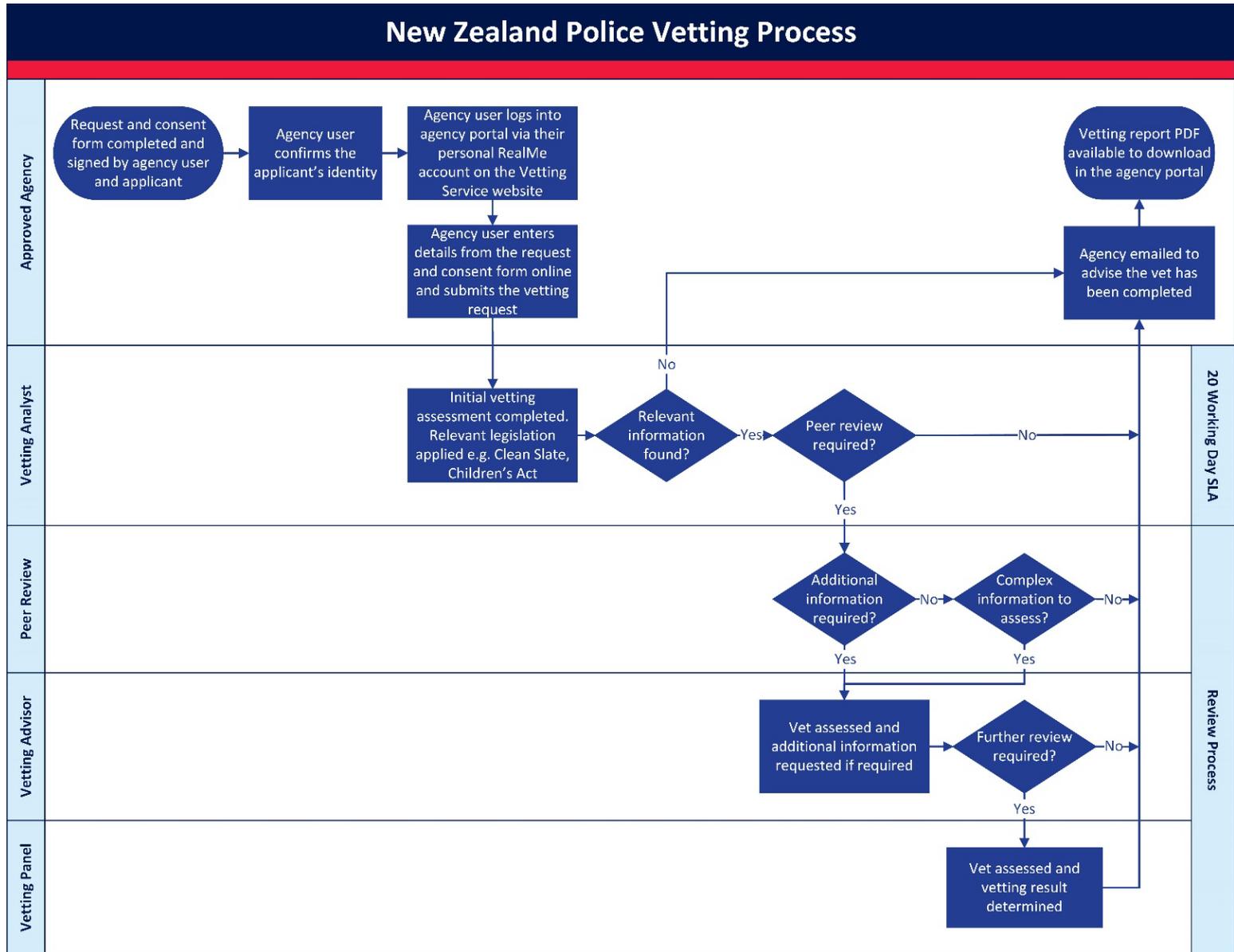
Step 3: Access the Vetting website

Once your agency is approved and your Police ID and Activation codes have been received, each user will be able to login to submit vetting requests via the vetting website home page. Entering your RealMe details will direct you to the vetting portal.

Upon first login, you will be required to enter your unique Police ID and Activation code – this step is only required the first time you login. Your Police ID and Activation code will expire after about 5 days. Please email us at queryme@police.govt.nz if your code has expired and we will generate a new code for you. See the guide to [Logging in to Your Agency Portal](#) below.

The Vetting Process

See the below flow chart for a summary of the vetting process:



For more information about the vetting stages above please see [this page](#) of the Police vetting website.

Refer to the guide below for a summary of the vetting process for Approved Agencies:

Stage	Description
1	<p>Download and complete the Vetting Request & Consent form found on the Police vetting website. The Guide to completing the request & consent form can be downloaded from the same page.</p> <div data-bbox="209 353 1481 1025" style="border: 1px solid black; padding: 10px;"> <h3 style="text-align: center; background-color: #002060; color: white; margin: 0;">Completing the Vetting Request and Consent Form</h3> <pre> graph TD subgraph Approved_Agency [Approved Agency] A1[Agency representative downloads Request & Consent Form from Vetting website] --> A2[Agency representative completes Section 1 of the form] A2 --> A3[Agency representative confirms the identity of the person being vetted] A3 --> A4[Agency representative checks all sections of the form have been completed] A4 --> A5[Agency representative enters details from the form online and submits the vetting request] end subgraph Person_being_vetted [Person being vetted] B1[Person being vetted completes Section 2 of the form] --> B2[Person being vetted reads Section 3 of the form and signs authorisation] B2 --> D{Australian check also being requested?} D -- Yes --> B3[Person being vetted completes Section 4 of the form and signs authorisation] end subgraph Vetting_System [Vetting System] C1((Vetting request is received in vetting service system for processing)) end A1 --> B1 A2 -- "Agency gives form to person being vetted" --> B1 B3 -- "Form is given back to agency representative" --> A4 A5 --> C1 </pre> </div>
2	<p>Log in to your agency’s secure vetting portal on the Police vetting website using your own RealMe ID.</p> <p>Note: You will need to already be a registered user of the agency to log in. If you are not a registered user of your agency, you can be added by someone who is (see Adding and Removing Users).</p> <p>If no one at your agency is a registered user, please email us at queryme@police.govt.nz with the following details of the person requiring access:</p> <ul style="list-style-type: none"> • Agency name • Agency code • Your full name • Your email address • Your contact number • Have you ever submitted vets before? <p>You will need your own personal RealMe ID to log in. If you don’t have one you can create one here.</p> <p>Note: Users must not share their log in details with any other person at their agency. Users log in to the vetting agency portal using their own personal RealMe details. RealMe is a government identity verification service that allows individuals to verify their identity with multiple government organisations including Inland Revenue and Department of Internal Affairs. Sharing your log in details puts your personal information at risk.</p>
3	<p>Click the ‘Submit Request’ button and enter the details from the Request & Consent form.</p> <p>See: Submitting a Vetting Request.</p>
4	<p>Keep the Request & Consent form and wait for confirmation that the vetting request has been completed.</p> <p>Note: The service level agreement for processing vetting requests is 20 working days. You will be notified if there is going to be a delay.</p>

