



Government
of South Australia



human
services

Screening Checks

Organisation Portal

User Manual

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Screenshots within this document are taken from the Screening Unit test environment and are for education purposes only. They do not contain details of real applicants or systems users.

1 Portal Link

<https://www.dcsiscreening.sa.gov.au/SCHome>



Government of South Australia
Department of Human Services

Screening and background checks

Login

If you have a logon, please enter it here.

Username*	<input type="text" value="Username"/>
Password*	<input type="password" value="Password"/>
	<input type="button" value="Login"/> Forgot Your Password?

You will be assigned a user account once an organisation has requested a screening on your behalf.

WELCOME TO DHS SCREENING

Organisations and Employers

You must register as an organisation to access the Organisation Portal.

[Register My Organisation](#) (Organisation / Sole Trader use only)

2 Register My Organisation

From the Portal Login page you can register your organisation for access to Department of Human Services (DHS) Screenings.

To register an organisation you must have an Australian Business Number (ABN). For more information and to apply for an ABN visit the [Australian Business Register website](#).

Once you have registered, you will be able to:

- Initiate an application on behalf of an employee (all except NDIS worker check)
- Check the progress of an application
- Check the validity of a clearance
- Register or un-register an interest in an individual who has a Working with Children Check.

WELCOME TO DHS SCREENING

Organisations and Employers

You must register as an organisation to access the Organisation Portal.

[Register My Organisation](#) (Organisation / Sole Trader use only)

Once you have registered, log in below to:

- Initiate an application on behalf of an employee
- Check the progress of an application
- Check the validity of a clearance
- Register or un-register an interest in an individual who has a Working with Children Check.

You can also check the progress of an application [here](#).



Screening and background checks

Organisation Registration

Welcome to DHS Screening.

Screening in South Australia is an organisation-led process, you are required to REGISTER your organisation before you can access the system.

You need to complete ALL the mandatory fields (marked with a red asterisk) before you can submit your registration.

Explanatory information to help you complete the form has been provided for many of the fields. Please hover your cursor over the relevant field to see that information.

Organisation Details

AEN *	<input type="text" value="XXXXX"/>	✓
Entity Name	<input type="text"/>	
Trading Name	<input type="text"/>	
Type	Australian Private Company	
Other Trading Name(s)	<input type="text"/>	▼
Department/Business Unit *	<input type="text" value="Department/Business Unit"/>	

Street Address

Address Search *	<input type="text"/>
Address Line 1 *	<input type="text"/>
Address Line 2	<input type="text" value="Address Line 2"/>
Suburb *	<input type="text" value="Adelaide"/>
State *	<input type="text" value="South Australia"/> ▼
Postcode *	<input type="text" value="5000"/>

Postal Address *

Same as street address

Large businesses or a business with multiple defined business activities can set up their DHS Screening Organisation portal to reflect their organisational structure.

Using the same ABN, you can register multiple department/business units which will enable you to manage workflows and account payments etc. within each separate unit.

To use this functionality please contact the Screening Unit on 1300 321 592 or at DHSScreeningUnit@sa.gov.au for assistance.

2.1 Organisation Registration Roles

All portal users must maintain the confidentiality of applicant personal details and of any information the applicant may provide as part of their application.

Site Administrator

This person manages the Organisation's registration on DHS's on-line application system and is responsible for completing the organisation's initial registration and maintaining the currency of the registration and the organisation's users. This includes adding new users, de-activating users who have left the organisation or changed roles, and ensuring contact details of users are up to date.

All organisations must have a site administrator.

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

Authorised Officer:

To simplify the structure of an organisation's portal and who the Screening Unit will notify, this role has been absorbed by the Site Administrator and Requesting Officer.

Please note, the system currently provides for an 'authorised officer', it will be removed in coming months. In the meantime, your Site Administrator can be nominated as the Authorised Officer.

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 Screening Unit when an applicant receives a clearance or is not cleared. These emails provide the outcome of the assessment only (e.g. cleared/not cleared). No detail about the reason for a decision or the information assessed as part of the decision making is provided or available.

More than one Requesting Officer may be nominated in larger organisations.

Finance Officer:

A nominated Finance Officer is required for an organisation to pay for screenings via credit card and track payment made against individual applications.

Please note: the option to pay for individual screenings via credit card is not available where an organisation has a DHS account to pay for screenings via tax invoice.

An organisation wanting to establish a DHS account should contact the Screening Unit on 1300 321 592.

This person will be contacted (as required) in relation to payment and invoicing matters.

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. For further details on who can verify, view the [list of qualified verifying officers](#).

Please note: the Verifying Officer should **not** be a close relative of the applicant.

Completing the Organisation Registration form

Your organisation does not need to nominate staff for every role type in the form at the time of registration.

A Site Administrator must be nominated to enable the Screening Unit to provide your organisation access (if approved) and a Requesting Officer must be nominated before your organisation can initiate applications on behalf of your workers or register an interest in a current or prospective employee.

The screenshot shows a web form titled "Users" with a list of user entries. The first entry is numbered "1" and contains the following fields:

- Title***: A dropdown menu.
- First Name ***: A text input field with the placeholder "First Name" and a "Single Name" checkbox.
- Last Name ***: A text input field with the placeholder "Last Name".
- Role/Position ***: A text input field with the placeholder "Role/Position".
- Email Address ***: A text input field with the placeholder "Email".
- Confirm Email Address***: A text input field with the placeholder "Confirm Email".
- Phone ***: A text input field with the placeholder "Phone".
- Role***: A list of roles with checkboxes:
 - Site Administrator
 - Authorised Officer
 - Requesting Officer
 - Verifying Officer
 - Finance OfficerA "Help" link is located to the right of the "Role*" section.

At the bottom of the form is a blue "Add User" button.

When an organisation completes the registration, an acknowledgement email is sent.

APPLICATION FOR ORGANISATION REGISTRATION - ACKNOWLEDGEMENT

Thank you for your application to register

Company name
Toula Test Department

into the DHS Screening Unit's on-line screening system.

Your application is currently being considered.

You will be advised in the near future of the next steps. In the meantime, please feel free to visit the Screening Unit's website for screening news and information.

www.sa.gov.au/screening

Ngaityalya,
(Kurna, thank you)

Screening Unit

Department of Human Services | dhsscreeningunit@sa.gov.au |
GPO Box 292 ADELAIDE 5001

I acknowledge Traditional Owners of Country throughout Australia and recognise the continuing connection to lands, waters and communities.

When the application to register has been approved, the Site Administrator will receive a Customer Portal email with login and password details and a link to login.

When the Site Administrator creates additional users, they also receive a Customer Portal email.

After the new user has followed the prompts in their Customer Portal email and set up their own access, the Site Administrator who added the new user will receive a successful registration email advising that the new user has been added to the organisation portal.

Manage your Organisation

Please note: How the Organisation Portal displays to individual users depends on the user role they have been assigned. Not every user will see the same screens or users may have different functionality on the same screen.

2.2 User Management

Lists all individuals in your organisation who have portal user access and the role they have been assigned (e.g. Requesting Officer).



