



# WCCC Verification

How to guide for Tennis NSW Members

February 2024





# What is WWCC Verification?

- Verification is the process of registering your workers with the Office of the Children's Guardian (OCG) who manage the WWCC system.
- The verification process tells the OCG that the person has a role with your organisation (whether paid or volunteer).
- The verification process provides you with an up-to-date confirmation around whether the person has a current valid clearance to work with children.





# Why is WWCC Verification Important?

- You have a **LEGAL OBLIGATION** to verify the WWCC numbers of your workers (whether they are paid or volunteer) – you can be fined if you fail to do so – [The OCG conduct audits.](#)
- It is an immediate risk mitigation strategy – if there is a change in one of your worker's clearance to work with Children the OCG will immediately notify you so you can take appropriate action – If you don't verify the OCG will not know to contact you and you may be unknowingly engaging somebody who does not have clearance to work with children.
- Routinely verifying WWCC provides a deterrent for would be offenders considering joining your club.







# Step 1 – Create an OCG employer profile

[Employer registration - NSW Working with Children Check](#)

[← Link to Register Here](#)

A screenshot of a web browser showing the "Employer Portal" for the "Office of the Children's Guardian". The page title is "Registration of employers, licensing authorities & volunteer organisations". The form is divided into three steps: 1. Organisation details, 2. Contact details, and 3. Working with children. Step 1 is currently active and contains four text input fields: "Name of business / organisation \*", "ABN", "Trading name (if different)", and "Website". A green "NEXT" button is located at the bottom right of the form. The browser's address bar shows the URL "https://wwccemployer.ocg.nsw.gov.au/Register". The browser's tab bar shows several open tabs, including "Home - Workday", "Tennis NSW | The g...", "Policies & Guidelin...", "ACE - Home", "Support : Tennis Au...", "Airtable", "Bounce: My Learning", "TA Policies", "RiskWare - Home P...", "Diligent Boards: Ten...", "WWCC Verification", "National Redress Tr...", "Integrity CMS", and "Login | PRODA".

Create an OCG employer profile if you do not already have one by filling in your organisation's details.

You will need to add the contact details for two people within your organisation who will be the main point of contact for the OCG.

If you already have an employer profile with the OCG you can skip straight to step 2.



# Step 2 – Log into your employer profile

[Employer login - NSW Working with Children Check](#) ← [Link to log in Here](#)

NSW GOVERNMENT

Office of the Children's Guardian

Employer Portal

Login

Username

tennisnsw

Password \*

Please enter a valid password

LOGIN

Don't have an account? [Register as an employer](#)

Forgotten username or password? [Reset your password](#)

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# Step 3 – Enter the details of your workers

Verify Working with Children Check status

EMPLOYEES / VOLUNTEERS

Enter employee or volunteer details below. Check correct spelling. You must enter either a Working With Children Check number or an Application number. Numbers must start with WWC or APP.

Family name \*  
Allen

Date of birth \*  
11/05/1999

Reference number \*  
WWC1234567E

ADD

Family Name	Date of birth	Reference number	Actions
NO EMPLOYEES / VOLUNTEERS ENTERED			

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You will need to enter the following details for each worker in the corresponding field:

- 1. Family Name
  - 2. Date of Birth (Note must be DD/MM/YYYY format)
  - 3. WWC or APP (application) number
  - 4. Once completed select "ADD"
- Remember you need to verify the details of every person in a child related role whether they are paid or volunteer



# Step 4 – Check you have entered all workers

NSW GOVERNMENT

Office of the Children's Guardian

Employer Portal

Verify

Verification history

Account

Verify Working with Children Check status

EMPLOYEES / VOLUNTEERS

Enter employee or volunteer details below. Check correct spelling. You must enter either a Working With Children Check number or an Application number. Numbers must start with WWC or APP.