5	<p>When the vetting request has been completed:</p> <ul style="list-style-type: none"> we will send you an email telling you it has been completed. the status of the request in your agency portal will be updated to either 'released – no result' or 'released with results'. a PDF file displays next to the request, containing the report and any results.
6	<p>You can download the vetting report by clicking on the PDF icon.</p> <p>Vetting reports can be downloaded from the portal for two months. Police vets are point in time checks only. If you require a new vetting report after two months, you will need to re-obtain the applicant's consent and submit a new vetting request.</p>

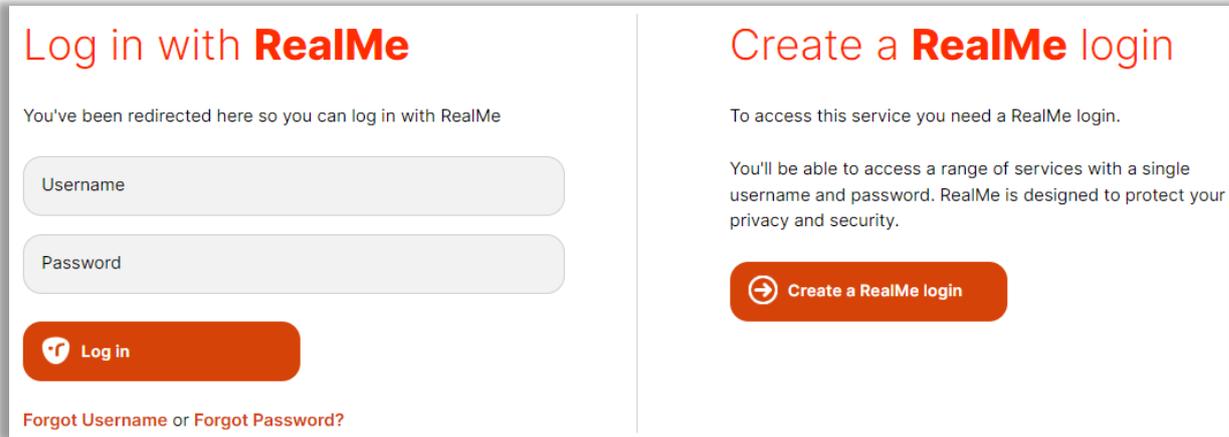
Creating a RealMe ID

RealMe® is a government authentication and identity verification service. You can use RealMe to log into many New Zealand government and public sector sites and services. It is also a secure way to prove who you are when you're online.

If you have any problems when you are creating your RealMe ID, or you forget your password, please see their [Help page](#) for troubleshooting or contact the RealMe helpdesk on 0800 664 774.

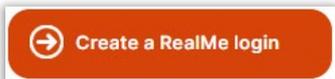
The Police Vetting Service **cannot** assist with problems relating to your RealMe account. RealMe is managed by the Department of Internal Affairs.

Follow the steps below to create a RealMe ID. If you already have a RealMe ID, you can skip this.

Step	Action
1	<p>Go to: https://www.police.govt.nz/advice-services/businesses-and-organisations/vetting/register-new-zealand-police-vetting.</p> <p>This will take you to the 'Register for New Zealand Police Vetting' page on our website.</p>
2	<p>Once on that page, click: </p> <p>This will take you to the RealMe website:</p> <div data-bbox="220 1574 1449 2011">  <p>The screenshot shows two panels. The left panel is titled 'Log in with RealMe' and contains a text box 'You've been redirected here so you can log in with RealMe', a 'Username' input field, a 'Password' input field, and a 'Log in' button. Below the fields are links for 'Forgot Username' and 'Forgot Password?'. The right panel is titled 'Create a RealMe login' and contains the text 'To access this service you need a RealMe login.' and 'You'll be able to access a range of services with a single username and password. RealMe is designed to protect your privacy and security.' Below this text is a 'Create a RealMe login' button with a right-pointing arrow.</p> </div>

3

Click:



This will take you to the RealMe registration page:

Set up your account

To set up an account you will need to confirm your email address:

- Enter your email address and click the Send Code button
- Check your email to retrieve the Code
- Enter the code in the Confirmation Code field
- Click the Confirm Code button

→ Send Code

Minimum 4 characters.

Password

Your password must be between 8 and 64 characters long. It must contain at least three (3) of the below:

- uppercase (A-Z)
- numbers (0-9)
- lowercase (a-z)
- symbols (e.g. #, \$, !, @, ^, &, *, etc)

✓ Continue

✗ Cancel

4

Follow the instructions to complete the online form.

Your RealMe login has now been created. **DO NOT** share your log in details with any other person.

Logging in to Your Agency Portal

The following instructions show you how to log in to your agency portal. Please note that this step is only for those who already have an Approved Agency and have been added as a user of that agency.

If you do not yet have an Approved Agency, please see the information under [Approved Agencies](#).

If you have an Approved Agency but have not been added as a user, please see the information under [Adding and Removing Users](#).

Step	Action								
1	Go to: https://www.police.govt.nz/advice-services/businesses-and-organisations/nz-police-vetting-service This will take you to the Police Vetting homepage on our website.								
2	Scroll down until you see the heading 'Login to Vetting Services'. Click: 								
3	You will be taken to the RealMe login page. Enter your own personal RealMe Username and Password then click 'Login'.								
4	You will be taken to the Police Vetting Agency Portal. <table border="1" data-bbox="204 663 1484 1283"> <thead> <tr> <th>IF...</th> <th>THEN...</th> </tr> </thead> <tbody> <tr> <td>This is your first time logging in to your agency's vetting portal</td> <td>You will be asked to enter the Police ID and Activation Code that our team will have sent to you via email. Note: If you have not received a Police ID and Activation Code then you have not yet been added as a user to the agency. Please see: Adding and Removing Users.</td> </tr> <tr> <td>This is not your first-time logging into your agency's vetting portal</td> <td>You will be taken to the 'Agency Selection' page in the Police Vetting Agency portal where you can select which agency you want to use. Note: Most users will only have access to one agency. If you are a user of multiple agencies (e.g., you work for multiple organisations, or your agency has multiple branches) these will be displayed here.</td> </tr> <tr> <td>Your Police ID and Activation Code does not work</td> <td>These details have likely expired and need to be reset by our team. Please send us an email at queryme@police.govt.nz with your agency name, agency code, and a description of the issue.</td> </tr> </tbody> </table>	IF...	THEN...	This is your first time logging in to your agency's vetting portal	You will be asked to enter the Police ID and Activation Code that our team will have sent to you via email. Note: If you have not received a Police ID and Activation Code then you have not yet been added as a user to the agency. Please see: Adding and Removing Users .	This is not your first-time logging into your agency's vetting portal	You will be taken to the 'Agency Selection' page in the Police Vetting Agency portal where you can select which agency you want to use. Note: Most users will only have access to one agency. If you are a user of multiple agencies (e.g., you work for multiple organisations, or your agency has multiple branches) these will be displayed here.	Your Police ID and Activation Code does not work	These details have likely expired and need to be reset by our team. Please send us an email at queryme@police.govt.nz with your agency name, agency code, and a description of the issue.
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Tabs in your Agency Portal

When you first log in you will land on the Agency Selection page. Once you open your agency, you will be taken to the 'Request History' page, and the following tabs will be visible at the top of the screen.