Screening and background checks

[Home](#)
[Payment History](#)
[User Management](#)

[Organisation Details](#)
[Person Search](#)

[WWCC Registration Of Interest](#)
[Log out](#)

Users

Name	Email	Site Administrator	Authorised Officer	Requesting Officer	Finance Officer	Verifying Officer	Active
		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Test Role	screeningtestrole@sa.gov.au	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Site Administrators can create new users or if a user’s name is selected, they can deactivate or activate the user, reset passwords and change the user role.

Users can have more than one role.



Screening and background checks

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User Details

Username

Title*

First Name

Last Name*

Email*

Role / Position*

Site Administrator

Authorised Officer

Requesting Officer

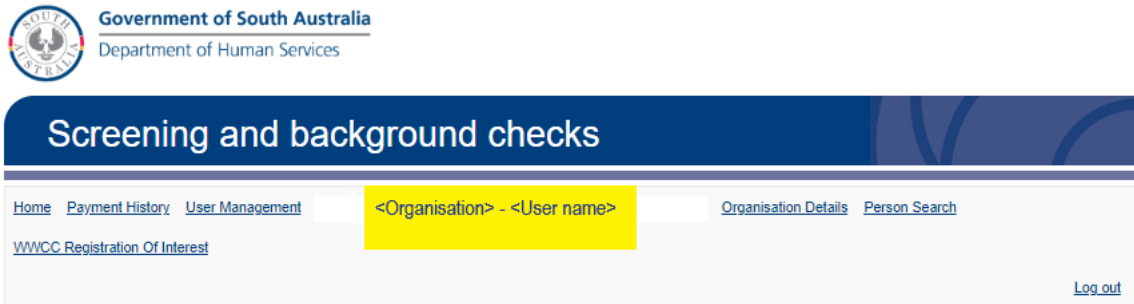
Verifying Officer

Finance Officer

Active

2.3 Portal User Profile

When logged into the portal, individual users will be able to update their own details by selecting their name in the homepage header



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Department of Human Services

Screening and background checks

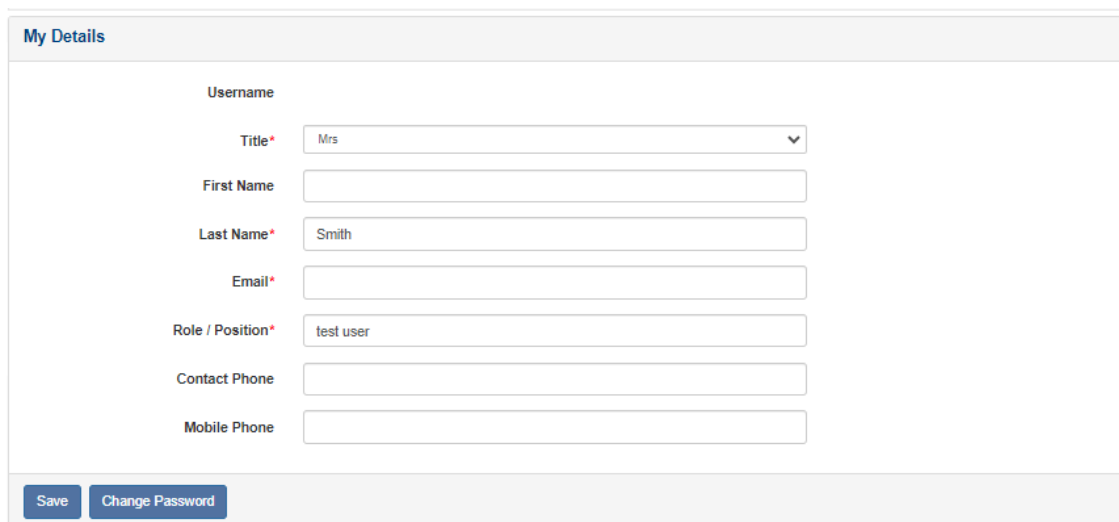
Home [Payment History](#) [User Management](#) <Organisation> - <User name> [Organisation Details](#) [Person Search](#)

[WWCC Registration Of Interest](#) [Log out](#)

Users can update their contact information and change their portal login password.

The Role/Position item on this page refers to the position held within your organisation i.e. HR Manager.

The user is unable to change the nominated portal role they have been assigned which gives them access to different functions within the portal, only a Site Administrator can change this (see 2.2).



My Details

Username

Title* Mrs

First Name

Last Name* Smith

Email*

Role / Position* test user

Contact Phone

Mobile Phone

Save Change Password

2.4 Organisation Details

Shows organisation details and permits update of your organisation address.

Allows you to set Preferences such as: set a default role description for all applications; limit an applicant's identity verification method and trigger automatic notifications when identity verification is required. These identity verification options are only to be used where an organisation has nominated a Verifying Officer.



Screening and background checks

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Organisation name
Organisation Details
[Person Search](#)

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[Log out](#)

Organisation Details

ABN
 Entity Name
 Trading Name
 Type
 Other Trading Name(s)
 Department/Business Unit

Preferences

Do Not Allow Online Verification ⓘ
 Do Not Allow Print and Seek Verification (Except for under 18's) ⓘ
 Notify RO when Application is Ready for Verification ⓘ

Default Applicant Role Desc. ⓘ

Default Alternative Contact Email 1 ⓘ

Default Alternative Contact Email 2 ⓘ

RO Override Name ⓘ*

RO Override Email ⓘ*

3 Portal Home Page

Once logged in, an Organisation Portal User is taken to your home page. From here a user may have access to several functions, such as initiating a new application, performing searches, updating/creating your own organisation users, verifying applications and general visibility of the status of applications you initiated.

Please note: the Home Page display is dependant on the nominated user role. For example, a Finance Officer will have different screens shown to them when compared to a Verifying Officer.

There are five main sections on this home page:

- Incomplete Applications
- Applications Awaiting Verification
- Applications Awaiting Payment
- Applications Pending Paper Verification
- Submitted Applications



Screening and background checks

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Welcome to DHS Screening

A screening can be initiated up to 6 months prior to the expiry of a current clearance.

Within this time frame, we recommend you allow as much time as possible for the screening check to be completed.

You can help make sure the screening check is processed as quickly as possible by providing accurate personal information and role-related information when completing the application.

[What's New, click here for details](#)

[New Application](#)
[Organisation Initiated Application Search](#)
[WWCC Registration Of Interest](#)
[Search My Rol](#)

[Organisation Invoice Records](#)

3.1 Incomplete Applications Section

This section shows the status of incomplete applications – including applications that you have initiated but have not been activated or started by the applicant, applications started by the applicant but still in progress, applications waiting payment by the applicant, and applications previously submitted to the Screening Unit but have been returned to the applicant for additional information.

Refer to Appendix 1 for an explanation of application status types.

This section allows a Portal administrator to delete applications (meeting certain criteria) when a red 'Delete' button is displayed next to the applicant's name. If the delete option is not displayed, the application cannot be deleted.