Family name \*

Date of birth \*

Reference number \*

ADD

Family name \*

Date of birth \*

Reference number \*

WWC or APP followed by 7 digits

Family Name	Date of birth	Reference number	Actions
ALLEN			

VERIFY

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Once entered your worker's details will appear here





# Step 5 – Select verify

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Employer Portal

Verify

Verification history

Account

Tennis New South Wales Ltd [REG0003968]

Verify Working with Children Check status

EMPLOYEES / VOLUNTEERS

Enter employee or volunteer details below. Check correct spelling. You must enter either a Working With Children Check number or an Application number. Numbers must start with WWC or APP.

Family name \*

Date of birth \*

Reference number \*

ADD

Family name \*

Date of birth \*

Reference number \*

WWC or APP followed by 7 digits

Family Name	Date of birth	Reference number	Actions
ALLEN			

VERIFY

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Once you are comfortable that you have added everyone you want to register select the “VERIFY” option

NB: You do not need to verify all your workers in one go and you can verify additional or new workers at any time. Please note that details of previously verified workers will not automatically appear when you re-enter the system at a later date. So be sure to record details of verification (see step 7) before leaving the portal.





# Step 6 – Review the status of your workers

Once you have completed Step 5 you will immediately be given the results of the verification.

Important points to consider:

- 1. Status of person’s WWCC – here the worker is ‘CLEARED’ (see next slide for the possible status’ and what they each mean)
- 2. Explanation of status – this section explains what the status in (1.) means.
- 3. WWCC Expiration date – this is the date by which the person will need to renew their WWCC

A person can only be employed or engaged in child-related work if the status is “Cleared” or “Application in progress”

Verify Working with Children Che

https://wwccemployer.ocg.nsw.gov.au/VerifyEmployee

Home - Workday Tennis NSW | The g... Policies & Guidelin... ACE - Home Support : Tennis Au... Airtable Bounce: My Learning TA Policies RiskWare - Home P... Diligent Boards: Ten... WWCC Verification National Redress Tr... Integrity CMS Login | PRODA

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Office of the Children's Guardian

Employer Portal

Verify Verification history Account

Tennis New South Wales Ltd [REG0003968]

Verify Working with Children Check status

EMPLOYEES / VOLUNTEERS

VERIFICATION RESULTS

Family Name	Reference number	Result
ALLEN		<div>1. <div>2. CLEARED EXPIRES ON 24/02/2026 3.</div><div>Matthew James Allen has a current Employee Working With Children Check. This person may be engaged in any child related role.</div></div>

PRINT

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# Step 6 Cont. – Meaning of status'

Application in progress	Cleared	Barred	Interim Barred	Not Found	Expired	Closed
<p><b>Meaning</b> A Working with Children Check application is being processed.</p> <p>The applicant may work with children.</p> <p>If the applicant becomes barred or is not cleared to work with children, the Office of the Children's Guardian will contact you and advise you of what to do next.</p> <p><b>What should I do?</b> Verify their clearance once the employee receives their Working with Children Check number. Keep a record that you have verified the employee (Step 7).</p>	<p><b>Meaning</b> This applicant has a Working with Children Check clearance that is valid until the listed expiry date in 5 years.</p> <p><b>What should I do?</b> Keep a record that you have verified the employee. (Step 7)</p> <div><p>A person can only be employed or engaged in child-related work if the status is "Cleared" or "Application in progress"</p></div>	<p><b>Meaning</b> The applicant has been barred from working with children and it is an offence to engage this person in child-related work or in a child-related role.</p> <p><b>What should I do?</b> Remove the person from any child related role with your organisation.</p> <p>Notify Tennis NSW.</p> <p>Keep a record of your actions.</p> <div><p>It is an offence to engage or continue to engage a barred person in a child related role.</p></div>	<p><b>Meaning</b> The applicant has been barred from working with children during the course of a risk assessment. It is an offence to engage this person in child-related work or child-related roles until if they are cleared.</p> <p><b>What should I do?</b> Remove the person from any child related role with your organisation until they can show a cleared WWCC.</p> <p>Notify Tennis NSW.</p> <p>Keep a record of your actions.</p> <div><p>It is an offence to engage an interim barred person in a child related role.</p></div>	<p><b>Meaning</b> The database cannot find a matching WWCC because either:</p> <ul style="list-style-type: none"><li>• The data entered for verification has errors</li><li>• The person's application has been withdrawn or terminated without an outcome</li><li>• The person has not completed an application for a WWCC</li></ul> <p><b>What should I do?</b> You must not engage this person in child-related work until you are able to verify a valid WWCC from them. You should ask the worker to confirm the details provided. Keep a record of your actions.</p>	<p><b>Meaning</b> The person's Working with Children Check has expired.</p> <p><b>What should I do?</b> You must not employ this person in child-related work until they provide you with an Application number or WWCC clearance number.</p> <p>You should remind the worker that they need a valid WWCC to work in a child related role and that their current check has expired.</p> <p>Keep a record of your actions.</p>	<p><b>Meaning</b> The person's application for a Check has been closed and is no longer being progressed.</p> <p><b>What should I do?</b> You must not employ this person in child-related work.</p> <p>They need to re-apply for a WWCC and provide you with an Application number or WWCC clearance number.</p> <p>There are many reasons for an application being closed. These range from duplicate applications, or that information was requested and not received.</p>





