

Department of Human Services – Screening Unit

How to structure your organisation's online portal

Given that each business is unique, the following information is provided to assist organisations, particularly large businesses, to develop their preferred structure for their portal.

Hints for classifying the different business functions of your organisation

Unique factors such as the size of your organisation, its location, number of staff and its different business functions will define the way your organisation structures its online portal, e.g. to achieve a suitable structure for managing workflow and account payments etc.

Identify/differentiate the different areas of your organisation by inserting the program's title in the field "Department/Business Unit" in the online form.

Factors to consider include:

- all organisations (except for sole traders) can register as many divisions, teams or business units as required using the one Australian Business Number (ABN)
- you can keep all areas separate by nominating different users e.g. Requesting Officers for each separate business unit
- the same individual can do more than one role, and more than one individual can be nominated for each role.

Organisation roles within the online portal

The following defines the organisation roles that may be nominated and their function:

Requesting Officer

This person is the primary contact in the organisation regarding administrative matters associated with screening applications.

Requesting Officers will receive notification emails from the DHS Screening Unit including when an applicant receives a clearance or becomes prohibited.

Requesting Officers are NOT permitted to access other confidential data that may be part of a screening assessment.

There may be more than one Requesting Officer nominated in an organisation.

Site Administrator

This person manages the organisation's registration on the DHS application system and is responsible for completing the organisation's initial registration and maintaining the currency of the registration.

The Screening Unit will not contact the Site Administrator in relation to employee screening applications.

Finance Officer

A finance officer is required if your organisation is paying for Working with Children Check applications online via credit card. They are also required for organisations that have been approved to pay for applications on account.

The Screening Unit may contact the finance officer for payment and invoicing purposes.

Verifying Officer

This person is responsible for verifying the applicant's identification using the 100-point check. Verifying Officers can have a variety of credentials including Justices of the Peace, public officials, health professionals and permanent Government employees.

Further details on [who can verify](#) identity can be found on the Screening Unit website.

Please note: the verifying officer should not be a close relative of the applicant.

Reporting functions

Factors such as size, location, number of staff and business functions will define the way your organisation establishes its reporting systems.

The site administrator that you nominate will manage the allocation of registered users for the organisation. Examples are provided below:

- Nominate one Site Administrator who will manage the allocation of registered users for the whole organisation OR nominate a site manager for each business area.
- Nominate one Finance Officer for the whole organisation: this person will be able to view and endorse ALL applications that the organisation has generated for payment OR
- Nominate a Finance Officer for each business unit. This effectively separates the business functions - resulting in each finance officer ONLY viewing and endorsing the applications relevant to their business area.

We can assist you to set up your organisation's portal for reporting, if required.

Developing a business process chart may be helpful.

You will need to establish your own business rules for your nominated officers to ensure your business system runs smoothly, e.g. "Verifying Officers must be Level 3 Delegation or above, or a Justice of the Peace".

Example structures are provided for a business that provides services to families and children across multiple locations.

