

Awards Policy and Procedure

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1 Purpose

This policy and procedure provides information on awards open to members of the general public that are coordinated, sponsored or nominated by the Department of Communities and Justice (DCJ). It prescribes that the necessary background checks must be undertaken to ensure that potential/shortlisted award recipients are of good reputation and character and that individual awards given or nominated by DCJ are in accordance with the eligibility criteria of the particular award.

2 Definitions

Term	Definition
Award	A public praise and recognition given in honour of effort, contribution and/or achievement.
Award Nominee	Potential/shortlisted award recipient who has met the eligibility criteria and is subject to further evaluation and assessment.
Award Recipient	The award nominee assessed as most outstanding (also known as the winner of the award). For the purpose of this policy, it refers to a member of the general public and not a public service employee.
Committee/Panel	Business area or agency responsible for assessing potential/shortlisted award nominees.
Employees	DCJ staff and others who perform work in any capacity for DCJ including: <ul style="list-style-type: none"> • ongoing, temporary or casual • senior executives • members of councils or committees managed by DCJ • interns and graduates • persons on work experience • students over 18 years of age • volunteers. Please note that contractors, consultants or contingent labour (agency staff) are not considered employees for the purpose of this policy.
Potential/Shortlisted Award Nominee(s)	Award nominee who will be assessed against award criteria by the committee/panel.

3 Scope

This policy applies to all employees who facilitate and/or coordinate awards sponsored by DCJ and open to members of the general public.

It applies to Award Programs such as the NSW Women of the Year Award which recognise and celebrate the outstanding contribution made by women across NSW to industry, communities and society.

4 Policy statement

Awards recognise the achievements of individuals who make lasting and meaningful contribution to the community. It is important that recipients of these awards should also demonstrate a high degree of honesty and integrity in their daily lives.

Evaluation and assessment of potential/shortlisted award nominees should be made by a committee/panel against structured evaluation criteria that are fair, transparent and objective.

It is the responsibility of the committee/panel presenting the award to conduct appropriate background checks of potential/shortlisted award nominees and to ensure that the awards are given in accordance with the relevant eligibility criteria. As a general rule, the higher profile the award, the more background checks should be undertaken, for example including social media checks.

4.1 Record keeping

Personal information and data obtained under this policy is stored and used by DCJ in accordance with the appropriate legislation such as *Privacy and Personal Information Protection Act 1998*.

All records held by government are protected by the *State Records Act 1998*.

All probity checks undertaken for the purpose of this policy should be managed in accordance with existing policies, procedures, guidelines and relevant legislation.

4.2 Failure to comply

Failure to comply with this policy may result in reputational damage to DCJ.

If a probity check is not performed and the award recipient is later found not to be of good character, the recipient may be asked to return the award which will cause embarrassment to DCJ and will detract from the recognition of the award.

Where an award is given to an award recipient where DCJ has failed to undertake relevant probity checks and the award recipient is later found not to be of good character, this may have a detrimental impact on survivor groups and peak bodies.

Failure to appropriately manage the privacy information of potential/shortlisted award nominees may incur penalties under the relevant privacy legislation.

5 Procedure

It is a minimum requirement that a ChildStory and a National Police History Check on potential/shortlisted award nominees be undertaken by the awarding committee/panel. The breadth and scope of the probity checks should alleviate the reputational exposure to DCJ and the negative impact it could have on the department's core values of Service, Integrity, Trust and Accountability should the award recipient's background conflict with the nature of the award.

Additional checks such as social media checks can also be undertaken, depending on the nature of the award.

5.1 Informed Consent Form

The awards program committee/panel must ensure they receive a completed Informed Consent Form from all potential/shortlisted award nominees before conducting any checks.

A copy of the Informed Consent Form for a ChildStory check is at Appendix A.

A copy of the Informed Consent Form for the National Police History Check is attached at Appendix B.

5.2 ChildStory Check

Each potential/shortlisted award nominee must provide their informed written consent as well as their identification (ID) before the application can be successfully submitted. In all circumstances, a ChildStory check cannot be conducted on an individual without their written consent.

The ChildStory database contains records of reports and allegations concerning the welfare of a child, and is available to all DCJ business areas at no cost. To obtain a ChildStory check you need to:

- (a) complete the ChildStory Consent Form (Appendix A) and
- (b) email the completed Consent Form to the Information Exchange Unit at information.exchange@facns.nsw.gov.au requesting the check to be undertaken.