- To open a different agency or apply to create a new agency, click the **AGENCY SELECTION** tab.
- To submit a new vetting request or view recent or historic vetting requests, remain on the **REQUEST HISTORY** page.
- To view or update agency details such as contact details, billing details or add/edit/remove agency users, click on the **MY AGENCY** tab.

- To view previous agency messages from the Police Vetting Service you can click on the **MY MESSAGES** tab. **Note:** This tab will not appear until you receive your first message from us, after that it will remain permanently visible.

Guides to each of the above pages can be found below:

Agency Selection Page

This is first page you land on after you have logged in using your own RealMe account.

From this page you can open an agency by clicking the **Open Agency** button on the right. Most users will only have access to one agency. If you are a user of multiple agencies (e.g., you work for multiple organisations, or your agency has multiple branches) these will be displayed here.

If you submit vets for more than one agency, you will need to ensure you open the correct agency to submit vetting requests or review the results of a vetting request. Vets cannot be transferred between agencies.

From this page you can also submit a request to create a new agency by clicking the **Create New Agency** button on the right. This will take you through a series of questions to ensure we get all the information we need to assess your agency request.

Our team will get in contact with you within 5-10 working days to let you know the outcome of your agency request and provide you with a new Police ID and Activation code to link your RealMe account to the new agency.

Note: This will submit a request for an entirely new *agency*. Do not use this for creating individual vetting requests or to add a new user to an existing agency. See [Submitting a Vetting Request](#) or [Adding and Removing Users](#) for the respective guides.

Request History Page

This is the first page you land on when you open your selected agency.

NZ Police Vetting Service

AGENCY SELECTION | **REQUEST HISTORY** | MY AGENCY | MY MESSAGES

NEW ZEALAND POLICE
Ngā Pirihimana o Aotearoa

Logged in as Username
for Agency name (Agency code)

Help | Log Out

Your agency has submitted 0 New Zealand Vetting Request(s) in this financial year.

See less

- If your agency submits 20 New Zealand vetting requests or fewer in a financial year (1st July to 30th June), you will not be billed for them.
- If your agency total is greater than 20 you will be billed for these requests and any more you submit.
- All Australian Checks will be billed and are not counted toward this total.

Please note: If your agency is part of an Approved Agency Group the number of requests shown above is the combined total of all the Approved Agencies in your group.

Recent Requests **15** | Historic Request Search

Request History

Records per page: 15 | filter requests... | EXPORT

The below table displays all in progress and completed vetting requests submitted by this agency within the past two months.

Date Rec.	Name	DOB	Role	Type	Category	Date Rel.	Status
-----------	------	-----	------	------	----------	-----------	--------

The banner at the top of this page displays a count of the total vetting requests submitted by your agency this financial year (1st July – 30th June). **Note:** if your agency is part of an Approved Agency Group (i.e., your agency is linked to a Primary agency, or your agency is the Primary agency with multiple secondary agencies linked to it) then this total will be inclusive of all requests submitted by all agencies in the group.

From this page you can:

- Submit a new vetting request (see [Submitting a Vetting Request](#)).
- View recent vets that have been submitted within the last two months.
- Search for historic vets (submitted over two months ago).

Viewing Recent Requests

All requests submitted within the last two months will be visible in the REQUEST HISTORY page on the table under the 'Recent Requests' tab. You can sort the table by clicking on the column names.

Recent Requests **8** | Historic Request Search

Request History

Records per page: 15 | filter requests... | EXPORT

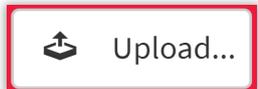
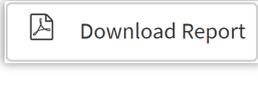
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Date Rec.	Name	DOB	Role	Type	Category	Date Rel.	Status
28/11/22	LAST NAME, FIRST NAME	10/11/03	TEACHING	Exception	Core Worker		Received
28/11/22	LAST NAME, FIRST NAME	15/11/78	CAREGIVING – VULNERABLE ADULTS	Clean Slate	Standard		Received
28/11/22	LAST NAME, FIRST NAME	15/11/78	HEALTHCARE PROFESSIONAL	Clean Slate	Standard		Received
28/11/22	LAST NAME, FIRST NAME	15/10/78	TEACHING	Exception	Standard		Received

Headings and Buttons on this Page

Date Rec.	This is the date the vetting request was received by the Police Vetting Service. This is the date your agency submitted the request to us. Vets are usually completed within 20 working days.
Name	This is the primary name of the person being vetted. Note: if this has been spelt incorrectly the only way to fix it is for your agency to withdraw and resubmit the request.
DOB	This is the date of birth of the person being vetted. Note: if this has been entered incorrectly the only way to fix it is for your agency to withdraw and resubmit the request.