Incomplete Applications								
Show 5 entries		Search: <input type="text"/>						
	Application Number	Screening Type	Applicant Name	Date of Birth	Requesting Officer	Application Initiation Date	Status / Expiry Date	Activated
	AP980706	Aged Care Sector Employment		14/04/1985		1/02/2021 1:27 PM	Waiting to be Submitted	✓
Delete	AP1680213	Aged Care Sector Employment General Employment Probity Vulnerable Person Related Employment Working With Children Check		12/05/1990		7/07/2023 10:08 AM	Waiting to be Submitted	✓
Delete	AP1675686	Aged Care Sector Employment Working With Children Check	Feeona Cauliflower-Test	12/05/1990		30/06/2023 10:28 AM	In Progress	✓
Delete	AP1671783	Working With Children Check	Tessa Screena	22/02/1965		23/06/2023 4:34 PM	Waiting Payment	✓
Delete	AP1664410	Working With Children Check		21/08/1981		13/06/2023 2:22 PM	13/07/2023	<input type="checkbox"/>

Showing 1 to 5 of 77 entries

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3.2 Applications Awaiting Verification Section

This section displays for Verifying Officers only.

This section shows all applications waiting for the applicant’s identity to be verified online. A verification method has been selected but the application has not progressed beyond this point.

The verification methods are:

- Verify Identity Online Now
- Requesting Organisation

Select the Application Number [AP*****](#) hyperlink to see the type of verification method chosen.

Applications Awaiting Verification					
Show	5	entries	Search: <input type="text"/>		
Application Number	Screening Type	Applicant Name	Date of Birth	Requesting Officer	
AP****	Working With Children Check	Say Cheese	5/02/1970	Kimberley	
	Aged Care Sector Employment Working With Children Check	Zoe	22/06/1990	Toula	
	Aged Care Sector Employment Disability Services Employment Vulnerable Person Related Employment	HARMONY	3/01/1968	Prasanna	
	Working With Children Check		1/03/2000		
	Working With Children Check	Roger	29/08/1965	Neil	

Showing 1 to 5 of 170 entries

Previous 1 2 3 4 5 ... 34 Next

For those applications that have a verification method of Requesting Organisation selected, an organisation Verifying Officer can select the application from this section to confirm the identity details for an applicant.

3.2.1 Requesting Organisation Verification example

Verifying Officers are required to confirm the documents being verified.

It is important that Verifying Officers sight original or certified true copies of identity documents. The personal details on the identity documents must match the information that has been recorded into the application form. For example, the date of birth on the birth certificate must be the same as in the application.

Verifying Officers should read the 'Information for Verifying Officers' which details what identity documents are required to be sighted.

Screening and background checks

[Home](#) [Payment History](#) [User Management](#) [DATA S. PTY LTD - Kimberley Grant](#) [Organisation Details](#) [Person Search](#) [WWCC Registration Of Interest](#) [Log out](#)

Employment and Volunteer Screening Application



If you are verifying your identification using the 'Verify Identity Online Now' option below, please be aware this option will be unavailable at the following times:

- 7:30pm – 8:30pm ACDT on Thursday 20th Feb 2020 for the verification of WA – Birth, Marriage and Change of Name Certificate.

Application Number: AP085227

100 Point Identification Check

Screening cannot proceed, until the Applicant's identity has been formally verified using a 100-Point-Check: <https://screening.sa.gov.au/about-checks/proof-of-identity>

The Verifying Officer must personally sight originals or certified copies of items.

- Verification Method*
- Verify Identity Online Now
 - Requesting Organisation
 - Print and Seek Verification

[View Application Details](#)

INFORMATION FOR VERIFYING OFFICERS

Please read [all](#) supporting information on this page.

100-Point Minimum:

The Verifying Officer must be satisfied as to the applicant's identity and must sight originals or certified copies of documents, totalling at least 100 points. The combination of the applicant's identity documents must include the applicant's full name, the date of birth, at least one document from Category A or Category B, and a photograph of the applicant (in an item from any category).

No Photo-ID

If the applicant does not have any photographic proof of identity, they must submit to the Verifying Officer a recent passport style photograph that has been certified by a person listed in Schedule 2 of the federal Statutory Declarations Regulations 1993. The agency/organisation that commissions the screening must keep the certified photograph of the applicant as part of the organisation's permanent records. A certified photograph provided by the applicant for identity verification purposes DOES NOT count towards the 100 point total. The certified photograph is to be kept on file by the requesting organisation.

Different Names

If the items that make up 100 or more points have been issued to the applicant in different names, additional documentation will be required to confirm change of name validity. These will be items such as a Deed Poll Certificate, Marriage Registration Certificate or divorce determination papers from the Family Court. Those extra documents must be originals or certified copies, but DO NOT count towards the 100 point total.

You MUST sight original or certified true copies of all personal identity documents.

Please double-check that the details on the identity documents correlate with the information provided on the application form. For example, the date on the birth certificate exactly matches the date of birth details provided on the form.

Please tick the relevant box for each document sighted. This will automatically add the points for you. The total must be equal or more than 100 points. .

When you are satisfied that you have confirmed the person's identity, CLICK Confirm Verification of All Documents.

You will then be taken to a second screen and asked to re-confirm document verification.

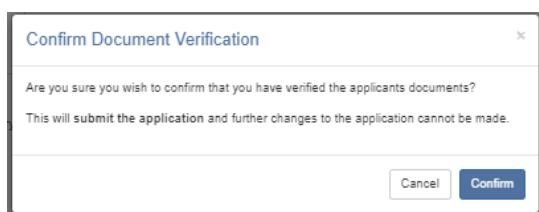
Clicking YES will submit the application.

If you require additional information, please email the DHS Screening Unit.

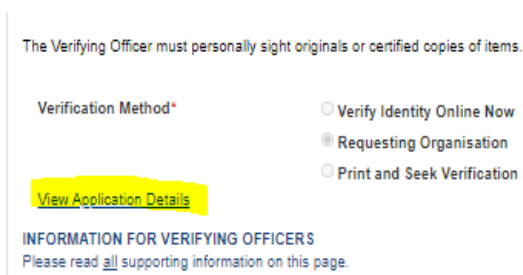
Category	Type of Document	Value	Points
Category A 70 points Only one document from this category will be accepted.	<input checked="" type="checkbox"/> Birth Certificate (COMPLETE – NOT EXTRACT) <input type="checkbox"/> Certificate of Australian Citizenship <input type="checkbox"/> Australian Passport (CURRENT OR EXPIRED WITHIN THE PREVIOUS TWO YEARS, BUT NOT CANCELLED) <input type="checkbox"/> Foreign Passport (CURRENT OR EXPIRED WITHIN THE PREVIOUS TWO YEARS, BUT NOT CANCELLED) <input type="checkbox"/> Other international document of identity having same characteristics as a passport e.g. diplomatic/refugee document (with identifying photograph or signature)	70	70
Category B Document Your initial Category B document is worth 40 points. Subsequent documents are worth 25 points.	<input checked="" type="checkbox"/> Australian Motor Vehicle Driver's Licence / Learner's Permit <input type="checkbox"/> Public Employee Photo ID Card (GOVERNMENT ISSUED) <input type="checkbox"/> Department of Veterans' Affairs (DVA) Card <input type="checkbox"/> Centrelink Pensioner Concession Card OR Health Care Card (ONE ONLY) <input type="checkbox"/> Current Student Photo ID Card (university / high school / TAFE) <input type="checkbox"/> Reference from a Medical Practitioner (must have known the applicant for a period of at least 12 months) <input type="checkbox"/> Working with Children Card OR Teachers Registration Card (ONE ONLY) <input type="checkbox"/> Aviation Security OR Maritime Security Identification Card (ONE ONLY)	40 or 25	40