NB: allow a turnaround timeframe of five business days, however, more complex checks can take longer.

5.3 National Police History Check

Each potential/shortlisted award nominee must provide their informed written consent as well as their identification (ID) before the application can be successfully submitted. In all circumstances, a police check cannot be conducted on an individual without their written consent.

The committee/panel responsible for the award program must conduct a National Police History Check prior to any formal or public announcement being made on the potential/shortlisted award nominees or final award recipients.

A new National Police History Check should be sought for potential/shortlisted award nominees irrespective of whether a National Police History Check was recently obtained for another purpose.

A potential/shortlisted award nominee can obtain their own National Police Check by going online via Service NSW at <https://www.service.nsw.gov.au/transaction/apply-national-police-certificate>. Fees and timeframes apply.

Alternatively, the awarding committee/panel can engage the services of Intercheck Australia to obtain probity checks which allows DCJ to pay for the check on behalf of the potential/shortlisted award nominees ([see below](#)).

5.4 Intercheck Australia

Intercheck is an accredited provider with the Australian Crime Intelligence Commission. It can help individuals and businesses obtain a National Police History Check much faster and more conveniently using a simple and secure online police checking service.

The person must provide their informed written consent as well as their identification (ID) before the application can be successfully submitted. A police check cannot be conducted on an individual without their written consent.

Using Intercheck will streamline the process and reduce administration efforts for the committee/panel. Intercheck will correspond directly with the potential/shortlisted award nominees for written consent and manage the process on behalf of the department.

Further information is available at <https://policecheckexpress.com.au/businesses>.

5.5 Interpreting Police Check Result¹

The results provided on a police check will outline whether the award nominee has either:

- No Disclosable Court Outcomes (NDCO) or
- Disclosable Court Outcomes (DCO).

NDCO means there is no police information held against the Award Nominee or no police information that can be released according to the purpose and category of the police check.

DCO means:

- There is police information that can be released.
- A police check result with a DCO may list the following police information:
 - charges
 - court convictions, including penalties and sentences

¹ Extract from <https://www.acic.gov.au/our-services/national-police-checking-service/find-out-more-information/how-service-works#accordion-8>

- findings of guilt with no conviction
- court appearances
- good behaviour bonds or other court orders
- matters awaiting court hearing
- warrants and/or warnings
- traffic offences

If a criminal history check contains a DCO, DCJ should notify the potential/shortlisted nominee to provide them with a reasonable opportunity to respond to, or validate the information in the criminal history check.

The committee/panel should undertake a risk assessment based on the DCO together with the nature of the award program to assess whether a potential/shortlisted nominee should be considered for an award under their specific program.

6 Related legislation and documents

- *Privacy and Personal Information Protection Act 1998*
- *State Records Act 1998 (NSW)*

7 Responsibilities

7.1 Compliance, monitoring and review

7.1.1 The Secretary and the DCJ Board

Ensure that the reputation and integrity of award programs are maintained by supporting this policy and procedure.

7.1.2 Employees

- Read, understand and comply with this policy and procedure.
- Ensure that prior to presenting an award, relevant background checks are undertaken to ensure that the potential/shortlisted award nominee is of good reputation and character.

7.1.3 Award Program Committee/Panel

- Ensure compliance with the requirements of the awards program.
- Ensure appropriate background checks on the potential/shortlisted award nominee are undertaken prior to giving the award.
- Ensure that informed written consent is obtained from potential/shortlisted award nominees prior to any background checks being undertaken.

- Ensure that if a background check contains a DCO, undertake a risk assessment to assess whether the potential/shortlisted nominee can be considered under the awards program.
- Ensure that all information obtained on potential/shortlisted award nominees are handled in accordance with relevant privacy legislation.

7.1.4 Business Ethics and Compliance Unit (BECU)

- Review and update at least every three years or when any significant new information, legislative or organisational change warrants amendments to this document.
- Provide advice and support about this policy and procedure via: InternalAuditandCompliance@fac.s.nsw.gov.au mail box.

7.1.5 DCJ Internal Audit

Conduct an audit on the award programs on a three yearly cycle from the date this document was approved to identify any compliance issues, gaps or areas that require refinement.