Role	This is the primary role of the person being vetted. This is the purpose of the vetting request.																
Type	This specifies whether the vet is a 'Clean Slate' or 'Exception' request. This is determined by the role of person being vetted and is not at the discretion of the agency. See Section 19 of the Criminal Records (Clean Slate) Act 2004 for information on what roles meet Exception criteria.																
Category	This specifies whether the vet is a Children's Act Core or Non-core worker request, or a standard request (non-Children's Act). See Section 23 of the Children's Act 2014 for information on when a person is considered a Children's Worker, and the difference between core and non-core.																
Date Rel.	This is the date the vetting request has been completed and released back to your agency. This will be blank if the request has not been released yet.																
Status	<p>This is the status of the vetting request in our vetting system. See below explanations of each status:</p> <table border="1"> <thead> <tr> <th>Status</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td></td> <td>This means the vetting request has been received by our vetting system and is awaiting processing by our team.</td> </tr> <tr> <td></td> <td>This means the vetting request has been completed and the report contains no results. A PDF report is available to download for two months by clicking on the PDF icon. After two months, you can find a record of the vetting request in the Historic Request Search tab, but the PDF will no longer be available to download.</td> </tr> <tr> <td></td> <td>This means the vetting request has been completed and there is information disclosed in the report. To view the disclosed information, download the PDF report within two months by clicking on the PDF icon.</td> </tr> <tr> <td></td> <td>This means we have begun processing the vet and it is currently under review. This means there will be a delay in completing the vet. "No Action Required" means that your agency do not need to do anything, and we will complete the vetting request as soon as possible.</td> </tr> <tr> <td></td> <td>This means we have begun processing the vetting request but require some more information from your agency to complete the vet. Refer to the email we sent regarding what information we need from you. You can 'Upload' information from your agency portal or send the information to the email address specified in the email.</td> </tr> <tr> <td></td> <td>This means the vetting request has been withdrawn by your agency and will not be processed.</td> </tr> <tr> <td></td> <td>This means that the vetting request has not been accepted for processing. You will receive an email with further information about why this vet could not be processed and any changes required.</td> </tr> </tbody> </table>	Status	Description		This means the vetting request has been received by our vetting system and is awaiting processing by our team.		This means the vetting request has been completed and the report contains no results . A PDF report is available to download for two months by clicking on the PDF icon. After two months, you can find a record of the vetting request in the Historic Request Search tab, but the PDF will no longer be available to download.		This means the vetting request has been completed and there is information disclosed in the report. To view the disclosed information, download the PDF report within two months by clicking on the PDF icon.		This means we have begun processing the vet and it is currently under review. This means there will be a delay in completing the vet. "No Action Required" means that your agency do not need to do anything, and we will complete the vetting request as soon as possible.		This means we have begun processing the vetting request but require some more information from your agency to complete the vet. Refer to the email we sent regarding what information we need from you. You can 'Upload' information from your agency portal or send the information to the email address specified in the email.		This means the vetting request has been withdrawn by your agency and will not be processed.		This means that the vetting request has not been accepted for processing. You will receive an email with further information about why this vet could not be processed and any changes required.
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	<p>Click the 'plus' button on the left-hand side of a vetting request to display additional information about the vet e.g., Request ID Number and Reference.</p>																									
	<p>Click the 'Withdraw' button on the right-hand side of a vetting request if you no longer need this vetting request to be completed and would like to cancel the vet.</p> <p>Note: Agencies will still be charged and invoiced for any withdrawn or rejected vets.</p>																									
	<p>The 'Upload' button will appear if we have requested information from your agency to complete the vetting request. Please refer to the email which will advise you what information we need (usually consent form or previous addresses). Click the button to select which document you want to upload, or alternatively you can email us the information requested.</p>																									
	<p>Click the 'Download Report' button on the right-hand side of a vetting request to download the PDF report of a completed vetting request. This button will only be visible for vets that have been completed within the last two months. After two months, you can find a record of the vetting request in the Historic Request Search tab, but the PDF will no longer be available to download.</p>																									
	<p>Click the 'Export' button to download a csv (comma separated) file of the entire Request History table displayed. See example snip below:</p> <table border="1" data-bbox="451 920 1098 1066"> <thead> <tr> <th></th> <th>A</th> <th>B</th> <th>C</th> <th>D</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Date Rec.</td> <td>Request Id</td> <td>Reference</td> <td>Batch Number</td> </tr> <tr> <td>2</td> <td>20/06/2023</td> <td>3000123456</td> <td>1234</td> <td>Group 1</td> </tr> <tr> <td>3</td> <td>15/06/2023</td> <td>3000123457</td> <td>5678</td> <td>Group 1</td> </tr> <tr> <td>4</td> <td>8/06/2023</td> <td>3000123458</td> <td></td> <td></td> </tr> </tbody> </table>		A	B	C	D	1	Date Rec.	Request Id	Reference	Batch Number	2	20/06/2023	3000123456	1234	Group 1	3	15/06/2023	3000123457	5678	Group 1	4	8/06/2023	3000123458		
	A	B	C	D																						
1	Date Rec.	Request Id	Reference	Batch Number																						
2	20/06/2023	3000123456	1234	Group 1																						
3	15/06/2023	3000123457	5678	Group 1																						
4	8/06/2023	3000123458																								
	<p>You can type a specific name, word or date into this field and the table will filter to display requests with that word or date.</p>																									

Searching for Historic Requests

To search for any vetting requests submitted over two months over click the Historic Request Search tab to the right of the Recent Requests tab.

From this page you can search for historic requests by any of the search criteria available in the menu on the left. Please note that for privacy reasons you will not be able to view the vetting report of historic requests. If you need to see the report of a historic request, you will need to re-obtain consent and submit a new vet.

Your agency has submitted 0 New Zealand Vetting Request(s) in this financial year. [Submit Request](#)

[See more...](#)

Recent Requests 13
Historic Request Search

Select from the search criteria below:

Search Help

Request Details

Applicant Details

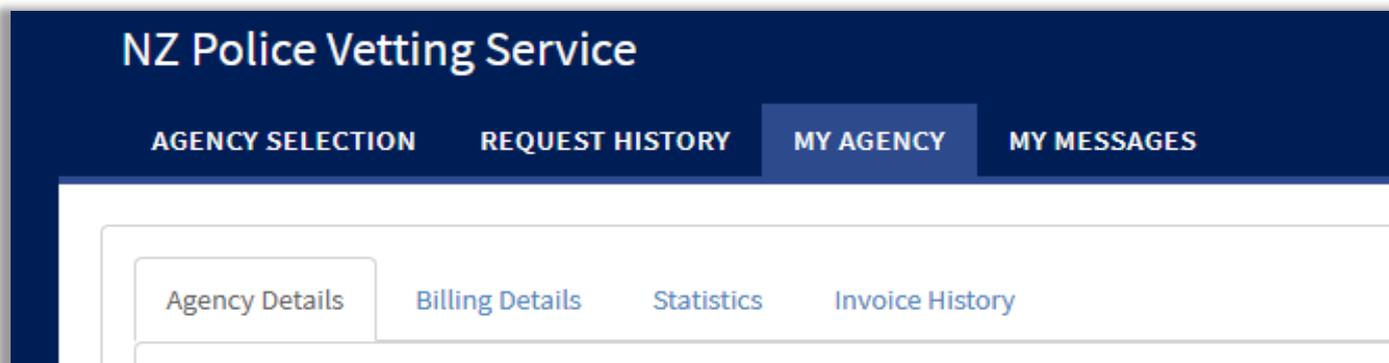
Submitted Dates

- Use the criteria below to search for any vetting request your agency has ever submitted since 2010. You can search by the applicant name, request ID/reference or all requests over a specified date range.
- For privacy reasons you will not be able to view the vetting results of historic requests.
- If you are searching for requests that are not yet released or have been released within the past two months, please use the **Recent Requests** tab.
- Please note the maximum number of applications that can be returned in one Historical Request Search is 2,500. If the information you require is not in the search results, the parameters will need to be refined.

My Agency Page

This page has four tabs where you can view and update agency information such as contact details and billing details and is where you can add/edit/remove agency users. See below for information about each tab.

Note: if your agency has not received any invoices or your agency is a secondary agency, the Invoice History tab will not be visible.



Agency Details

This is where your agency contact details are recorded.

On This Page You Can:

Update Agency Details

To update your agency Postal Address, Contact Number(s), Agency Email, or Primary function, click into the relevant field, replace the existing information with the new value then click 'Update'.

Note: To update any of the greyed-out fields please email us at queryme@police.govt.nz.