Category C Documents 25 points If you wish to use more than one Category C document, they must be from different organisations.	<input type="checkbox"/> Extract of a Birth Certificate <input type="checkbox"/> Proof of Age Card (GOVERNMENT ISSUED) <input type="checkbox"/> Medicare Card OR Private Health Card (ONE ONLY) <input type="checkbox"/> Seniors Card <input type="checkbox"/> Assessment Notice from the Australian Taxation Office <input type="checkbox"/> Superannuation Statement <input type="checkbox"/> Electoral roll registration notice <input type="checkbox"/> Professional Accreditation OR Trade Association Card <input type="checkbox"/> Foreign / International Driver's Licence <input type="checkbox"/> Council rates notice <input type="checkbox"/> Property Insurance Confirmation <input type="checkbox"/> Property Lease / Rental Agreement <input type="checkbox"/> Motor Vehicle Registration OR Insurance Certificate (ONE ONLY) <input type="checkbox"/> 1 st Utility bill (ELECTRICITY / GAS / TELEPHONE / WATER) <input type="checkbox"/> 2 nd Utility bill (ELECTRICITY / GAS / TELEPHONE / WATER) <input type="checkbox"/> 3 rd Utility bill (ELECTRICITY / GAS / TELEPHONE / WATER) <input type="checkbox"/> 1 st Bank / financial institution statement or passbook <input type="checkbox"/> 2 nd Bank / financial institution statement or passbook <input type="checkbox"/> 3 rd Bank / financial institution statement or passbook <input type="checkbox"/> 1 st Credit card / Debit card <input type="checkbox"/> 2 nd Credit card / Debit card <input type="checkbox"/> 3 rd Credit card / Debit card	25	0
Must equal or be more than 100 Points		TOTAL	110
<p>Special Provisions</p> <p>Special provisions apply to the following categories of applicant, when they are unable to meet the regular identity verification requirements:</p> <ul style="list-style-type: none"> ABORIGINAL or TORRES STRAIT ISLANDER resident in a remote or isolated location: There is an added option of TWO letters provided by community leaders (individuals recognised as leaders of the community to which the applicant belongs). Each letter of verification scores 50 points towards the total 100 points. RECENT ARRIVAL (immigrant or visitor who has been in Australia for 8 weeks or less – proof of arrival date required): current passport will constitute the required 100 points. LEGAL MINOR (person under 18 years of age): Any item from Category A or a statement from an educational institution (MUST be on the institution's letterhead), signed by the School/Institution Principal or Deputy Principal and confirming that the applicant attends the institution, will constitute the required 100 points. <p style="text-align: center;">Confirm Verification of All Documents</p>			

Verifying Officers are requested to confirm the document verification



In addition, Verifying Officers can click a link to view the application details from the 100-point identification check page. This enables them to confirm other names such as maiden names or an alias that may be displayed on identity documents have been declared in the application and the details match.



The link opens the application in its entirety, and it can also be viewed as PDF.

3.3 Applications Awaiting Payment

This section shows applications that are awaiting payment by the organisation using a credit card.

Applications Awaiting Payment					
Show 5 entries		Search:			
Select	Application Number	Screening Type	Applicant Name	Date of Birth	Requesting Officer
<input type="checkbox"/>	AP ****	Aged Care Sector Employment Vulnerable Person Related Employment	Billing One	13/02/1985	
<input type="checkbox"/>		Working With Children Check NDIS worker check	Rex	28/11/1980	Prasanna
<input type="checkbox"/>		Vulnerable Person Related Employment Working With Children Check	Test Payment	15/04/1985	
<input type="checkbox"/>		Aged Care Sector Employment Child Related Employment Disability Services Employment General Employment Probity Vulnerable Person Related Employment	Jenny	14/09/1985	Gayani
<input type="checkbox"/>		Child Related Employment Disability Services Employment General Employment Probity Vulnerable Person Related Employment	John	11/06/1989	Toula

Showing 1 to 5 of 14 entries

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Pay Selected Applications

All portal users can view this screen however only a Finance Officer can select to pay an application using a Credit Card through this page.


Organisations can also pay for applications via Tax Invoice. Organisations wanting to establish a DHS account to pay for screenings via invoice should contact the Screening Unit on 1300 321 592.

If an organisation is a DHS account holder, where the organisation is invoiced monthly, this screen would be blank. Applications awaiting payment by a DHS account holder show under the Submitted Applications section of the Home Page.

Invoices generated and sent to DHS account holder organisations appear on the Organisation Invoice Records screen. A Finance Officer will have access to a button 'Organisation Invoice Records' on the portal Home Page that takes the user to the list of invoices.

3.3.1 Organisation payment via Credit Card example

Payment Screen example:



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Screening and background checks

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Payment Confirmation

You are responsible for paying for your Screening Applications detailed below.
This system accepts payment using **VISA** or **MasterCard**.

The payment method is via the Commonwealth Bank's secure payment pathway which accepts both debit and credit cards and is free to use.

You are required to provide information for all fields marked with an asterisk (*)

Please note: The CVV Number on your credit card is a 3 digit number usually on the back of your card. Providing your CVV number proves you actually have the physical credit card and helps keep you safe while reducing fraud. For more information visit: <https://www.commbank.com.au/support/faq/722.html>

Please check that all details are correct and then click **PAY**

A printable receipt with a reference number will be available when your payment has been confirmed.
DO NOT close the browser while the payment is in progress.

Billing Details

First Name

Last Name

Organisation Name

Address Search

Address Line 1*

Address Line 2

Suburb*

State*

Postcode*

Screening Details

Show entries
Search:

Applicant Details	Screening Application Details	Total (ex GST)	GST	Total (Ino GST)
Helo Grant Contractor	Aged Care Sector Employment	\$666.00	\$66.00	\$732.00
Helo Grant Contractor	General Employment Probity	\$444.00	\$44.00	\$488.00

Showing 1 to 2 of 2 entries

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Total Amount (excluding GST) \$1,110.00

Total GST \$110.00

Total Amount (Including GST) \$1,220.00

Payment Details

Amount ex GST \$1110.00

GST \$110.00

Amount inc GST \$1220.00

Credit Card Number*

Expiry Month* Year*

CVV Number*

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3.4 Applications Pending Paper Verification

These are applications where the applicant has selected Print and Seek to verify their identity and the applications have not yet been received by the Screening Unit. They are already paid or not requiring payment by the applicant (volunteer applicant or to be paid by the organisation).