8 Security of information

The relevant business area and the award program committee/panel are responsible for maintaining appropriate security and confidentiality over information held on potential/shortlisted award nominees in accordance with relevant privacy legislation.

9 Document information

Document name	Department of Communities and Justice Awards Policy and Procedure
Applies to	All employees who facilitate and/or coordinate awards sponsored by DCJ and open to members of the general public.
Replaces	Department of Family & Community Services Awards Policy dated October 2018.
Document reference	TRIM – SGM20/2563
Approval	Deputy Secretary, Corporate Services on 31 July 2020
Version	1.0
Commenced	17 August 2020
Due for review	Three years from the date of commencement or when any significant new information, legislative or organisation change warrants amendments to this document.
Policy owner	Business Ethics and Compliance Unit (BECU)

10 Support and advice

You can get advice and support about this policy and procedure from the BECU who has carriage of this document.

Business unit	Business Ethics and Compliance Unit (BECU) Risk and Compliance Shared Services, Performance and Risk Corporate Services.
Email	InternalAuditandCompliance@fac.s.nsw.gov.au

This policy and procedure is subject to change. The latest published version of the policy and procedure is available on the DCJ intranet.

11 Appendix A

CHILDSTORY CHECK APPLICATION POTENTIAL/SHORTLISTED AWARD NOMINEES

ALL sections must be completed by the requesting officer and applicant before the form can be processed. (Please use BLOCK CAPITAL LETTERS or type text).

SECTION 1: DETAILS OF REQUESTING OFFICER

Name:	
Entity/Division:	
Business Area;	
Phone number:	
Email address:	
Name of Award Program:	

SECTION 2: APPLICANT DETAILS

Name:	First: _____ Middle: _____ Surname: _____
Gender:	
Previous names/Aliases /Maiden Name:	First: _____ Middle: _____ Surname: _____
Date of birth:	-----/-----/-----

SECTION 2: APPLICANT DETAILS

Place of birth:	Suburb: State: Country:	
Phone number:		
All addresses in the past 5 years: (Number/Street Name/ Suburb/ State/Country) If insufficient space, please provide details in a separate document and attach.	Address	Date of Residence
Details of the Applicant's own children or any child that has previously lived with them [please enter nil if appropriate] If insufficient space, please provide details in a separate document and attach	Name and Date of Birth	Relationship to Applicant
	First: Middle: Surname:	
	DOB: First: Middle: Surname:	

SECTION 2: APPLICANT DETAILS

	DOB:	
	First: Middle:	
	Surname:	
	DOB:	

SECTION 3: CONSENT BY APPLICANT

I _____

 (Name)

of _____

 (Address)

Understand and give my consent to the Department of Communities & Justice (DCJ) to conduct a search of its records and take into account any information obtained as a result of the search for the purpose of assessing my suitability for being considered for an Award.

If one or more of my previous addresses is interstate or in New Zealand, I consent to the Department of Communities & Justice (DCJ) requesting a search of records held by its counterparts in the relevant state, territory or New Zealand. I consent to that state, territory or New Zealand providing DCJ with any records they hold relevant to assessing my suitability for being considered for an Award.

Applicant signature:	
Date:	

12 Appendix B

INFORMED CONSENT FORM

NATIONAL POLICE CHECKING SERVICE

SECTION 1: PERSONAL INFORMATION

Please select appropriate box only:

Employee Contractor/Consultant Volunteer Individual Other (Please specify)

Is this a renewal check? Yes No

Names by which I am, or have been, known

If more room is required, list on a separate sheet, sign and attach the sheet to this form.

Additional sheet included? Yes No

Surname (Primary) First Middle

Surname First Middle
 Maiden Alias Previous

Surname First Middle
 Maiden Alias Previous

Date of birth / /
dd mm yyyy Sex Male Female Unspecified

Place of birth

Suburb/Town State/Territory

Country

Permanent residential address over the last five years

If more room is required, list on a separate sheet, sign and attach the sheet to this form. If full details are unavailable, include as much information as possible.