<p>Update Contact Details</p>	<ol style="list-style-type: none"> To update the phone number or email of any existing user, click into the relevant field, replace the existing information with the new value, then click 'Update'. To receive all agency email notifications about any vets submitted by this agency, tick the Notifications box for that user, then click 'Update'. <div data-bbox="309 383 1453 965" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>Primary Contact</p> <p>Notifications <input type="checkbox"/> I would like to receive email notifications about all vets submitted by this agency</p> <p>Last Name <input type="text" value="Bloggs"/> First Name / Middle Name <input type="text" value="Joe"/> / <input type="text"/></p> <p>Phone Number * <input type="text" value="04-123456"/> Email * <input type="text" value="Joe.bloggs@agency.com"/></p> <hr/> <p>Additional Contacts</p> <p>Notifications <input type="checkbox"/> I would like to receive email notifications about all vets submitted by this agency</p> <p>Last Name <input type="text" value="Smith"/> First Name / Middle Name <input type="text" value="Sally"/> / <input type="text"/></p> <p>Phone Number * <input type="text" value="04-123456"/> Email * <input type="text" value="Sally.smith@agency.com"/></p> </div>
<p>Change the Primary Contact</p>	<p>To make a different user the Primary Contact for this agency, click the Primary Person icon next to the user that you wish to make the new Primary Contact, then click 'Update'.</p> <div data-bbox="293 1117 520 1182" style="display: flex; align-items: center; gap: 10px;"> <input type="radio"/> <input type="button" value="Update"/> </div>
<p>Add and Remove Users</p>	<p>For a full guide on how to add and remove users of your agency please see the Adding and Removing Users section of this guide.</p>

Billing Details

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

Secondary Agencies: If your agency is a secondary agency (linked to a primary agency) then the Billing Details page will only display the agency code of the Primary Agency your agency is linked to. Any invoices generated by your agency will be charged to the Primary Agency. If this is incorrect, please contact us as soon as possible.

Agency Details | **Billing Details** | Statistics

Primary Agency Identification

Primary Agency Code

Primary Agencies: If your agency is a Primary Agency (main agency responsible for invoices) then this page will display your agency’s billing contact and address details for where any vetting invoices will be sent to.

Note: If your agency is solo (not linked to any agency group) then it is also classified as a Primary Agency.

If you need to update any details, you can type over the field you want to change and then click ‘Update’.

You can search for your NZBN here: <https://www.nzbn.govt.nz/mynzbn/search/>

The screenshot shows the 'Billing Contact' form within the 'Agency Details' tab. The form is divided into two main sections: 'Billing Contact' and 'Postal Address'.
Billing Contact Section:
 - **Last Name ***: Text input field with placeholder 'Last Name'.
 - **First / Middle Name(s) ***: Two stacked text input fields with placeholders 'First Name' and 'Middle Name'.
 - **Phone ***: Text input field with a phone icon and placeholder 'Phone number'.
 - **Email ***: Text input field with an '@' icon and placeholder 'Contact email address'.
 - **NZBN ⓘ**: Text input field with placeholder 'New Zealand Business Number'.
Postal Address Section:
 - **Street / PO Box ***: Text input field with placeholder 'e.g. 123 Main Road or P.O. Box 12345'.
 - **Suburb**: Text input field with placeholder 'Suburb'.
 - **Town / Post Code ***: Two text input fields with placeholders 'Town' and 'Post Code'.
 - **Country ***: Dropdown menu with 'New Zealand' selected.
 At the bottom right of the form are 'Cancel' and 'Update' buttons.

Charities: If your agency is a registered charity, we still require your billing details in case you submit Australian checks in future. **Note:** Charities are not charged for NZ vets but *are* charged for Australian checks.

If you cannot see your charity number, please email us at queryme@police.govt.nz with your agency code and request to add your charity number. Once we have verified that your agency matches the charity number provided it will appear on your agency like the screenshot below and your NZ vet fees will be waived.

This screenshot shows the 'Billing Contact' form with an additional 'Charity Number' field. At the top of the form area, there is a blue banner with the text: 'We need your billing details in case you submit Australian checks in the future. If your agency doesn't submit any Australian vetting requests, you will not be charged.'
Charity Number: A field containing 'Charity number' with a green checkmark icon and a green 'Verified' button next to it.
 The rest of the form fields (Last Name, First/Middle Name(s), Phone, Email, NZBN, Street/PO Box, Suburb, Town/Post Code, Country) and the 'Cancel'/'Update' buttons are identical to the previous screenshot.

Statistics

This is where you can see the running total for how many vetting requests have been submitted by your agency in the current Police financial year (1st July – 30th June). This tab also shows your agency’s total vetting count for the previous two financial years. The counter is set to zero at the beginning of each financial year.

If your agency submits **20** New Zealand vetting requests or fewer in a financial year, you will not be billed for them. If your agency submits more than 20, you will be billed for these requests and any more you submit. All Australian Checks will be billed and are not counted toward this total.

Agency Details	Billing Details	Statistics	
Number of submitted vetting requests in the last 3 financial years for 'Test Agency - Non-Preset Roles - 'Agency Name''			
Financial Year	NZ Requests	Australian Standard	Australian Volunteer
1st July 2022 - 30th June 2023	19	0	0
1st July 2021 - 30th June 2022	0	0	0
1st July 2020 - 30th June 2021	2	0	0

Invoice History

This tab is only visible once you receive your first invoice. This is where you can view information relating to any invoices that have previously been sent to your agency. Each invoice will indicate whether it has been fully paid yet or not. Once an invoice has been paid the row will turn green and the ‘Paid in Full’ column will say ‘Yes’. Search for invoices by typing any detail from the table into the ‘filter invoices’ box.

Invoices are sent to your agency’s billing email by the 26th of each month and are due by the 20th of the following month. Invoices include any vetting requests which were released, rejected, or withdrawn between the 25th of the previous month and the 24th of the current month. Vets that were submitted during these dates but have not been released yet will be included on the next invoice after they have been released.

Agency Details	Billing Details	Statistics	Invoice History	
Please note: It may take a few working days before your invoice payment appears in the below table.				
Invoice History		Invoices per page: 15	filter invoices... EXPORT	
Invoice Date ^	Query Me Reference ^	Invoice Number ^	Total (Gross) ^	Paid In Full (Y/N) ^
25/06/23	e.g. 12345	e.g. 0001234567	e.g. \$234.60	No
25/05/23	e.g. 12345	e.g. 0001234567	e.g. \$234.60	No
25/04/23	e.g. 12345	e.g. 0001234567	e.g. \$234.60	Yes
25/03/23	e.g. 12345	e.g. 0001234567	e.g. \$234.60	Yes
25/02/23	e.g. 12345	e.g. 0001234567	e.g. \$234.60	Yes

Click the ‘EXPORT’ button on the right to export a csv (comma separated) file of your agency’s invoice history.

	A	B	C	D	E
1	InvoiceDate	Query Me Reference	Invoice Number	Total (Gross)	Paid In Full (Y/N)
2	25/06/2023	12345	9123456	\$123.45	No
3	25/05/2023	12346	9123457	\$123.45	Yes

My Messages Page

This is where you can view previous messages sent to your agency portal from the Police Vetting Service. This tab will not appear until you receive your first message, after that it will remain permanently visible.

Previous messages are listed in the 'All Messages' box on the left and will display their subject, the date they were received and the date/time they were acknowledged.

