



New Zealand Police Vetting Service

Vetting Update FAQs



Table of Contents

About this document	3
Introduction	3
Overview	3
Frequently Asked Questions	3
Why are the changes being made?	3
Is the vetting process still the same for my agency?	3
Does my agency need to do anything different?	4
Does my agency need to tell our staff/vetting applicants about the changes?	4
Does my agency need to re-vet our existing staff?	4
Will this update change the information we receive in vetting reports?	4
Why are changes being made to the 'consent to release information' section?	4
Will this update make it take longer to request a vet?	4
Will this update make it take longer to receive the vetting report?	4
Should we now send all vetting questions to vetting.updates@police.govt.nz ?	5
Why do we need to specify if the vet is a renewal or a request for a new position/role?	5
Why do we skip the renewal questions (1.9 & 1.10) when not working with children?	5
Why are renewal vets for 'Caregiving child/youth' Clean Slate instead of Exception?	5
Why do we skip the Children's Act questions (1.7 & 1.8) for volunteers?	5
Why do we need to specify if the role of the applicant takes place in their home?	5
If my applicant works from their home office, should I tick yes to the home question?	6
What if my applicant cares for vulnerable people within the vulnerable person's home?	6
Why are we asked to provide both a description of the role and the applicant's job title?	6
Why did we not receive convictions that we have previously received?	6
Will my agency still have access to select one of our 10 most recent roles?	7

About this document

Introduction

This document has been created to provide Police Vetting Service Approved Agencies with answers to frequently asked questions related to the upcoming changes to the agency web portal and Request & Consent form in late 2023.

Overview

The Police Vetting Service is making changes to the Request & Consent Form and the vetting agency web portal to ensure that the Vetting Service receives the necessary information required to process each vetting request as accurately and efficiently as possible, and ensure the correct application of relevant legislation e.g., the Children's Act 2014 and the Criminal Records (Clean Slate) Act 2004.

We are making the following changes:

1. Questions in the Vetting portal will be updated to make it easier for agencies to request the correct type of Police vet when submitting applications.
2. The [Request & Consent Form](#) will be updated so the questions in Section 1 reflect the updated portal. Other minor changes will be made, including to Section 3 - Consent to release information.

Please see the below FAQs for any questions you may have about this update. If you have any questions about the update that are not addressed below, please email us at vetting.updates@police.govt.nz. For any general vetting and administration questions please continue to email queryme@police.govt.nz.

Frequently Asked Questions

Why are the changes being made?

These updates are being made to ensure that the Vetting Service receives the necessary information required to process each vetting request as accurately and efficiently as possible, it will also help to ensure the correct application of relevant legislation e.g., the Children's Act 2014 and the Criminal Records (Clean Slate) Act 2004. Enhancements have been made to our system to help automate some decision making, the new questions being asked will assist with this automation and ensure your agency request the correct type of vet.

Is the vetting process still the same for my agency?

The process for requesting a vet is still the same. Your agency will be able to download the new Guide to the Request & Consent form from our website (<https://www.police.govt.nz/advice-services/businesses-and-organisations/nz-police-vetting-service/forms-and-guides>), then once it has been completed, you can login to your agency's vetting portal and submit the vet online as usual.

The new questions you are asked on the portal will match the questions asked on the new form. Further guidance on the vetting process can be found here: <https://www.police.govt.nz/advice-services/businesses-and-organisations/nz-police-vetting-service/vetting-process>. If your agency has a different process for submitting vets, then that process will also remain the same. Please contact us to discuss if you have any questions.

Does my agency need to do anything different?

Your agency will need to download and start using the new form which involves answering some new questions that weren't previously asked on the old form. Your agency will be notified when the changes on the vetting portal will be updated to match the new form. If your agency uses its own version of our consent form, you will be required to update your form to match as the information being collected is slightly different and the wording in section 3 'Consent to Release Information' is also being updated.

Does my agency need to tell our staff/vetting applicants about the changes?

Your agency will need to ensure all staff who complete vetting forms and submit vetting requests online are aware that there will be a new form to use and that questions on the portal will be slightly different. This means that information collected on the old form will not match the new form, so can no longer be used.

