

Tweed Shire Council recruitment

Background screening

As part of the recruitment process, Tweed Shire Council uses a third party provider, Managed Verification Services International (MVSI), to conduct background screening relevant to the position you have applied for. Background screening verifies that the information you have provided throughout the recruitment process is true and correct.

To make the process of background screening easier, we recommend you complete the process on your smartphone as this will make providing photos of your documents quick and easy.

Before you start the process, it is good idea to have all your information ready, this includes:

All candidates

A photo of the following documents:

- Proof of ID (a full list of 'acceptable forms of ID' is listed on page 3)
 - 1 × commencement of identity (e.g. **current** passport or Australian birth certificate)
 - 1 × primary use within the community (e.g. **current** Australian driver licence)
 - 2 × secondary use within the community (e.g. Medicare Card **and** a bank or credit card – see FAQs overleaf)
 - A selfie: a photo of how you appear today without glasses on or any removable facial coverings

Entitlement to work (if you are not an Australian Citizen)

- Current passport issued by a country other than Australia with a valid visa which includes Australian work entitlement rights.

Employment history verification (5 years)

- Position title, name of employer, employment dates (month and year only).

If your position requires a qualification, trade, licence or ticket

- Name of qualification, trade licence or ticket; name of institution; enrolment dates (year only).

Frequently asked questions of MVSI

Privacy

MVSI will always need a written release or consent giving permission to gather private information. The process cannot legally start until you provide this.

Data security and the storage of your personal information is of the highest priority. Great care is taken with the information that is held about you and there are strict policies in place to maintain the security of data held by MVSI. Information access is tightly controlled.

Once the check has been completed, all information apart from your name, email address and mobile phone number is deleted and only accessible by those who are authorised and have a legitimate reason to do so. Visit mvs.com/privacy-policy for further information.

I do not wish to provide my credit card details

With regards to the suggestion of using a bank or credit card as a form of ID, candidates often comment that they're not very comfortable providing this information but *it is **always recommended** that you cover the account numbers on the card* – as long as your name and a valid expiry date can be seen, this will be a suitable form of ID.

Why do you need a selfie?

People often ask why the selfie? This photo links you with the photo ID you provide and helps to remove the threat of identity fraud. The requirement for this photo is for it to be taken at the time of providing the ID so please take a new photo for this purpose. Also, if you normally wear glasses, please remove them for the picture.

How long does the process take?

The process generally takes about 7 working days, including time for you to provide consent and the required documents. However, in some circumstances, it can take longer.

When a National Police Check is required

First it is verified that the information you have provided is suitable. The check is then sent for vetting with the Australian Criminal Intelligence Commission (ACIC).

Why has my police check gone for manual vetting?

In some instances a National Police Check may be sent for manual vetting (human review). This review is done by the ACIC (not MVSI). Your name, gender and date of birth are used to identify which records (if any) belong to you. Sometimes your details might be similar to someone else in the National Police database who does have a record. If any records are found that could belong to you (or someone whose details are similar to yours) the police will manually vet (check) these records to make sure you get the right result.

MVSI, you or Council is not able to speed up the return on a check result if it has been referred to manual processing. MVSI are allowed to follow up your check with the police after 15 business days have lapsed.

Acceptable forms of ID

Commencement of identity documents – upload one (1) of these

- a. Full Australian birth certificate (not an extract or birth card)
- b. Current Australian passport (not expired)
- c. Australian visa current at time of entry to Australia as a resident or tourist
- d. Immicard issued by Immigration and Border Protection that enables the cardholder to prove their visa and/or migration status
- e. Certificate of identity issued by Foreign Affairs and Trade to refugees and non-Australian citizens for entry to Australia
- f. Document of identity issued by Foreign Affairs and Trade to Australian citizens or persons who have the nationality of a Commonwealth country for travel purposes
- g. Certificate of evidence of resident status

Primary use in the community document – upload one (1) of these

- a. Current Australian driver licence, learner permit or provisional licence issued by a state or territory, showing a signature and/or photo and the same name as claimed
- b. Australian marriage certificate issued by a state or territory (church or celebrant-issued certificates are not accepted)
- c. Current passport issued by a country other than Australia with a valid entry stamp or visa
- d. Current proof of age or photo identity card issued by an Australian Government agency in the name of the applicant, with a signature and photo
- e. Current shooters or firearms licence showing a signature and photo (not minor or junior permit or licence)
- f. For persons under 18 years of age with no other primary use in community documents, a current student identification card with a signature or photo

Secondary use in the community documents – upload two (2) of these

- a. Medicare card
- b. Bank/credit card
- c. Certificate/document of identity issued by Foreign Affairs and Trade
- d. Photo identity card issued by the Australian Government or a state or territory government
- e. Photo identity card issued to an officer by a police force
- f. Photo identity card issued by the Australian Defence Force
- g. Australian tertiary student photo identity document
- h. Australian secondary student photo identity document
- i. Convention travel document secondary (United Nations) issued by Foreign Affairs and Trade
- j. Foreign government issued documents (for example, driver licence)
- k. Enrolment with the Australian Electoral Commission
- l. Security guard or crowd control photo licence
- m. Evidence of right to an Australian government benefit (Centrelink or Veterans' Affairs)
- n. Consular photo identity card issued by Foreign Affairs and Trade
- o. Aviation Security Identification card
- p. Maritime Security Identification card
- q. Credit reference check
- r. Certified academic transcript from an Australian university
- s. Trusted referees report