Additional sheet included? Yes No

Current

Number/Street
Suburb/Town State/Territory Postcode

Period of residence

/ / to / /
Country

Previous (if applicable)

Number/Street
Suburb/Town State/Territory Postcode

Period of residence

/ / to / /
Country

Previous (if applicable)

Number/Street
Suburb/Town State/Territory Postcode

Period of residence

/ / to / /
Country

Contact details

Phone Home Work Mobile

Email

Other details (if applicable)

Australian driver's licence no. Issued by
Passport no. Issued by

INFORMED CONSENT FORM

NATIONAL POLICE CHECKING SERVICE

SECTION 2: PROOF OF IDENTITY

Documents must be selected from the list below

When applying for a National Police History Check, you must provide proof of your identity with this form (see Minimum Identity Requirements below). All documents must be originals or certified true copies. A certified copy means a document that has been certified as a true copy of an original by a person listed in Schedule 2 of the *Statutory Declarations Regulations 1993* (Cth) which is available from <http://www.comlaw.gov.au> by searching for “*Statutory Declarations Regulations 1993*”.

Change of Name

If all documents provided for 100 points are under the same name you will not be required to provide additional ID documentation if you provide a maiden/alias name. If the 100 points provided are under two or more different names (e.g. birth certificate in maiden name and driver’s licence in married name) then further ID documents will need to be provided as evidence of a name change (e.g. Change of Name or Marriage Certificate issued by a State or Territory Registry of Birth, Deaths and Marriages, or Divorce Papers issued by the Family Court). These documents must be originals or certified true copies and DO NOT count towards the 100 Points. If you use a change of name document you must have provided the other names you have used in section 1 of this form.

Minimum Identity Requirements

You must provide:

- at least one document from either Category A or Category B, that is, you do not need to provide documents from both categories as long as all other minimum requirements are satisfied;
- at least one of your identity documents must contain a photograph. If you are unable to provide a listed document containing a photograph you must submit a passport style photograph of yourself certified by a person listed in Schedule 2 of the *Statutory Declarations Regulations 1993* (Cth);
- the combination of documents supplied should, as a minimum equal a total of 100 points; and
- evidence of your full name and date of birth.

Document	Points Scored
Category A—Each document is worth 70 points <ul style="list-style-type: none">• Birth Certificate• Australian Passport (current, or expired within the previous two years, but not cancelled)• Australian Citizenship Certificate• International Passport (current, or expired within the previous two years, but not cancelled)• Other document of identity having same characteristics as a passport e.g. diplomatic/refugee (Photo or Signature)	<input type="text"/>
Category B—The first document is worth 40 points and each additional document is worth 25 points <ul style="list-style-type: none">• Current Licence or Permit (Government Issued)• Working With Children/Teachers Registration Card• Aviation Security Identification Card/Maritime Security Identification Card• Public Employee Photo ID Card (Government Issued)• Department of Veterans’ Affairs Card• Centrelink Pensioner Concession Card or Health Care Card• Current Tertiary Education Institution Photo ID• Reference from a medical practitioner (must have known the Applicant for a period of at least 12 months)	<input type="text"/>
Category C—Each document is worth 25 points <ul style="list-style-type: none">• Birth Extract• Foreign/International Drivers Licence• Proof of Age Card (Government Issued)• Medicare Card/Private Health Care Card• Council Rates Notice• Property Lease/Rental Agreement• Property Insurance Papers• Australian Tax Office Assessment• Superannuation Statement• Seniors Card• Electoral Roll Registration• Motor Vehicle Registration or Insurance Documents• Professional or Trade Association Card If relied upon, the following documents must be from different organisations: <ul style="list-style-type: none">• Utility Bills (e.g. Telephone, Gas, Electricity, Water)• Credit/Debit Card• Bank Statement/Passbook	<input type="text"/>