Vetting applicants providing consent for your agency to vet them will need to read the new "consent to release information" section as this has changed slightly from the old form.

Does my agency need to re-vet our existing staff?

This update will not have any impact on previous vetting requests, this means you do not need to resubmit any requests as a result of this change. Your agency should refer to its own internal policy and/or relevant legislation (i.e., Children's Act 2014 for core and non-core children's workers) regarding when you re-vet any employees/volunteers.

Will this update change the information we receive in vetting reports?

Convictions are disclosed or concealed in accordance with the Criminal Records (Clean Slate) Act 2004 which has not changed. Disclosure of convictions will depend on whether the applicant is applying for a role which is specified under section 19 (exceptions to the Clean Slate scheme), or whether the individual is eligible for Clean Slate or not.

There has also been no change to the way we assess non-convicted information. Non-convicted information may be disclosed to the agency if it is relevant to the role applied for and sufficiently substantiated. Please see the information under the heading 'Information Police may release' on the [Information about vetting](#) page to see what information may be released in a vetting report.

Why are changes being made to the 'consent to release information' section?

This section has been updated to amend the reference to the Privacy Act 2020 (previously 1993). This form has not been updated since 2019 so we also took this update as an opportunity to review the way this section had been written, subsequently we have made small edits to help make it easier to read and understand what information may be disclosed as part of the vetting request.

Will this update make it take longer to request a vet?

The questions you get asked when submitting a vet will differ depending on the type of vet being requested. In some circumstances you may be asked more questions than you are used to, while in other circumstances you may be asked less.

Will this update make it take longer to receive the vetting report?

No, this update will not have any impact on how long it takes to receive the results of a vetting request.

Should we now send all vetting questions to vetting.updates@police.govt.nz?

No, this inbox is only being utilised to respond to questions, concerns and feedback related to this update. All other queries should continue to be sent to queryme@police.govt.nz.

Why do we need to specify if the vet is a renewal or a request for a new position/role?

This information will make it easier to ensure your vetting request is processed under the appropriate request type. If section 19 of the Criminal Records (Clean Slate) Act 2004 is relevant to the role being applied for then the answer to this question will help our system apply this legislation appropriately.

Why do we skip the renewal questions (1.9 & 1.10) when not working with children?

This question has been added to help our system automatically determine what type of request this should be under the Criminal Records (Clean Slate) Act 2004 (Clean Slate or Exception). This is only relevant to roles which are specified under section 19 of the act, which means for most agencies we only need to know the answer to this question if your applicant is working with children.

Why are renewal vets for 'Caregiving child/youth' Clean Slate instead of Exception?

This is because section 19 of the Criminal Records (Clean Slate) Act 2004 only specifies applications to work in a role predominantly involving the care and protection of a child or young person as an Exception to the Clean Slate Scheme. This means when a person applies to work in a role predominantly involving the care and protection, but not predominantly involving the delivery of education to, a child or young person, their vet will be processed as an 'Exception' to the general effect of the Clean Slate Scheme. Any subsequent vetting requests made to 'renew' their vet will be processed as a 'Clean Slate' check (convictions are only disclosed if the applicant is ineligible for [Clean Slate](#)).

Why do we skip the Children's Act questions (1.7 & 1.8) for volunteers?

Volunteers are not subject to Police vetting under the Children's Act 2014. Under section 23(1) of the act, 'work' has been defined as paid work; or unpaid work that is undertaken as part of an educational or vocational training course. For example, paid employees or students on placement in schools or hospitals. This means that volunteers, even those who are volunteering with children, are not classified as 'Children's workers' under the Children's Act 2014.

Volunteers who are working with children, young people or vulnerable adults still meet the criteria for Police Vetting and will be vetted appropriately. All Police held information is reviewed for relevance to the applicant's role (i.e., teacher, child caregiver, afterschool assistant etc) irrespective of whether the vet is subject to the Children's Act or not. Any convictions will be released in accordance with the Criminal Records (Clean Slate) Act 2004.

Why do we need to specify if the role of the applicant takes place in their home?

As part of the vetting process, we review all incidents and occurrences recorded by Police and assess each record for relevance to the role. If we determine there to be information relevant to the role the applicant has applied for, and that information is sufficiently substantiated then we may disclose that information in the vetting report.

