Secure Document Vault

As part of the new digital mailbox, Australia Post offers customers the option to have some of your important documents sent to your Secure Document Vault. This is accessible via MyPost, which is secured by a MyPost account credential. If you are a current customer of our police check certificate services, you're already able to receive Police Check Certificates in your Secure Document Vault.

- You can receive important eligible documents from some organisations and have them stored securely online in the Secure Document Vault, part of the new digital mailbox.
- You're already able to receive police check certificates in your Secure Document Vault from Australia Post (Fit2Work), the Western Australian Police and Queensland Police.
- Online police check certificates are offered as a service through our Identity Services business and are delivered through the Secure Document Vault.
- As part of the online process when applying for a police check certificate, you will need a MyPost account. If you don't have a MyPost account, you will receive a registration email and will be able to access your important document once you have created and verified your MyPost account.
- We are working on making this service available for more important documents from other organisations in the future.

Frequently asked questions

Q: What type of important documents can I have delivered to my Secure Document Vault?
A: Currently, you can receive Police Check Certificates from Australia Post (Fit2Work), Western Australia Police, and Queensland Police.

Q: What is the benefit to me of receiving my police check certificate to my Secure Document Vault?
A: Customers will have easy and secure access to their police check certificate via their MyPost account. The documents in the Secure Document Vault are kept forever. Importantly, the Secure Document Vault is accessible anytime, anywhere (even overseas), and on any device as long as you have an internet connection.

Q: How can I access my police check certificate?
A: Police check certificates through certain online applications will be sent and safely stored in your secure document vault, which can be accessed through your MyPost account or at digitalmailbox.auspost.com.au.

Q: How will I know if I have a police check certificate?
A: As part of the online application process, you'll receive an email notification inviting you to register for a MyPost account (if you don't already have one), or log in to the Secure Document Vault if you've already got a MyPost account. You can access the police check certificate after you log in.

Q: What will happen to my existing Police Check Certificate/s in my old MyPost Digital Mailbox?

A: Police checks are being sent to the Secure Document Vault in the new digital mailbox from 4 September 2017. You will be sent an email notifying you that you have a new document in your digital mailbox with instructions on how to access it. Any existing police checks in your current digital mailbox will automatically be transferred over to your new digital mailbox by 30 September 2017. We'll contact you by email before then to let you know how to access your police check in the new digital mailbox.