

WORKING WITH CHILDREN CHECK VERIFICATION - FAQ

As part of the 2024/25 Tennis NSW affiliation process, Tennis NSW members will be required to provide proof to Tennis NSW that they are complying with their legal obligations to verify their worker's Working With Children Check Clearance. This document sets out some frequently asked questions about the change in approach for affiliation, and in relation to the verification process more broadly.

The Working with Children Check (**WWCC**) scheme in NSW is managed by the Office of Children's Guardian (**OCG**).

Who is an Employer?

For the purposes of the WWCC scheme, you are considered an employer of a person if the person is engaged in child related work for your organisation irrespective of whether that work is undertaken in a paid or volunteer capacity. You must verify the WWCC details of any person you place into paid or volunteer work involving face to face contact with children.

Who is a Worker?

For the purposes of the WWCC scheme, the term 'Worker' covers people who engage in child related roles in either a paid or volunteer capacity. For the purposes of the OCG, you are considered a worker irrespective of whether you are paid or whether you are a volunteer.

What does verifying a working with children check mean?

The WWCC scheme in NSW is managed by the OCG. Verification is the process of registering your worker's (paid or volunteer) WWCC details with the OCG. This can only be done through the OCG's dedicated [online verification portal](#).

This process creates a link between the OCG, your organisation, and the worker. Essentially the verification process lets the OCG know that the worker has a role with your organisation. It also provides you with immediate confirmation that the worker has a valid and current clearance to work with children.

Why is verifying WWCCs necessary?

Firstly, you have a **legal obligation** to verify the WWCC details of your workers (whether paid or volunteer). There are fines for non-compliance and the OCG have powers to (and routinely do) conduct audits of organisations.

Secondly, by registering your workers with the OCG, the OCG will know to contact you if there is a change in the clearance of one of your workers to work with children. By verifying WWCCs you ensure that the WWCC acts as an ongoing monitoring mechanism which allows your organisation to take immediate action if there is a change in a worker's clearance to work with children. If you do not verify your workers, the OCG will not know to notify you if there is a change in a worker's clearance, and the WWCC is essentially rendered redundant.

Why is Tennis NSW changing its approach to WWCCs as part of the affiliation process?

The new approach will allow Tennis NSW to crosscheck and confirm that our members are discharging their own legal obligations in respect of WWCC verification. This ensures members will not be exposed to the potential ramifications of non-compliance in the event that they are audited by the OCG. Tennis NSW considers this to be an important aspect of the support we offer our members.

Additionally, this approach will be a less onerous requirement on members. Rather than having to prepare a list of all your workers and their details each year, all you will need to submit to Tennis NSW is your organisation's WWCC register (noting that maintaining this register is a legal obligation on your organisation already). Tennis NSW will only require each person listed to have proof of OCG verification shown once for the five-year lifespan of the WWCC. Therefore, it is possible that in some years your organisation may not even have to amend the register you will submit at all for it to remain current (i.e. if no new workers / volunteers have joined the organisation and no WWCCs expire).

What records do I need to keep in relation to WWCCs for my workers?

As part of their legal obligations in relation to the WWCC requirements, organisations are required to maintain a register which tracks the verification dates and outcomes of all their workers. The OCG has produced a template register document which will satisfy your organisation's record keeping obligations. The template document can be accessed here: [OCG Verification Register Template](#). This completed template can also be submitted to Tennis NSW as part of the affiliation process. These records must be kept for a period of seven (7) years before they can be validly destroyed.

How do I prove to Tennis NSW that I have verified my workers?

All Tennis NSW will require members to submit as part of the affiliation process is proof (by way of a [verification register](#)) that they are compliant with their verification obligations. Because WWCC last five years, all Tennis NSW will need to confirm is that each worker on your register has had their WWCC details verified with the OCG (and the outcome of that verification) once within the five-year lifespan of the WWCC.

My workers have shown me their WWCC is that enough?

No. By simply sighting a person's WWCC you have no way of knowing whether the check is still valid or whether there has been a change in that person's clearance to work with children since the point in time at which they initially obtained a WWCC clearance. Because a WWCC lasts for 5 years, the only way to know if a clearance is still valid is to verify the check through the OCG portal.