By telling us that the applicant is caring for vulnerable people from within their own home, it lets us know that incidents such as Family Violence that occurred in the applicant's home are relevant to the role. This

means we may also include information about other people in the applicant's household that could pose a risk to the safety of the vulnerable person that will be entering the applicant's home. This information is only relevant to disclose if the applicant's role involves vulnerable people physically entering the applicant's home. If this is not the case for your applicant's role, please ensure you tick 'No' to this question to avoid potentially breaching the privacy of the applicant and their family.

If my applicant works from their home office, should I tick yes to the home question?

No, you should only answer 'Yes' to this question if your applicant is going to have children, young people, or vulnerable adults physically present with them in their home (home of person being vetted). If the applicant works remotely from home and will only have contact with vulnerable people by phone or online and will not have vulnerable people physically present within their own home, then please answer 'No'.

What if my applicant cares for vulnerable people within the vulnerable person's home?

In this situation it is important that you answer 'No' to the home question (1.5). Although the applicant will be working from *a person's home*, this question should only be answered 'Yes' if the care of vulnerable people is taking place in the *applicant's home* only. The purpose of this question is so we know when it is relevant to assess the safety of the applicant's home environment, this is only relevant when vulnerable people will be entering the *applicant's home* (home of person being vetted).

Why are we asked to provide both a description of the role and the applicant's job title?

This is because the applicant's job title may not always provide enough information about what that person does and how they interact with children, young people, or vulnerable adults. For vetting purposes, it is important that we understand what type of interaction this person has with vulnerable groups so that we can accurately identify any risk they may pose to specific vulnerable groups and disclose relevant information accordingly.

For example, an applicant may have the job title of 'Team Manager', which does not appear to meet vetting criteria until you specify that their role involves providing care and protection to 14 and 15-year-olds from a school sports team on overnight trips. Depending on your agency settings, you may not be asked to enter the applicant's 'Job Title' when submitting the request online, but we may request a copy of the consent form if we need this information or for auditing purposes.

Why did we not receive convictions that we have previously received?

There are a few reasons that you may not receive convictions for an applicant who previously had convictions released in their last vetting report.

The applicant may now be eligible for Clean Slate when previously they were not. For example, if their most recent conviction is now older than 7 years, or they have now paid all fines, then their Clean State status may have changed since the last time you vetted them. See more information about when the Clean Slate scheme applies here: <https://www.justice.govt.nz/criminal-records/clean-slate/>.

The applicant may be applying for a different role at your agency. If your agency previously vetted someone who was applying for a role that falls under section 19 3(d), 19 3(da) or 19 3(e) of the Criminal Records (Clean Slate) Act 2004, then any convictions the applicant has will have been released regardless of their Clean Slate status. This applies to roles such as Police Employee, Prison Officer, Probation Officer, position of National Security, or when applying to act in a role predominantly involving the care and protection of children or

young people (but is not predominantly involving delivery of education). If you are now vetting the applicant for a different role that is not specified in section 19, such as Teacher, Medical Professional or Rest Home Carer, then the applicant may have their convictions concealed if they are eligible for the Clean Slate Scheme.

If your applicant is being vetted for the second or subsequent time (a renewal) for a role specified in section 19 3(d) or 19 3(e) of the Criminal Records (Clean Slate) Act 2004, these will be processed as 'Clean Slate' vets as the Act precedes these roles with: "the eligible individual has made an *application* for employment", or "the eligible individual has made an *application* to act in a role". For vetting purposes this means that the vet for these roles will be processed as 'Exception' requests *only* when the applicant first applies for the role. Any second or subsequent (renewal) vets will be processed as 'Clean Slate' requests.

Will my agency still have access to select one of our 10 most recent roles?

No. Agencies who previously had access to see their 10 most recently submitted roles will no longer be able to re-use those roles to submit a new vet. This is because the new information we are collecting on the consent form will be unique for each person being vetted, this means those questions need to be asked for each new vetting request and cannot be re-used for multiple applicants as the answers may be different for each person. If your agency previously had access to this functionality, you will now be asked a few more questions when submitting a vetting request.