

Before you start

A Working with Children Check (WWCC) lasts for 5 years.

You can apply to renew up to 3 months before the expiry date, but you can start getting your Proof of Identity documents together earlier.

You will need:

- At least one contact phone number or an email address
- One of the following Commencement of Identity document and its reference number:
 - Full Australian Birth Certificate
 - Current Australian Passport
 - Australian VISA
 - IMMI Card
 - Certificate/Document of Identity issued by DFAT
 - Australian Naturalisation or Citizenship Document
- One of the following Primary documents and its Reference Number. Documents must be current.
 - Australian Drivers Licence
 - Overseas Passport
 - Proof of Age or Photo Identity Card
 - Shooters or Firearms Licence
- Two of the following Secondary documents and their reference numbers.
 - Security Guard or Crowd Control Photo Licence
 - Evidence of Government Benefit (Centrelink or Veterans Affairs Card)
 - Consular Photo ID Card
 - Medicare Card
 - Police Force or ADF Photo ID Card
 - Australian Secondary or Tertiary Student ID Card
 - Academic Transcript (not older than 12 months)
 - Credit or Account Card
 - Bank Statement (not older than 12 months)
 - Rates Notice (not older than 12 months)
- Evidence of name change (if applicable)



Office of the
Children's Guardian

Working with Children Check

Steps to renewal

Information for Aboriginal organisations
and their workers.

CONTACT

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NSW

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www.ocg.nsw.gov.au



Office of the
Children's Guardian



Note:

Getting new identity documents can take time. Check what identity documents you need on our website so you are informed about costs and processing times closer to your renewal date.

1. Apply for a renewal

Complete the online renewal form that you will find on this page:

www.ocg.nsw.gov.au/check

You will need to provide the name you have registered with us, followed by your current details. This includes telling us about any name changes or other names you might have been known as. If you do not tell us all known aliases, including maiden names, or names previously given to Police, your application will be closed, and you will need to re-apply.

2. Go to Service NSW

After you do the application online, you will need to go to a Service NSW centre within 28 days with your identity documents.

If you do not go to Service NSW within 28 days your online application number will expire, and you will need to re-apply.

When you go to Service NSW you will need:

- Your application receipt. If you provided an email address this receipt will be sent to your email after you apply. If you do not provide an email address, you will need a screenshot of the receipt that appears on your screen immediately after you apply.
- Original and current Proof of Identity Documents that you referenced in your online application and any documents to show any change of name, if relevant.
- If you are applying for a paid employee WWCC, you will need to bring the fee.

3. Assessment process

In some cases, we may need more information for your application to proceed.

If this happens, you will get an email (or a letter if you do not have an email address) sent to the address you gave in your application.

You need to respond to our requests for more information. If you do not respond, your application will be closed, and you will need to re-apply. This includes paying the fee for a paid WWCC again, so please make sure you respond to all communication from the OCG.

4. Outcome

If we don't need any more information from you, you will get an email telling you the outcome of your application as soon as the process is done.

Please wait 4 weeks before contacting us to follow up the progress of your application.

More information

For general information go to

www.ocg.nsw.gov.au/check

Use the search bar to find these helpful resources on our website:

- Aboriginal Applicants and the Working with Children Check policy statement
- Proof of Identity – what you will need
- Is your organisation compliant with WWCC employer obligations?
- Record keeping template
- WWCC renewal poster

Contact us if you need further support

www.ocg.nsw.gov.au/about-us/contact-us

more details on the back of this brochure