INFORMED CONSENT FORM

NATIONAL POLICE CHECKING SERVICE

SPECIAL PROVISIONS ONLY TO BE USED IF MINIMUM IDENTITY REQUIREMENTS ABOVE CANNOT BE MET			
Applicant Category	Document	Points Value	Points Scored
Recent Arrival - have been in Australia for 6 weeks or less	Current passport and proof of date of arrival	100	<input type="text"/>
Aboriginal people, Torres Strait Islander people or resident in a remote area/community	Please complete the <i>National Police Checking Service (NPCS) Proof of Identity (Special Provision) for Aboriginal and Torres Strait Islander People</i> and attach it to this document	100	<input type="text"/>
Child under 18	Please provide one of the following documents: <ul style="list-style-type: none">• Birth Certificate/Birth Extract• Australian Passport (current, or expired within the previous two years, but not cancelled)• Australian Citizenship Certificate• International Passport (current, or expired within the previous two years, but not cancelled)• Other document of identity having same characteristics as a passport eg. diplomatic/refugee (Photo or Signature)• Statement from an educational institution, signed by the Principal or Deputy Principal, confirming that the child attends the institution (statement must be on the institution's letterhead)	100	<input type="text"/>
TOTAL POINTS			
		Total points scored	<input type="text"/>
VERIFICATION (OFFICE USE ONLY)			
NOTE: To be completed by the Accredited Organisation or its Customer (as defined in the Australian Criminal Intelligence Commission Terms of Service).			
I declare that I have sighted the Applicant's original or certified true copy of documents and that the Applicant has met the Minimum Identity Requirements above. I am satisfied as to the correctness of the Applicant's identity.			
Signature <input type="text"/>		Date <input type="text"/> / <input type="text"/> / <input type="text"/>	Printed name <input type="text"/>

SECTION 3: ACCREDITED ORGANISATION DETAILS

Accredited Organisation (Legal name)	<input type="text" value="FAMILY & COMMUNITY SERVICES (FACS)"/>	ABN	<input type="text"/>
Address	<input type="text" value="LIVERPOOL, NEW SOUTH WALES"/>		

SECTION 4: ACCREDITED ORGANISATION NOTES (OFFICE USE ONLY)

Notes	<input type="text"/>
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SECTION 5: AUTHORISATION TO DISCLOSE PERSONAL INFORMATION

Is the result of the National Police History Check to be forwarded/disclosed only to the Accredited Organisation named in Section 3 above?

Yes No If No: I authorise the result of the National Police History Check to be forwarded/disclosed to the following employer/ organisation to assess my suitability:

Employer/Organisation (Legal name)	<input type="text"/>	ACN	<input type="text"/>
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INFORMED CONSENT FORM

NATIONAL POLICE CHECKING SERVICE

SECTION 6: PURPOSE OF THE NATIONAL POLICE HISTORY CHECK

Provide details of the purpose for which the check is required. Such as relevant position/role, place of work and whether you have contact with vulnerable groups e.g. Client Services Officer in a call centre, janitor at a school, volunteer in aged care facility with direct care of disabled and aged persons.

Purpose or Role

SECTION 7: GENERAL INFORMATION

General information

Australian Criminal Intelligence Commission (ACIC) is collecting your personal information in this form in order to conduct a National Police History Check (NPHC) on you. It does this through a contractual arrangement with the Accredited Organisation named at Section 3. ACIC has contractual arrangements with its Accredited Organisations to collect personal information on its behalf to support processes assessing the suitability of people applying for employment, Australian citizenship, appointment to positions of trust, volunteer service or for various licensing or registration schemes. Accredited Organisations and their customers (such as employers) use the personal information collected on this form and the resulting NPHC as part of their assessment process to determine your application. Some Accredited Organisations have a legislative basis for the collection, use and disclosure of your personal information.

ACIC recommends that you seek further information about any relevant/applicable legislative framework from the Accredited Organisation.

In some circumstances Accredited Organisations may have arrangements with overseas entities for administrative or other purposes. ACIC recommends that you seek further information from the Accredited Organisation at Section 3 in circumstances where your information is likely to be disclosed to overseas recipients.

Unless statutory obligations require otherwise, the information provided on this form will not be used without your prior consent for any purpose other than in relation to the assessment of your suitability; or to maintain the records of ACIC and police agencies; or for law enforcement purposes. You will be required to complete another consent form for any future NPHCs.

National Police History Check (NPHC)

Information on this form will be used by ACIC and police agencies for checking action; it will also be used to update records held about you by ACIC and police agencies.

ACIC and police agencies will access their records to obtain and disclose Police History Information (PHI) that relates to you to:

- the Accredited Organisation named in Section 3 above; and
- where applicable the employer/Organisation named in Section 5 above.

PHI may include outstanding charges, warrant information and criminal convictions/findings/pleas of guilt recorded against you.

PHI is disclosed according to applicable laws of the relevant jurisdiction and, in accordance with the relevant jurisdiction's information release policies. Applicable laws include but are not limited to spent convictions legislation.

