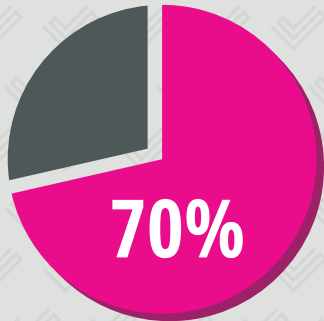


## HOW LONG DOES IT TAKE?

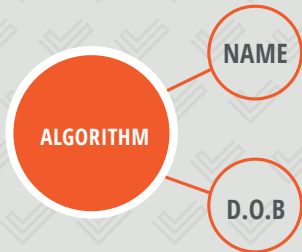


70% of Police Checks are returned immediately.



Referred checks can take up to 10 business days or longer

## HOW IT WORKS



National Police Checking Service (NPCS) use a matching algorithm based on name and date of birth.



Some Police Checks require a manual process due to the agency not having a digital process. ie. small country towns



### Similar names and D.O.B

Checks that have similar names and dates of births are referred to at least 1 police agency to ensure results are correct.

## POLICE CHECKS WITH US

01

Cited will verify your identity in 1 business day. Once your identity has been successfully verified we submit to NPCS.

02

Cited must submit your information to NPCS who return results.

03

Cited will follow up if after 10 business days your Police Check has not been returned. NPCS restrict all agencies from following up prior to this.



### 1. Common names

Names that match potential Persons of Interest need time to ensure information is correct.

### 2. Old history

Having old police history requires manual collection and processing of hardcopy records.

### 3. Inaccurate and incomplete records

The relevant police agency may have incomplete or inaccurate records which need to be investigated before your check can be finalised.

### 4. Transferring Information

In some cases, information will need to be transferred between different state and territory agencies before being released.

### 5. Workload

The workload within each police agency can affect how long it takes for them to verify and process the information.

## WHAT IS AN AGENCY?

An organisation that has been accredited by ACIC (Australian Criminal Intelligence Commission) to provide the NPCS directly to individuals.

### MORE INFORMATION

 [cited.com.au](http://cited.com.au)

 [info@cited.com.au](mailto:info@cited.com.au)