A Print and Seek application enables an applicant who can not verify their identity online to submit the online application. The applicant is emailed a copy of their online form that they print and take to a Verifying Officer with their original identity documents to have their identity verified.

When a completed Print and Seek application is received by the Screening Unit the date of receipt of the application will be updated. The application status will change to Submitted.

If your organisation has a Verifying Officer they may wish to contact the applicant letting them know they can bring their identity documents into the organisation and the Verifying Officer can sign their Print and Seek form.

Verifying Officers should monitor this screen to ensure applications are lodged with the Screening Unit in a timely manner. Processing of a person’s application will not commence until the paper copy is received by the DHS Screening Unit.

Applications Pending Paper Verification			
Show <input type="text" value="5"/> entries	Search: <input type="text"/>		
Application Number	Screening Type	Applicant Name	Requesting Organisation / Officer
<input type="button" value="View"/> AP ****	Child Related Employment	Test Case	
Showing 1 to 1 of 1 entries			<input type="button" value="Previous"/> <input type="button" value="1"/> <input type="button" value="Next"/>

3.5 Submitted Applications

This section shows all applications that have been received by the Screening Unit.

Please refer to Appendix 1 – Screening application status for a description of the status result you may see within the Incomplete Applications and Submitted Applications sections of your Portal homepage.

Submitted Applications							
Show <input type="text" value="5"/> entries		Search: <input type="text"/>					
Application Number	Screening Number	Screening Type	Applicant Name	Date of Birth	Requesting Officer	Status	Submitted Date
		General Employment Probity				Finalised	
		Vulnerable Person Related Employment				Finalised	
		Working With Children Check				Finalised	
AP****	SC ****	Working With Children Check	FirstOrg Test	1/01/1978		Submitted	1/02/2021 12:11 AM

Showing 86 to 89 of 89 entries

[Previous](#)
[1](#)
[...](#)
[14](#)
[15](#)
[16](#)
[17](#)
[18](#)
[Next](#)

4 New Application

An organisation can initiate an application on behalf of an applicant. This is the role of the Requesting Officer.

The Requesting Officer will need the name, date of birth and email address of the applicant and must have the applicant’s consent to start an application.

Once an organisation starts an application, the applicant will be responsible for completing the application and submitting it to the Screening Unit.

Welcome to DHS Screening

A screening can be initiated up to 6 months prior to the expiry of a current clearance.

Within this time frame, we recommend you allow as much time as possible for the screening check to be completed.

You can help make sure the screening check is processed as quickly as possible by providing accurate personal information and role-related information when completing the application.

[What's New, click here for details](#)

[New Application](#)
[Organisation Initiated Application Search](#)
[WWCC Registration Of Interest](#)
[Search My Rol](#)

[Organisation Invoice Records](#)



Screening and background checks

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Application Details

First Name*
Last Name*
Email*
Confirm Email*
Date of Birth* dd
Reference Number
Proposed Start Date
Continuation of Work
Role Description*
Screening(s) Required*
 Aged Care Sector Employment
 General Employment Probity
 Vulnerable Person Related Employment
 Working With Children Check
Applicant Type*
Application fees to be paid by*

[Start Application](#)

4.1 Screening(s) Required

An organisation can initiate the following screening types:

- Working With Children Check (legal requirement)
- Aged Care (legal requirement)
- General Probity
- Vulnerable Person Related Employment

Organisations should consider the role description of the person for whom a screening is being requested and only initiate the screening required. An organisation would only require multiple screenings for an individual in limited circumstances, in these instances, more than one screening type can be selected.

For more information on the types of screening refer to the [Screening Unit website](#).

An organisation is not able to initiate an NDIS worker check. The Act that governs the NDIS worker check requires the NDIS worker to start and submit their own application.

NDIS workers can apply for their check through the [Screening Unit website](#).

4.2 Applicant Type

Currently there are 6 Applicant Types:

- Contractor (full fee amount)
- Current Employee (includes self-employed, business partners etc.) (full fee amount)
- Prospective Employee (full fee amount rate)
- Tertiary/Secondary Student (reduced fee amount)
- Volunteer (includes foster carers) (free)
- Partner (for use by ride-share providers only) (full fee amount)

When the applicant type volunteer is selected the 'Application fees to be paid by' question is replaced by a declaration

Screening(s) Required* Aged Care Sector Employment
 General Employment Probity
 Vulnerable Person Related Employment
 Working With Children Check

Applicant Type*

I declare that the position for which the screening(s) is/are required is intended to be a voluntary and not a paid position.

4.3 Application fees to be paid by

Organisations can nominate who will pay fees as either themselves or the applicant

Screening(s) Required* Aged Care Sector Employment
 General Employment Probity
 Vulnerable Person Related Employment
 Working With Children Check

Applicant Type*

Application fees to be paid by*

Fees are updated every July. Please refer to the [Screening Unit website](#) for the current fee price.

A fee is payable for **each type of screening selected** except when the applicant type is volunteer. Volunteer screenings are free.

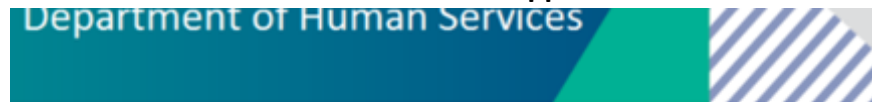
If you are requesting screening for a Tertiary/Secondary Student on placement or work experience, multiple screenings can be made for a set fee.

When the applicant's details are entered, the system will do a data match, alerting you to existing screening checks.

Where a possible match is found, you should confirm the details with the applicant or the Screening Unit prior to proceeding with a new application. In some instances the Screening Unit will not accept a new application if the person already has an appropriate valid check. You can call the Screening Unit on 1300 321 592.

Once the <Start Application> button is pressed the applicant receives the following email:

4.4 Activate Account email for new application



OFFICIAL: Sensitive//Personal Privacy

NEW APPLICATION

Dear Grumpy Fellow

This is the first of two emails that you will receive from the DHS Screening Unit.

<Organisation> has initiated a screening application for you.

Please use the following link to activate your account:

[Activate My Account](#)

You will then receive a second email providing you with your personal account LOGIN details, username and password.

Please use this information to login to the system.

Once you have successfully logged in, you will then be asked to provide a new password of your own choice.

Your Application Number is: AP****

Please retain this email for future use, including the ability to track your application once submitted. To do this [select this link](#).

Please note that in order to complete your screening application online, you will need to ensure that your internet browser is compatible with TLS 1.1 or above. Click [here](#) for further information.