The following links may be helpful in sourcing information on spent convictions in your State/Territory:

Commonwealth	www.comlaw.gov.au
New South Wales	www.legislation.nsw.gov.au
Queensland	www.legislation.qld.gov.au
South Australia	www.legislation.sa.gov.au
Victoria Police	www.police.vic.gov.au
Western Australia	www.slp.wa.gov.au
Northern Territory	www.nt.gov.au/dcm/legislation/current.html
Australian Capital Territory	www.legislation.act.gov.au
Tasmania	www.thelaw.tas.gov.au

Limitations on accuracy and use of PHI

While every care has been taken by ACIC and police agencies to conduct a search of PHI that relates to the Applicant, the accuracy and quality of an NPHC issued by ACIC depends on accurate identification of the Applicant (including aliases), the comprehensiveness of police records and is based on the information provided in this form. If the Applicant does not complete the information requirements in this form the success and validity of the NPHC will be compromised. It is in your interest to provide full and complete details in this form.

If for any reason you do not agree with the results of your NPHC, please notify the Accredited Organisation that submitted the request for a NPHC on you so that the NPCCS dispute process can be initiated.

ACIC contact details

For more information regarding the NPHC process or the handling of Personal Information and Police History Information, you can contact the ACIC's National Police Checking Service on:

Phone: 02 6268 7900

Email: npcs@acic.gov.au

Provision of incomplete, false or misleading information

An Accredited Organisation and an Applicant must take reasonable steps to ensure that the personal information collected or disclosed is accurate, complete and up to date.

You are asked to certify that the personal information you have provided on this form is correct.

It is a serious offence to provide false or misleading information on this form.

INFORMED CONSENT FORM

NATIONAL POLICE CHECKING SERVICE

SECTION 8: CONSENT TO OBTAIN PERSONAL INFORMATION

National Police History Check

(BLOCK LETTERS)

I, hereby:
Surname (Primary) First and middle (Primary)

1. acknowledge that I have read the General Information in Section 7 of this form and understand that information will be disclosed in accordance with applicable legislation and information release policies (including spent convictions legislation (however described) in the Commonwealth, States and Territories);
2. understand that the purpose for which I am seeking a NPHC may be in a category for which exclusions from spent convictions legislation may apply;
3. have fully and correctly completed this form, and the personal information I have provided in it relates to me, contains my full name and all names previously used by me;
4. acknowledge that the provision of false or misleading information on this form is a serious offence;
5. acknowledge that the Accredited Organisation named in Section 3 of this form is collecting information in this form to provide to Australian Criminal Intelligence Commission (ACIC) (an Agency of the Commonwealth of Australia) and police agencies;
6. consent to:
 - (i) ACIC and police agencies using and disclosing my personal information to conduct a National Police History Check;
 - (ii) the police agencies disclosing to ACIC, from their records, Police History information that can be disclosed in accordance with the laws of the Commonwealth, States and Territories and in accordance with the relevant jurisdiction's information release policies;
 - (iii) ACIC disclosing the information sourced from the police agencies to the Accredited Organisation named in Section 3 of this form, and
 - (iv) the Accredited Organisation named in Section 3 of this form disclosing to the employer/organisation named in Section 5 of this form personal information to assess my suitability in relation to the purpose identified in this form.
7. acknowledge that any information provided by me on this form relates specifically to the purpose identified in Section 6 of this form;
8. acknowledge that any information provided by the police agencies or ACIC relates specifically to the purpose identified in Section 6 of this form;
9. acknowledge that any information sent, by mail or electronically, in relation to this form, including any identity documents, is sent at my own risk and I am aware of the consequences of these methods of lodgement;
10. acknowledge that personal information that I provide in this form may be disclosed to the Accredited Organisation named in Section 3 of this form (including contractors or related bodies) located in Australia or overseas (refer to attached list if applicable); and
11. acknowledge that it is usual practice for an Applicant's personal information to be disclosed to police agencies for law enforcement purposes including the investigation of any outstanding criminal offences.

Note: The information you provide on this form will be used only for the purpose stated above unless statutory obligations require otherwise.

Applicant's Signature Date
dd mm yyyy

Parent/Guardian Consent—If you are under 18 years of age provide consent below from a parent /guardian.

Parent/Guardian Signature Date
dd mm yyyy

Parent/Guardian name printed in full