# Step 7 – Maintain a WWCC register

Once you have completed Step 6, enter the details of your workers into a WWCC register like the exemplar one shown.

This register should be treated as a live document and updated as workers join your organisation or renew their checks.

Maintaining a register will allow you to prove that you are complying with your legal obligations relating to WWCC verification if you are ever audited or if an issue occurs.

You will also be asked to submit this register to TNSW as part of the affiliation process from the 2024/25 affiliation period onwards.

Remember to record your worker’s details prior to leaving the OCG portal as they will not automatically reappear next time you log in.

Employee full name	Date of Birth	WWC number	Start date	Verification date	Verification outcome	Expiry date	Paid or volunteer work
John Smith	20/09/1989	WWC000XXXE	01 July 2015	30 June 2015	Cleared	28 June 2020	Paid





# Step 8 – Re-verify any expired checks

Verify Working with Children Che x

https://wwccemployer.ocg.nsw.gov.au/VerifyEmployee

Home - WorkdayTennis NSW | The g...Policies & Guidelin...ACE - HomeSupport : Tennis Au...AirtableBouncer: My LearningTA PoliciesRiskWare - Home P...Diligent Boards: Ten...WWCC VerificationNational Redress Tr...Integrity CMSLogin | PRODA

NSW GOVERNMENT

Office of the Children's Guardian

Employer Portal

VerifyVerification historyAccount

Tennis New South Wales Ltd [REG0003968]

Verify Working with Children Check status

EMPLOYEES / VOLUNTEERS

Enter employee or volunteer details below. Check correct spelling. You must enter either a Working With Children Check number or an Application number. Numbers must start with WWC or APP.

Family name \*

Date of birth \*

Reference number \*

ADD

Family name \*

Date of birth \*

Reference number \*

WWC or APP followed by 7 digits

Family Name	Date of birth	Reference number	Actions
ALLEN			

VERIFY

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You should monitor the expiry dates of your worker's WWCCs and let them know that their WWCC is going to expire shortly - The OCG will also contact workers with a renewal reminder.

You must re-verify your worker's WWCC when they renew their checks. WWCC checks last for 5 years and must be renewed after this time.





## Where to go for help

If you have any questions at all about the WWCC Verification process Tennis NSW is here to help. You can contact Tennis NSW directly by emailing [mpio.nsw@tennis.com.au](mailto:mpio.nsw@tennis.com.au).

Alternatively, the OCG also offers a range of resources and support relating to the WWCC Verification obligations of employees. Check out the OCG website here: [Help to register and verify | Office of the Children's Guardian \(nsw.gov.au\)](https://www.oct.nsw.gov.au/help-to-register-and-verify).

Thank you