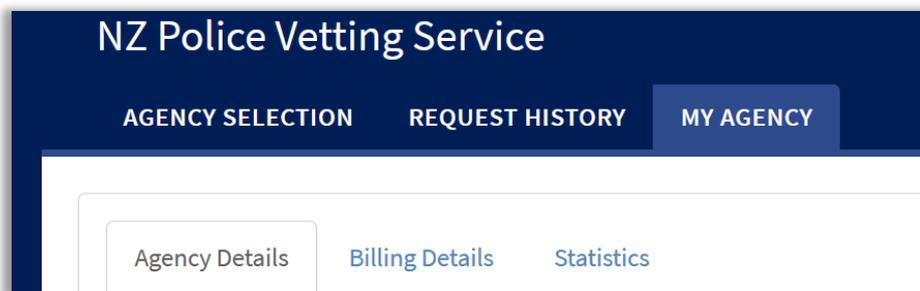
To view the full message, click on the message subject in the 'All Messages' box, the full message will then appear on the right side of the page. See below for an example of an old message sent to all agencies.

When we send messages to your agency they will appear as a pop up when you open your agency. You will need to click 'acknowledge' to close the message. Once closed, they will appear in the 'My Messages' page.

Other communications can appear as a banner across the top of your agency screen. Banner messages do not need to be acknowledged and will not be stored in the 'My Messages' page.

Adding and Removing Users

Some agencies will have the ability to add and remove users. This can be done from the Agency Details page within the MY AGENCY tab.



Below is a screenshot of the agency contacts section at the bottom of the Agency Details page. If you cannot see this section and you would like to have access to add and remove users, please email us at queryme@police.govt.nz with your agency name, agency code, and tell us you would like the ability to add and remove users.

Primary Contact

Notifications I would like to receive email notifications about all vets submitted by this agency

Last Name First Name / Middle Name /

Phone Number * Email *

Additional Contacts

Notifications I would like to receive email notifications about all vets submitted by this agency

Last Name * First Name / Middle * /

Phone Number * Email *

To ADD a New User

1.	Click the <input type="button" value="+ add contact"/> button. A new blank contact will appear at the bottom of the contact list.
2.	Fill in the missing contact information (last name, first/middle name, phone number and email).
3.	Click the <input type="button" value="Update"/> button to save, or click the <input type="button" value="Cancel"/> button to cancel. <i>Continued on next page.</i>

<p>4.</p>	<p>Once you have clicked 'Update', a notification is sent to our team that you have requested to add a user. Our team will then generate a Police ID and Activation Code and email them to that user so they can link their personal RealMe account to the agency. Example of user ID and activation code in our system:</p> <div data-bbox="252 315 1230 499" style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p>Police ID / Activation Code e.g. smithjohn20230701 / e.g. j012ab12-1234-1234-1  </p> <p>* First / Middle Name John / Paul</p> <p>* Email @ j.smith@exampleagency.com</p> </div> <p>Note: We work through requests to add users in the order they arrive. Depending on how many requests we are receiving, this process may take up to 5 working days as Police IDs and Activation codes need to be manually generated by a member of our team once we add the user to the agency.</p>
<p>5.</p>	<p>Once the new user has received their unique Police ID and Activation Code, they can log into the Police Vetting website with their personal RealMe account and enter the ID and code when prompted. Please refer to the steps outlined in Logging into Your Agency Portal.</p> <p>Note: Please do not share RealMe accounts, Police IDs or Activation Codes with any other person, these are unique to each user.</p>

To REMOVE a User

<p>1.</p>	<p>Click the  button next to the user that you want to remove from the agency.</p>
<p>2.</p>	<p>A message will pop up to confirm you want to delete this user. Click Confirm.</p> <div data-bbox="252 1115 724 1330" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>Delete Contact </p> <p>Are you sure you want to delete this contact?</p> <p><input type="button" value="Cancel"/> <input type="button" value="Confirm"/></p> </div>
<p>3.</p>	<p>Scroll down to the bottom of the screen and click the  button to save your changes.</p>
<p>4.</p>	<p>Once you have removed the user from your agency portal, a notification will be sent to our team who will manually disable the access for this user. Depending how many requests we are receiving this may take up to 5 working days.</p> <p>Note: The user will still have access to log in to the agency using their RealMe account until a member of our team has manually disabled the link between their RealMe account and the agency. Please contact us at queryme@police.govt.nz if you have any concerns or need to remove the person's access urgently.</p>

Other Contact Functions

<p>Set New Primary Contact</p>	<p>To set a new Primary contact. Click the  button next to the user that you want to make the Primary contact of your agency. Then click the 'Update' button at the bottom of the screen.</p>
<p>Receive Notifications</p>	<p>Users can elect to receive notifications by ticking the Notifications tick box next to their contact details on the Agency Details page.</p> <p>Note: Notifications include emails about ALL vets submitted by the agency, not just that user.</p>

Submitting a Vetting Request

This section will guide you through submitting a new vetting request from within your agency portal.

Before you submit a request, check all the following has been completed:

- ✓ Section 1 of the consent form has been completed.
- ✓ A representative of your agency (or an identity referee) has confirmed the applicant’s ID.
- ✓ All mandatory fields in Section 2 of the consent form have been completed by the applicant.
- ✓ The applicant has read and signed (physically or electronically) Section 3 of the consent form within the last 3 months. **Note:** Applicant’s consent must be re-obtained if older than 3 months.
- ✓ Section 4 has been completed and signed (only required if requesting an Australian check).

Use the answers on the consent form to submit the request online. For help with how to answer the questions on the consent form please see our [Guide to PVS Request & Consent Form](#).