Our organisation only has volunteers do we still need to verify?

Yes. It does not matter if a worker is a volunteer or a paid employee. In both cases your organisation is considered an employer of the person by the OCG, and your organisation is legally required to verify their check details.

For the purposes of the WWCC scheme, you are considered an employer of a person if the person is engaged in child related work for your organisation irrespective of whether that work is undertaken in a paid or volunteer capacity. You must verify the WWCC details of any person you place into paid or volunteer work involving face to face contact with children.

How do I actually verify my workers?

Verification can only be done through the OCG's dedicated [online verification portal](#).

In order to verify your workers through the online portal the following steps should be followed:

1. Create an Employer Profile with the OCG here: [Employer registration](#)
2. Log into your Employer Profile here: [Employer login](#)
3. Enter in a worker's (paid and/or volunteer)
 - a. family name
 - b. birth date
 - c. Working with Children Check (WWC) number or Application (APP) number
4. Click 'Add' to add the worker's details to the list. Complete the fields for all workers you want to verify.
5. Once you have added all the worker details to the list that you wish to verify, click, 'Verify'. This will generate a short report indicating the WWCC status of any details you entered.
 - a. A person can only be employed or engaged in child-related work if the status is "Cleared" or "Application in progress"
 - b. See the OCG's [WWCC status](#) page for guidance on what different statuses mean.
6. Remember to record the outcome of your verification checks into your verification register. Previously verified workers will not reappear in the OCG portal the next time that you log in.

Further support in registering with the OCG and verifying worker's details can be found at the OCG website here: [Help to register and verify](#)

You can also refer to Tennis NSW's '[How to Guide](#)' for verification.

Please note that you do not need to verify all your workers in one go. You are able to utilise the OCG portal as many times as is needed to verify all your workers. However, previously verified workers will not reappear in the OCG portal on the next occasion that you log in.

How often do I need to verify my workers?

WWCCs last 5 years. As an employer you are only required to verify each worker's details with the OCG once during the 5 year lifespan of that WWCC. The OCG will continually monitor that WWCC throughout the 5 year period and will let you know immediately if there is any change in that worker's clearance to work with children.

The only time you will need to re-verify a worker's details is when that worker renews their WWCC upon expiration of their existing check.

Who in my organisation needs a WWCC?

It is a requirement that all committee members, and any other person with a child-related role within your organisation, holds a valid WWCC.

A child related-role is any role where the person either:

- provides services for children and young people under 18; or
- where the work normally involves being face to face with children

In the tennis environment, the following people will almost always require a WWCC:

- Club/Association Committee members;
- Tennis Coaches;
- Physios/Doctors/Strength and Conditioning Coaches/other similar workers;
- Volunteers who engage directly with children (e.g. team managers, holiday camp volunteers, tournament volunteers, volunteer officials etc.)

I have verified my workers, is that all I need to do?

The WWCC scheme is an important part of ensuring that you recruit the right people to your organisation, however, it is not the only solution. It is important that organisations go a step further and ensure that they have appropriate interview, screening, and reference check systems in place to ensure that appropriate people are appointed to child related roles. Remember, just because someone holds a valid WWCC does not mean that they are the right person to be appointed to work closely with children or give them a right to be employed. The [Tennis NSW Member Protection Policy](#) provides guidance on a comprehensive screening and interview process that tennis organisations should employ to ensure that appropriate people are employed or allowed to volunteer within the organisation.

Additionally, child safety should be an ongoing conversation at your organisation. This can include things like displaying child safe posters at your venue, having child safety as a standing agenda item at your committee meetings, engaging with children around how to make your organisation child safe, and implemented child safe policies.

Tennis NSW has a range of resources available to support your organisation to be child safe. These resources can be accessed here: [Safeguarding Children | Tennis NSW](#).

The OCG also has a number of resources that can assist you in your child safe journey. These resources are available here: [Child Safe Scheme | Office of the Children's Guardian](#).

Where do I go if I have more questions?

Tennis NSW is here to help! If you have any questions at all about WWCC Verification or child safety generally, please reach out to mpio.nsw@tennis.com.au and a member of our team will get back to you ASAP.