

## Proof of identity

Getting proof of identity (POI) documents can take time. See our 'Proof of identity' webpage to know which documents you need before you need to apply or renew.

## Need to update your details?

Your contact details need to be current so we can reach you about your WWCC, or the WWCC status of someone who works for you.

To update, go to our WWCC webpage

[www.ocg.nsw.gov.au/check](http://www.ocg.nsw.gov.au/check)

### Individuals

Click the 'Update your personal details' link in the 'Applicants' section to complete the update form.

### Organisations

Click the 'Update employer details' box in the 'Organisations' section to log in and see your details.



Office of the  
Children's Guardian

### CONTACT

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[www.ocg.nsw.gov.au](http://www.ocg.nsw.gov.au)

# Working with Children Check

Help to apply, renew and  
verify



Office of the  
Children's Guardian

[www.ocg.nsw.gov.au](http://www.ocg.nsw.gov.au)

## Apply

### Complete the application form online

[www.ocg.nsw.gov.au/check](http://www.ocg.nsw.gov.au/check)

Make sure you:

- have the POI documents you need
- use current contact details.
- declare any previous names or aliases, including maiden name.
- select the correct Check. A volunteer WWCC is not valid for paid work.

A receipt with an application (APP) number will be emailed to you.

### Go to a Service NSW centre

Take your email receipt and your POI documents to a Service NSW centre. These must be original, current, physical documents.

You can print out your application email receipt or show the receipt on your phone. If you do not attend Service NSW within 28 days, your APP number will expire. Give the APP number to your employer after visiting Service NSW.

Paid workers will pay a fee. The Check is free for volunteers.

### Screening

Most applications are processed in less than 24 hours, however, can take upwards of 4 weeks. You will receive an email once the process has been completed. If you are cleared, you will receive a number starting with WWCC. Give this number to your employer.

## Renew

Did you know a WWCC lasts for 5 years?

We will email a renewal reminder to the email address you registered with 90 days before your WWCC is due to expire. Although most renewals are processed in less than 24 hours, the checking process can take upwards of 4 weeks. Renew early to avoid your clearance expiring.

### Complete the renewal form online

[www.ocg.nsw.gov.au/check](http://www.ocg.nsw.gov.au/check)

Do not submit a new WWCC application form.

Make sure you use the details you have registered with us, and declare any previous names or aliases including maiden name.

You will be sent a receipt by email.

### Service NSW and screening

These parts of the process are the same for new and renewal applications. See the section 'Apply' for more information.

There are many reasons why a new or renewal application may need further review or information. This increases the processing time.

Search 'application process' on our website for more details.

## Verify

### Register

If you run an organisation that provides services to children, you must register with us as an employer to verify worker WWCC details online. Workers include both paid employees and unpaid volunteers.

Sighting a WWCC clearance email is **not** verification.

Search for 'help to register and verify' on our website for more information.

### Login and verify

Click 'Log in and verify a WWCC' to login from our WWCC page.

Verify workers by entering their name, Check number and date of birth.

### Record and monitor

Once verified, organisations must keep the following worker details for at least 7 years:

- Full name
- Date of birth
- WWCC number
- Clearance expiry date
- Verification date
- Verification status

Make sure Checks are renewed before their expiry date.

We will contact your organisation if a verified worker becomes barred.