Yours sincerely,

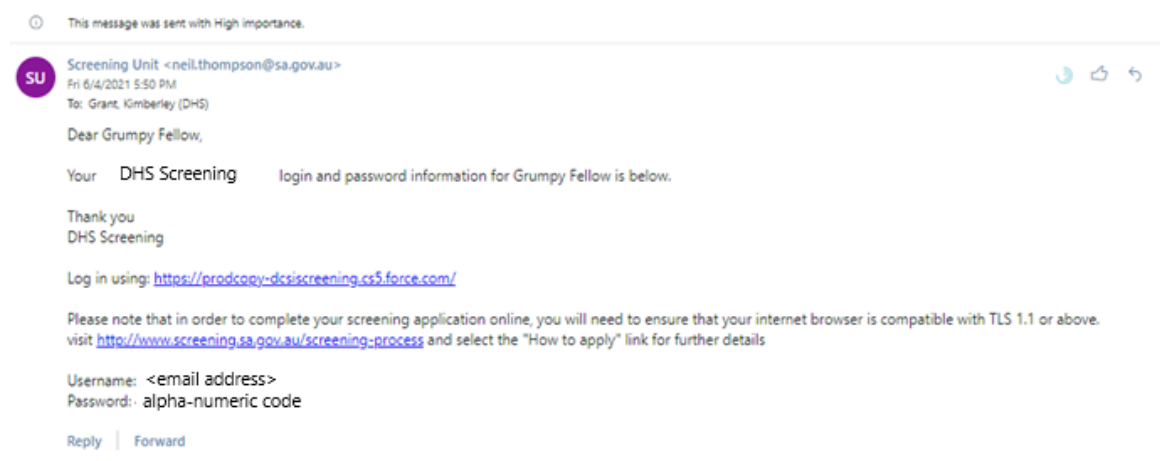
Screening Unit

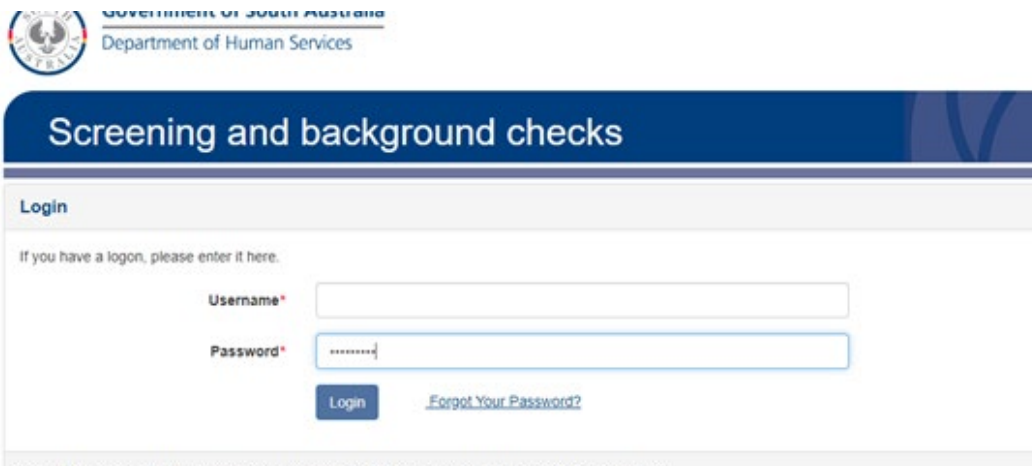
Department of Human Services | dhsscreeningunit@sa.gov.au | GPO Box 292
ADELAIDE 5001

The Applicant clicks on 'Activate My Account' and follows the prompts

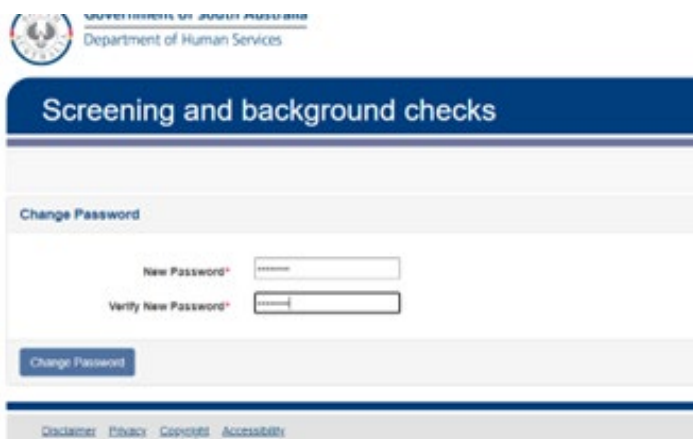
Once activated, a second email with login details and temporary password is sent.

4.5 Applicant login email and temporary password





When logging in the applicant is prompted to Change Password



Once they have updated their password the applicant is taken straight into the applicant portal.

4.6 Applicant Portal dashboard

The started application is displayed. The applicant selects the Application Number [AP*****](#) hyperlink to open the application.

If the organisation requests multiple screenings, separate applications would be displayed on their dashboard. The applicant will need to complete each started application.

My Incomplete Applications						
Please click on the Application Number below to complete your application.						
Application Number	Screening Type	Applicant Name	Requesting Organisation / Officer	Application Initiation Date	Expiry Date	Activated
AP ****	Aged Care Sector Employment	Grumpy Fellow		4/06/2021 6:52 PM	4/07/2021	<input type="checkbox"/>
AP	Working With Children Check	Grumpy Fellow		4/06/2021 5:41 PM		<input checked="" type="checkbox"/>

Showing 1 to 2 of 2 entries

Please refer to the [Screening Unit website](#) BEFORE requesting multiple screenings as generally multiple screenings would not be required.

Manage your Applications

4.6.1 Organisation Initiated Application Search

Allows an organisation to search for a particular application and displays all applications that meet the search parameters regardless of application status.

Welcome to DHS Screening

A screening can be initiated up to 6 months prior to the expiry of a current clearance.

Within this time frame, we recommend you allow as much time as possible for the screening check to be completed.

You can help make sure the screening check is processed as quickly as possible by providing accurate personal information and role-related information when completing the application.

[What's New, click here for details](#)

New Application
Organisation Initiated Application Search
WWCC Registration Of Interest
Search My Rol

Searches can be done using only one search criterion or a combination of criteria. A search can also be done using a date range.



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Organisation Initiated Application Search

Application Number:
 First Name:
 Last Name:
 Date of Birth:
 Application Initiation Start Date:
 Application Initiation End Date:

Search
Clear

Show 5 entries Search:

Application Number	Screening Number	Screening Type	Applicant Name	Date of Birth	Requesting Officer	Status/Expiry Date	Submitted Date
AP ****	SC	Working With Children Check	FirstOrg Test	1/01/1978		Submitted	1/02/2021 12:11 AM

Showing 1 to 1 of 1 entries
[Previous](#)
1
[Next](#)

5 Manage Working with Children Checks (WWCC)

When your organisation initiates a WWCC for an applicant, your organisation automatically registers an interest in that person.

WWCC's are monitored, and information is continually received from a range of sources such as SA Police and the Department for Child Protection.

A registration of interest enables the Screening Unit to contact you if new information received means the person's WWCC status is revoked.

WWCC's have a clearance status of Not Prohibited (cleared) or Prohibited (not cleared). A person's Not Prohibited WWCC can be revoked and their status changed to Prohibited.