Step	Action																								
1.	<p>Once you have logged in using your personal RealMe account, navigate to the REQUEST HISTORY tab within your agency portal then click the ‘Submit Request’ button on the top right.</p> 																								
2.	<p>You will be presented with a list of pre-set roles based on your agency type (i.e., Education or Healthcare). Read the description and examples of each role and then select the role that most closely aligns to the description of the applicant’s role on the consent form (Question 1.3 on consent form).</p> <p>For example, if the role description is “Provides in-home education to children” select the role Teaching.</p> <p>See a sample of roles with their description and role examples below:</p> <div data-bbox="188 1272 1476 2049" style="border: 1px solid #ccc; padding: 10px;"> <p>Select the role of the applicant:</p> <table border="1"> <tbody> <tr> <td>Healthcare professional</td> <td>Directly responsible for the provision of medical and/or mental health care services.</td> <td>Examples: Doctor, Nurse, Counsellor, Psychiatrist, Midwife, Therapist, GP, Healthcare assistant, Paramedic, Mental health worker, other medical specialist</td> </tr> <tr> <td>Caregiving - children and youth</td> <td>Role predominantly involves the care and protection but not predominantly the delivery of education to children and youth.</td> <td>Examples: Homestay, Host Parent, Caregiver, Camp parent, Host Family, Social Worker, Matron, Nanny, Babysitter, Foster Carer</td> </tr> <tr> <td>Caregiving - vulnerable adults</td> <td>Role involves the care and protection of vulnerable adults.</td> <td>Examples: Support worker, Elderly caregiver, Hospice worker, Rest Home Worker</td> </tr> <tr> <td>Household member of caregiver</td> <td>Applicant resides with primary caregiver in the place of care.</td> <td>Examples: Household member, Family member of caregiver, partner of caregiver</td> </tr> <tr> <td>Healthcare support services</td> <td>Role involves the provision of support services in the healthcare industry.</td> <td>Examples: Domestic services, Orderly, Hospital chaplain, Medical Receptionist</td> </tr> <tr> <td>Social work (children/youth)</td> <td>Role predominantly involves the provision of social work services across health (including mental health), care and protection, justice, education and corrections to at risk children.</td> <td>Example: Social worker</td> </tr> <tr> <td>Social work (vulnerable adults)</td> <td>Role predominantly involves the provision of social work services across health (including mental health), care and protection, justice, education and corrections to at risk vulnerable adults.</td> <td>Example: Social worker</td> </tr> <tr> <td>Parent/Guardian help</td> <td>Role predominantly involves the delivery of educational assistance by a parent or guardian that is not caregiving in nature.</td> <td>Examples: Parent helper, parent volunteer</td> </tr> </tbody> </table> </div>	Healthcare professional	Directly responsible for the provision of medical and/or mental health care services.	Examples: Doctor, Nurse, Counsellor, Psychiatrist, Midwife, Therapist, GP, Healthcare assistant, Paramedic, Mental health worker, other medical specialist	Caregiving - children and youth	Role predominantly involves the care and protection but not predominantly the delivery of education to children and youth.	Examples: Homestay, Host Parent, Caregiver, Camp parent, Host Family, Social Worker, Matron, Nanny, Babysitter, Foster Carer	Caregiving - vulnerable adults	Role involves the care and protection of vulnerable adults.	Examples: Support worker, Elderly caregiver, Hospice worker, Rest Home Worker	Household member of caregiver	Applicant resides with primary caregiver in the place of care.	Examples: Household member, Family member of caregiver, partner of caregiver	Healthcare support services	Role involves the provision of support services in the healthcare industry.	Examples: Domestic services, Orderly, Hospital chaplain, Medical Receptionist	Social work (children/youth)	Role predominantly involves the provision of social work services across health (including mental health), care and protection, justice, education and corrections to at risk children.	Example: Social worker	Social work (vulnerable adults)	Role predominantly involves the provision of social work services across health (including mental health), care and protection, justice, education and corrections to at risk vulnerable adults.	Example: Social worker	Parent/Guardian help	Role predominantly involves the delivery of educational assistance by a parent or guardian that is not caregiving in nature.	Examples: Parent helper, parent volunteer
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3. Next, you are asked to select which group of vulnerable people your applicant will be working with as part of their role (Question 1.4 on consent form). Only select the groups the applicant will have more than incidental contact with.

For example, if your applicant is a nurse who provides healthcare to both children and elderly select both groups, or if your applicant is a nurse who only works in schools then just select 'Children/Young People'.

If your applicant does not work with children, young people, or vulnerable adults then your applicant's role may not meet Police Vetting criteria and a Criminal Record Check from the [Ministry of Justice](#) may be the best option for this position. Please email us at queryme@police.govt.nz if you have any questions.

Which groups will the person being vetted be working with (select all that apply)? Help

Children/Young People

Vulnerable Adults

BACK NEXT

4. Next, you are asked whether the role takes place from within the applicant's home (Question 1.5 on consent form). Please only answer 'Yes' if the applicant will be providing care or education to vulnerable people from within the applicant's own home, NOT the home of the vulnerable person. See the [Guide to PVS Request & Consent Form](#) for more information about this question.

Does the role involve caring for people in the home of the person being vetted? Help

Yes

No

BACK NEXT

5. Next, you will be asked whether the applicant is paid, a volunteer or a student undertaking vocational training e.g., student teacher on placement (Question 1.6 on consent form). This question helps our system automatically apply legislation appropriately.

Is the person being vetted: Help

A paid worker

A volunteer

Undertaking vocational or educational training

BACK NEXT

6. If your applicant is not working with Children/Young People, or your applicant is a volunteer then you will not be asked the following questions on the portal. Skip to step 7.

If your applicant **is** working with children or young people and is **not** a volunteer, then you will be asked whether the applicant’s role is a Children’s Worker role according to the Children’s Act (Question 1.7 on consent form).

Is the person being vetted a Children's Worker according to the Children's Act 2014, section 23(1)? Help

Yes

No

BACK NEXT

IF...	THEN...
You ticked 'No'	Skip to step 7.
You ticked 'Yes'	<p>You will be asked whether the applicant’s role is a core or non-core Children’s Worker role (Question 1.8 on consent form). For help on this question see the Guide to PVS Request & Consent Form.</p> <p>Is the role of the person being vetted a core or non-core worker role according to the Children's Act 2014, section 23(1)? Help</p> <p><input type="radio"/> Core Worker</p> <p><input type="radio"/> Non-Core Worker</p> <p>BACK NEXT</p>

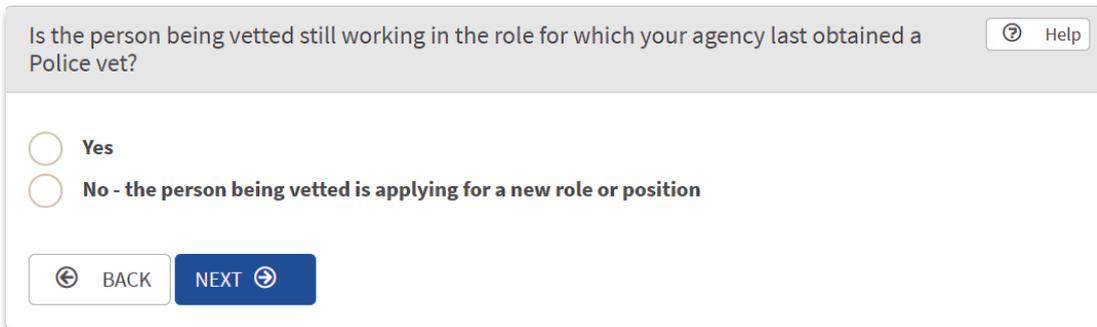
7. Next, you will be asked if your agency has previously vetted this person (Question 1.9 on consent form). Refer to the [Guide to PVS Request & Consent Form](#) for more help on this question.

