

# Fact sheet 24

## Interstate or incapacitated authorised carers or householders: Identity verification options April 2017



Authorised carers, and adults who reside at their home, must hold a NSW Working With Children Check (WWCC) clearance or have a current application for a clearance. ([More information on authorised carers or householders](#) is available on our website)

Adults who reside at a home where a home based education and care service or family day care service is provided, must also hold a NSW WWCC clearance or have a current application for a clearance.

Applicants for a NSW WWCC clearance are required to have their identity verified in person at a NSW Motor Registry, RMS agency, or Service NSW office (not your local Council).

The Office of the Children's Guardian has developed a WWCC identity verification process to assist the following applicants:

- NSW authorised carers who live interstate
- adult household members of NSW authorised carers who live interstate
- incapacitated NSW authorised carers and their adult household members, and persons who reside at a home where a home based education and care service or family day care service is provided.



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## Alternative identity verification process

An alternative identity verification process is now available if you fall into the above categories and you:

1. live outside of NSW
2. live within NSW but are incapacitated and physically incapable of attending a NSW Motor Registry, RMS agency, or Service NSW office and have a medical certificate to that effect.  
Find a location at [www.service.nsw.gov.au/service-centre](http://www.service.nsw.gov.au/service-centre).

## How to do it

Complete the [WWCC Proof of Identity form](#)

To complete this form, you will need the following.

1. A Working With Children Check application number, which is provided when you complete an online application or phone application for the WWCC and consent to having the check completed
2. Proof of identity requirements  
Details of the required documents are available at [www.kidsguardian.nsw.gov.au/check](http://www.kidsguardian.nsw.gov.au/check)

3. Certified copies of identification documents  
Identification documents must be copied (DO NOT SEND ORIGINALS) and certified according to Schedule 2 of the *Statutory Declarations Regulations 1993 (Cth)*. A List of people who can certify documents is available as part of this Regulation at [www.comlaw.gov.au/Details/F2013C00771](http://www.comlaw.gov.au/Details/F2013C00771).
4. Medical certificate (if required)  
People who are incapacitated and physically incapable of attending a NSW Motor Registry, RMS Agency, or Service NSW office are required to provide a medical certificate to that effect, that has been issued within the last 6 months by a registered medical practitioner.
5. Posting documents  
The certified copies (NOT ORIGINALS) of identification documents and medical certificates (if required) must be posted, along with the completed **WWCC Proof of Identity form** to:  

Customer Service Team  
Office of the Children's Guardian  
Level 13, 418A Elizabeth St  
SURRY HILLS NSW 2010

## Verification of documents

Once the identity documents are verified, the Working With Children Check will be completed and you will be notified if you are cleared or barred.

While some people receive their results within a few weeks, others may need to wait longer than this, depending on their personal information.

If your application requires a review of records, this may add many weeks to the processing time. If the records are deemed relevant and serious enough, you may be subject to a risk assessment, which may take a few months. See [FACT SHEET: Risk assessment](#).

However, for most people delays can be attributed to one of the following:

- common surname or date of birth
- sharing the name as someone who has a criminal history
- records against your name.

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