5.1 WWCC Registration of Interest

The page lists all the individuals your organisation has registered an interest in.

There is a search function at the top of this list that allows you to search by using minimal entry e.g. the letter 'k' will bring up everyone with that letter in any part of their name or '17/' will bring up the 17th day of any month.

This search function is most effective for finding a specific person.

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WWCC Registration Of Interest Log out

Registered Interests - Organisation name

The Registration of Interest table lists the top 900 records based on the Valid To Date in ascending order

Show 10 entries Search:

Unique ID	Person Name	Date of Birth	Current WWCC Status			Pending Application	
			Applicant Type	Outcome	Valid To Date	Application Type	Submission Date
SRN: [REDACTED]	GAYANI	12/04/1985	Volunteer	NOT-PROHIBITED	19/01/2026		

Showing 1 to 1 of 1 entries (filtered from 55 total entries) Previous 1 Next

An organisation may Deregister their interest in a person or submit a Section 19 notification to the Screening Unit regarding a person through this page.

5.1.1 Section 19

Enables an organisation to send a Section 19 to the Screening Unit.

A Section 19 report is a legal requirement on an organisation to report certain information should they become aware of it. Refer to the [Child Safety \(Prohibited Persons\) Act 2016](#)

This includes, for example, an individual advises you they have become prohibited from working with children in another State or Territory or you have information relating to disciplinary proceedings or findings of misconduct against the person.

A Section 19 report can also be done via the 'Search My Rol' search function.

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Section 19

Under the law, organisations and employers must notify the Central Assessment Unit if an individual who has a Working With Children Check that works or volunteers in their organisation if the employer or organisation becomes aware:

- that the person is prohibited from working with children under a law of the Commonwealth, or of another State or Territory; or
- that the person is, or becomes, a registrable offender under the Child Sex Offenders Registration Act 2006; or
- the person makes a disclosure to the employer under section 86 of the Child Sex Offenders Registration Act 2006.
- Employer becomes aware of any assessable information in relation to the person. This includes serious criminal, child protection and discipline and misconduct information that may indicate that the individual may pose a risk of harm to children.

The organisation must do this as soon as is reasonably practicable after the employer becomes aware of the relevant matter. Once the Central Assessment unit received a notification, the Unit will risk assess the information and make a decision. The organisation will only be notified if the individual is prohibited from Working With Children Check.

You are about to lodge a Section 19 against SRN 0018-0204

[Begin Notice](#) [Return to Registration of Interest page](#)

Section 19

Details of employer providing notice

Name of Employer*

Address of Employer*

Name*

Email*

Contact Phone Number*

Details of person to whom the notice relates

Unique ID*

Name*

Address*

Notification Details

Date Disclosure made to Employer*

Reason for Notice*

Notice Details*

5.1.2 Register your interest - Search

An organisation can perform a search for an individual (such as a potential employee) to see if they have a current WWCC and register an interest in that person.

An organisation can also register an interest in a new employee who already has a check (they either obtained it themselves or through another organisation)

The search fields on this screen are sensitive and search criteria must be entered exactly as the individual used within their application. You will also need their unique id/SRN number.

Register your interest - Search

This search allows you to check whether an individual has a valid Working with Children Check.

This search does not reveal any personal information about the applicant. The searching facility is audited to ensure that it is used appropriately by users.

Prior to conducting the search, you must check with the individual as to their full name (exactly as they provided it to the screening unit at the time of applying for their check) and the unique ID that they were issued on finalisation of their check. If the individual is unsure of this information, they can get this information [here](#).

It is important that you enter the information exactly as the individual has given you.

For example, if you are searching for **Samantha Mary Lee**, then the following must be entered:

First Name = Samantha
 Middle Name = Mary
 Last Name = Lee
 Date of Birth = 04/03/1981
 Reference Number = 123456

Any discrepancies in the name will produce inconclusive results. E.g. entering **M** instead of Mary.

If the person has a single name only, this must be entered in the **Last Name** field.

Once you have verified that the individual has a Working with Children Check, you can generate a Certificate of Interrogation which records the time and date of the search, the individual searched and their Working With Children Check status and who did the search.

You will also be able to register an interest in the individual so that you will receive any changes in status to that individual's Working With Children Check.

First Name
Middle Name
Last Name*
Date of Birth*
Reference Number*

Results

Screening:

		Current WWCC Status			Pending Application			
CCR ID	Unique ID	Person Name	Date of Birth	Applicant Type	Outcome	Valid To Date	Application Type	Submission Date
	SRN	Keep Smiling	31/01/1971	Current Employee	NOT-PROHIBITED	25/02/2025		

Search My ROI

Like the WWCC Registration of Interest search, this search also shows individuals with a WWCC that you have registered an interest in. This search will allow you to search multiple employees through various criteria such as a date range or status search.

Welcome to DHS Screening

A screening can be initiated up to 6 months prior to the expiry of a current clearance.

Within this time frame, we recommend you allow as much time as possible for the screening check to be completed.

You can help make sure the screening check is processed as quickly as possible by providing accurate personal information and role-related information when completing the application.

[What's New, click here for details](#)

This functionality enables your organisation to monitor the expiry of employee WWCCs and, where required, initiate a WWCC for a continuing employee within six months of their current check expiry date.



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Search My Registration of Interest

My Registered Interests - Search

This search allows you to search relevant Interests based on Valid to Date, Reference Number, Name, Check Status for individuals that have a Working with Children Check where your organisation has registered an interest in that individual.

Please note that this search functionality will only display a maximum of 200 results. If you think your search will return more than 200 results, please refine your search criteria. You are able to sort your results by clicking on any column header.

The name search does not have to be an exact search however the system will return any results that contain your search criteria. For example, a search for First Name = Jane will return any registered interests for individuals named Jane, Janet, Janette, etc. If the person has a single name only, this must be entered in the Last Name field.

Please note that child related employment screenings that were finalised prior to 1 July 2019 have a check status of cleared or not cleared. A child related employment screening that was submitted prior to 1 July 2019 but not finalised until after 1 July 2019 has been transitioned to a working with children check and will have a check status of Not Prohibited or Prohibited. Any check that is not yet finalised will show as pending.

Once you have verified that the individual has a Working with Children Check, you can select the action button to generate a Certificate of Interrogation, deregister your organisations interest or lodge a section 19.

Search by Valid To Date

Search by Reference Number

Search by Name

Search by Status

Results

Show 10 entries Search:

Current WWCC Status						Pending Application	
Unique ID	Person Name	Date of Birth	Applicant Type	Outcome	Valid To Date	Application Type	Submission Date
SRN	GAYANI	12/04/1985	Volunteer	NOT-PROHIBITED	19/01/2026		

Showing 1 to 1 of 1 entries

Previous
Action -

- Deregister Interest
- Lodge a Section 19
- Generate Certificate

5.2 Verifying a WWCC

Employers must verify an employee (or volunteer) WWCC.

Verification is the process of ‘confirming’ that a potential new employee or an existing employee has a check and is not prohibited from working with children. It is a legal requirement under the Prohibited Persons Act.