Has the person being vetted previously been Police vetted by your agency? Help

Yes

No

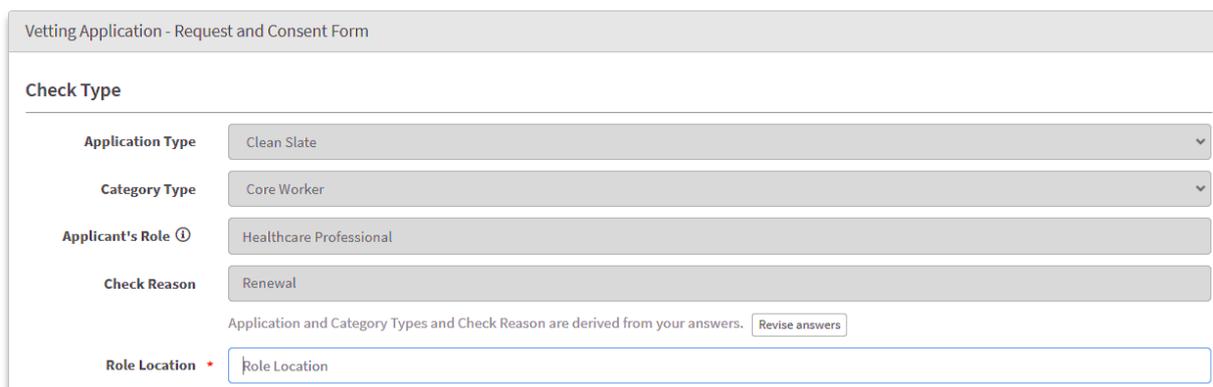
BACK NEXT

IF...	THEN...
You ticked 'No'	Skip to step 8.
You ticked 'Yes'	<p>You will be asked whether the applicant is still working in the same role for which the last vet was obtained for (i.e., this vetting request is a renewal of their last vet) or if the applicant is being vetted because they have applied for a new role or position at your agency (Question 1.10 on consent form).</p> 

8. Depending on your agency's settings, you may also be asked to enter the Job Title of the applicant. If your agency is not asked for this information it means we do not require it for this vetting request, but we may request a copy of the consent form if we need this information to complete the vet or for auditing purposes.



9. Next, you will be taken to a form to enter the remaining application details. This will tell you the check type of your vet based on the answers to the previous questions. You may also be asked to provide the location of the applicant's role (i.e., school grounds, hospital, community etc).



10. In the Application Details section, you can choose to include an Agency Reference and/or a Batch Number. These are optional fields that your agency may choose to use to help identify individual or groups of vets. For example, you may choose to give a vet a Reference of "Room 2 Parent" and a Batch of "Camp Feb 2023".



- 11.** In the Consent and Evidence of Identity section, you will need to confirm you have obtained the applicant’s consent to submit this vet on their behalf. The vetting request must be submitted within three months of obtaining the applicant’s consent, if it has been over three months you must have the applicant re-sign the consent form before you can submit the vetting request (Section 1.12 on consent form).

Here is also where you confirm the evidence of identity checks have been completed. If you have any questions about confirming the applicant’s identity, please see the [Guide to PVS Request & Consent Form](#).

- 12.** Next, scroll down to the Main Applicant Details section and fill in the applicant’s personal details using the information provided by the applicant in section 2 of the consent form.

Only tick the single name box if the applicant goes by a single name (e.g., Madonna).

It is very important that your agency submits all previous names provided by the applicant. To add another name please click the button next to the applicant’s name field.

If the applicant does not have a New Zealand Driver Licence, please leave this field blank. Please do **not** enter any overseas licence or passport numbers.

Note: Please take care when entering the applicant’s details. Vetting requests cannot be edited after they have been submitted. Any typos will appear on the vetting report exactly as entered here so please double check all names have been spelt correctly. Vets must be withdrawn and resubmitted to correct any information. Agencies will still be charged and invoiced for any withdrawn or rejected vets.

Please also be aware that incorrect or missing information (i.e., typos and maiden names) may impact the vetting result. Incorrect or missing information prevents our system from completing an accurate search and risks relevant information not being alerted to your agency by not locating the applicant’s matching ID(s).

IF...	THEN...
You are also requesting an Australian Check	Move on to step 13
You are not requesting an Australian Check	Skip to step 14

13. To request an Australian National Police History Check, tick the box next to 'Australian Check Details' to display the Australian Check Details section. **Note:** the applicant's authorisation in section 4 of the consent form is required before requesting this.

Australian Check Details

If you tick the box next to 'Australian Check Only' this will only send a National Police History Check request to Australia and will **not** create a New Zealand Police vetting request.

Complete all fields using the information provided by the applicant in section 4 of the consent form. The period of residence must not pre-date the applicant's DOB or the request will be rejected by the Australian authorities.

Note: All agencies (including charities) are charged for Australian Police Checks as these are completed by the Australian Criminal Intelligence Commission (ACIC) in Australia who charge NZ Police for this service.

Australian Check Details

Please Note: Submission of an Australian National Police History check will incur a fee. Please see the Approved Agency Agreement for more information.

Australian Check Only?

Type *

Priority *

Licence Number **Issued By**

Licence sighted?

Address * **Suburb ***

Post Code * **State ***

Country

Period of Residence

Other Identifiers + Add Other Identifier...

You can also provide additional identity information provided by the applicant by clicking 'Add Other Identifier'. This will open a pop-up box with fields for you to enter the documentation details e.g., Passport.

Add Other Identifier ✕

Type * **Number ***

Description

Issuing Country *

Issue Date **Expire Date**

<p>14.</p>	<p>Next, enter the applicant’s NZ Residential Address information (including flat number if applicable).</p> <div data-bbox="220 241 1458 443" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>Permanent Residential Address</p> <p>Number / Street * <input type="text" value="Number / Street"/></p> <p>Suburb <input type="text" value="Suburb"/> Post Code <input type="text" value="Post Code"/></p> <p>Town / City * <input type="text" value="Town / City"/></p> </div>
<p>15.</p>	<p>If possible, please upload a copy of the Request & Consent form (ensuring it is under 8MB).</p> <p>Note: The Police Vetting Service do not routinely check all consent forms a part of the vetting process so please ensure all information has been entered in the request online. It is not mandatory to upload the consent form but providing it assists us when we need to complete audits or check information provided by the applicant; it also prevents delays in cases when we need to request this from your agency.</p> <div data-bbox="220 712 1458 1003" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>Upload Consent Form</p> <ul style="list-style-type: none"> It is not mandatory to upload the applicant's Request and Consent form however doing so may prevent delays in processing this application if a consent form is requested for auditing purposes. Uploaded files can be up to 8 MB in total. Please note the Police Vetting Service will not routinely check all consent forms but may do so for audit purposes. <p>+ Add File/s... Maximum files: 5</p> </div>
<p>16.</p>	<p>Check all request details and information provided is correct, then click </p> <p>Your vet has been received by our team. We endeavour to process requests within 20 working days. Please see this page for more information about the full vetting process.</p> <p>If you are having trouble submitting the vetting request, first please:</p> <ul style="list-style-type: none"> check all mandatory fields have been completed. check you are using Google Chrome as your browser. try removing any attachments (these can sometimes cause the browser to freeze). try pressing Ctrl and F5 together to trigger a hard refresh. try logging in on a different computer. try to resubmit the request (a request may time-out if it has been left a little long). <p>If none of these tips work, then please email us at queryme@police.govt.nz with a screenshot of the full page and a description of the issue.</p>

Contact Us

If you have any questions about the vetting process and general administration, please email our customer team at queryme@police.govt.nz and if possible, please include your agency name and agency code.

If you have any questions about invoices, payments, or cost recovery, please email our accounts team at vettingaccounts@police.govt.nz including your agency code and we will get back to you as soon as possible.

You can also contact us by completing our [online form](#) which will send a message to our customer team.