- You must verify a new employee has had a WWCC before they can commence working in a prescribed position.
- You must verify that current employees, who work in a prescribed position, have a valid WWCC every 5 years.

Once you have verified a check you are required to generate a ‘Certificate of Interrogation’ as evidence of the verification.

Certificates of Interrogation can be requested from both the ‘Register your Interest – Search’ and ‘Search my ROI’ functions.

**Central Assessment Unit
Working With Children Check**



Certificate of Interrogation

This certificate is issued pursuant to section 35(3) of the *Child Safety (Prohibited Persons) Act 2016* (SA) and regulation 19 of the *Child Safety (Prohibited Persons) Regulations 2019* (SA).

Search Results	
Person Name	GAYANI
Unique ID	SRN
Working with Children Check Outcome	NOT-PROHIBITED
Applicant Type	Volunteer
Valid to Date	19/01/2026
Requested By	
Name	
Email	
Search Date	20/07/2023
Search Time	10:22 AM

6 Person Search

This service allows you to check whether an employee, volunteer or student has a valid Aged Care Sector Employment Screening, Disability Services Employment Screening or Vulnerable Person-Related Employment Screening.

You cannot use this service to check whether an employee has an NDIS worker check – You can do this via your NDIS Worker Screening Database portal.

Please note that this search is for finalised applications, if you would like to check an application that is in progress please [click here](#). (This is a publicly available search and will take you to a search function outside your Organisation portal)



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Registered Person Search

Welcome to the Registered Person Search for screenings excluding Working with Children Check

This service allows you to check whether an employee, volunteer or student has a valid Aged Care Sector Employment Screening, Disability Services Employment Screening or Vulnerable Person-Related Employment Screening.

This search does not reveal any personal information about the applicant. The searching facility is audited to ensure that it is used appropriately by users.

It is important that you enter the information exactly as advised by the applicant.

For example, if you are searching for **Samantha Mary Lee**, then the following must be entered:

First Name = Samantha
Middle Name = Mary
Last Name = Lee
Date of Birth = 04/03/1981
Reference Number = 123456 OR Screening Type = <Select appropriate screening type>

Any discrepancies in the name will produce inconclusive results. E.g. entering **M** instead of **Mary**

If the person has a single name only, this must be entered in the **Last Name** field.

Please note that this search is intended for finalised applications, if you would like to check an application that is in progress please [click here](#).

First Name

Middle Name

Last Name

Date of Birth

Reference Number

OR

Screening Type

- Aged Care Sector Employment Screening
- Disability Services Employment Screening
- Vulnerable Person-Related Employment Screening

[Search Registration Database](#)

Working with Children Checks (Child Related Screening)
The above search is unable to be used to search for a Working with Children Check or Child Related Screening.

To search for a Working with Children Check or Child Related Screening, please visit the [Registration of Interest page](#)

NDIS worker check
The above search is unable to be used to search for a NDIS worker check.

To search for a NDIS worker check, please visit the NDIS Commission Portal.

Unlike WWCC, you are unable to register an interest in a person in relation to one of these check types.

NDIS worker checks, Disability services, aged care sector and vulnerable person-related checks done by the Screening Unit are continuously monitored.

We receive information from a range of databases, such as SA Police and Department for Child Protection, which is automatically searched for any new information relevant to a person's check status.

For NDIS worker checks, we also receive information from other state and territory police and the NDIS Commission.

If the new information means a person's clearance status is changed, the person and the organisation that originally requested the check (if there is one) will be notified in writing. NDIS providers will be notified of a change in the status of NDIS worker check via the NDIS Worker Screening Database.

If your organisation did not initiate the application for one of these screening types on behalf of your employee, you will not receive notification from the Screening Unit about a change in check status.

7 Finance management screens

7.1 Payment History

Shows details of previous credit card payments made by the organisation

Government of South Australia
Department of Human Services

Screening and background checks

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Organisation Payments

Show entries Search:

Payment No	Payment Date	Amount	GST	Amount inc GST
PM018513	31/12/2020 10:48 AM	\$190.00	\$19.00	\$209.00
PM018300	6/10/2020 1:14 PM	\$190.00	\$19.00	\$209.00
PM018299	6/10/2020 12:48 PM	\$190.00	\$19.00	\$209.00
PM018295	2/10/2020 5:43 PM	\$190.00	\$19.00	\$209.00
PM017452	9/11/2018 10:45 AM	\$442.00	\$44.20	\$486.20

Showing 1 to 5 of 14 entries [Previous](#) [1](#) [2](#) [3](#) [Next](#)

My Payments

No Payments found

7.2 Organisation Invoice Records

For DHS account customers, organisations are sent invoices online through the portal monthly (if applicable).

This page, which is available to Finance Officers through the 'Organisation Invoice Records' button on their portal Homepage, shows invoice files which are downloadable spreadsheets.



Screening and background checks

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Organisation Invoices

Invoice File Name	Last Modified Date
Invoice_May_2020.xls	23/12/2020 1:42 PM
Invoice_February_2020.xls	8/12/2020 3:58 PM
Invoice_January_2020.xls	8/12/2020 3:12 PM
Invoice_November_2019.xls	8/12/2020 3:07 PM

Appendix 1

Screening application status

A requesting organisation can search from within their Organisation Portal to check on the progress of an employee or volunteer application that they initiated.

The alphabetical list below contains a description of the status result you may see within the **Incomplete Applications and Submitted Applications sections of your Portal Homepage** and indicates what action (if any) is now required by whom.

Status	Description	Action by
Commenced	The application has been submitted and assessment has commenced.	Screening Unit
Expiry date (dd/mm/yyyy)	The Requesting Officer has initiated an application, but the applicant has not yet activated their account. If not activated, the application will expire approximately one month after being initiated.	Applicant
Finalised	The screening assessment has been finalised, i.e. an outcome has been determined and the applicant/requesting organisation has been (or is about to be) advised.	
In Progress	The applicant has activated their application and has now to complete and submit it to the Screening Unit so that assessment can commence.	Applicant
Returned to Applicant	The application has been completed and submitted by the applicant, however, they have been notified that there is an error in the application which is to be addressed before the applicant resubmits their application.	Applicant
Submitted	The application has been successfully completed and submitted to the Screening Unit and will proceed to assessment.	Screening Unit
Waiting Payment	The applicant has yet to pay for the application. The application must be paid for by credit card online before the application can proceed.	Applicant
Waiting to be Submitted	The applicant has verified identity and payment has been received (for all credit card payments). The applicant is now required to select the 'Complete' button to review, finalise and then submit the application.	Applicant
Withdrawn	A submitted application or screening has been withdrawn prior to commencement of the assessment process. Note: Any screenings withdrawn once assessment has commenced will instead have a status of 'Finalised' and an outcome of 'Withdrawn'.	

A requesting organisation can also utilise the Organisation Initiated Application Search function within their portal.

This search function displays the same information available on the Homepage (all five sections) but allows for searches to be conducted using a single search criterion, a combination of search criteria or a date range.