Tasmanian Health Service, a guide for working or volunteering

Overview

This guide has been developed with the assistance of the Tasmanian Health Service (THS). The purpose of the guide is to provide staff and volunteers with an understanding of the new registration requirements for people wishing to work with children in Tasmania.

Working with Vulnerable People (Children) Registration aims to reduce the potential for sexual, physical, psychological, emotional harm or neglect of children in Tasmania.

Employees, volunteers and contractors from the Tasmanian Health Service must hold registration by 1 August 2016 to participate in a number of roles and services. Listed on the following page are examples of roles and services that require registration.

The Tasmanian Health Service will cover the cost of the initial fee, for the first three (3) year period of registration, for existing Tasmanian Health Service employees and volunteers who are identified, and notified, by the Tasmanian Health Service as requiring registration.

It is critical that all Tasmanian Health Service employees and volunteers select the Tasmanian Health Service from the drop down organisation list when completing the application form. (This option will appear if you answer yes to the following question - Are you currently working or volunteering in a child related activity?)

Applications are commenced online at www.justice.tas.gov.au/working_with_children.
Who must apply for a Working with Vulnerable People (Children) Registration?

In accordance with the *Registration to Work with Vulnerable People Act 2013* the following activities are regulated:

- Child health program and child health service means a health program, and health service, conducted specifically for, or provided only or mainly to, children;

  Health program means a health program as defined in the Health Practitioner Regulation National Law (Tasmania);

  Health service means the following:
  (a) a health service as defined in the Health Practitioner Regulation National Law (Tasmania);
  (b) a service that is, or purports to be, a service for maintaining, improving, restoring or managing physical, or mental, health;
  (c) a service that is, or purports to be a service for providing support to the provision of a health service referred to in paragraph (b).

- Child mentoring service means a service conducted specifically for, or provided only or mainly to, children for the purpose of providing emotional support, mentoring or pastoral care.

Examples of roles or services where registration is mandatory:

- Women’s and children’s services
- Mental health services specifically for children and/or adolescents
- Youth health
- Youth alcohol and drug
- Youth health and development
- Youth detention
- Resident Medical Officers
- Nurses, midwives and assistants in nursing/midwifery in casual pools which support child specific services such as a women’s and children’s service
- Oral health services providing services to children
- Any child specific service
- Any child specific role
- Any role which will be child specific at some time as part of a rotation e.g. 3 months will be spent working in a children’s service
- Individuals involved in child specific clinics or lists
- Individuals involved in child specific programs which are likely to run for 8 or more occasions, where an occasion is a day or part of a day

This includes, but is not limited to, individuals in the following roles if employed in or allocated solely to one of the services listed above:

- Doctors
- Nurses
- Midwives
- Assistants in nursing/midwifery
- Allied health professionals
- Allied health assistants
- Ward clerks
- Hospital aides
- Cleaners
• Administration
• Business managers
• Medical orderlies/attendants
• Food services
• Health care assistants
• Infant hearing screeners
• Sleep technicians
• Play specialists
• Diversional therapy assistants
• Creative arts workers
• Youth health workers
• Youth health and development workers
• Youth workers
• Youth alcohol and drug workers
• Dental officers
• Oral health/dental therapists
• Dental assistants
• Students
• Volunteers
• Locums
• Trainees
• Apprentices
• Labour hire

**Examples of roles where registration is optional but can be enforced by the Tasmanian Health Service as part of their requirements:**

- General services provided to both adults and children
- Roles where contact with children is not required or likely as part of role

**For example:**

- Ward clerks, hospital aides, cleaners, medical orderlies/attendants providing services to both adults and children.
- Doctors, nurses and allied health professionals providing services to both adults and children.
- Individuals working in finance, human resources, admissions, medical typing, information technology, building and engineering, stores/supply.

**Examples of people who should NOT apply:**

- Children under 16 years of age
FAQs

Do I need to apply?
If your role is listed in the mandatory list above – yes, you need to register. The Tasmanian Health Service will advise, in writing, those people who need to obtain registration. If you are unsure please discuss with your manager. For applicants seeking employment in the Tasmanian Health Service the job advertisement and/or statement of duties will indicate when registration is an essential requirement of the role.

The Tasmanian Health Service cannot register on behalf of an individual.

How long will it take to get my Working with Vulnerable People (Children) Registration?
In general, a person receives the result within six weeks of completing the application process, however for some; there may be a longer wait, depending on their personal information.

Is a National Police Check the same as a Working with Vulnerable People (Children) Registration?
No, a Working with Vulnerable People (Children) Registration is different from a National Police Check. A Working with Vulnerable People (Children) Registration is valid for 3 years and is compulsory for people working in certain child-related roles in Tasmania.

What organisation do I work or volunteer for?
The Tasmanian Health Service. It is critical that all Tasmanian Health Service employees and volunteers select the Tasmanian Health Service from the drop down organisation list when completing the application form. (This option will appear if you answer yes to the following question - Are you currently working or volunteering in a child related activity?).

Will the Tasmanian Health Service pay my registration fee?
The Tasmanian Health Service will cover the cost of the initial fee, for the first three (3) year period of registration, for existing Tasmanian Health Service employees and volunteers who are identified, and notified, by the Tasmanian Health Service as requiring registration. You will be advised of how this will occur when you receive notification from the Tasmanian Health Service that you need to obtain registration.

I hold a similar registration in another state or territory. Do I still need Tasmanian Working with Vulnerable People (Children) Registration in order to work with the Tasmanian Health Service?
Yes. All Tasmanian Health Service employees and volunteers identified as requiring Working with Vulnerable People (Children) Registration will need to obtain the Tasmanian registration.

Application process:

1. Complete an online application form.
2. Pay online then visit Service Tasmania with your application number (or printed application receipt) to provide your proof of identity and have your photograph taken. Please note: payment can be deferred and paid in person at Service Tasmania if you do not wish to pay online.
3. Once you receive notification of your registration from the Tasmanian Department of Justice, complete the Tasmanian Health Service Working with Children Registration (WWCR) Details Form and give it to your manager. The WWCR Details Form was provided to you at the time you were notified you needed to obtain registration.
Further information
Visit the Department of Justice website [www.justice.tas.gov.au/working_with_children](http://www.justice.tas.gov.au/working_with_children)

Working with Children Registration is on Facebook. What a great way to get a reminder that it’s time to apply, or when new resources are available. To connect, [login or sign up for Facebook](https://www.facebook.com) and search for Working with Children Registration.
The Process

Part A: How do I apply?

Part B: What if I am registered as a volunteer and now need registration for employment?

Part C: What is assessed in my application?

Part D: When will I receive my results?

Part E: Refusals and Appeals

Part F: How will an organisation know if someone has applied for Registration?

Part G: How will an organisation know if registration is Suspended or Cancelled?

Part A: How do I apply?

Step 1: Complete the online* application form at:


Applicants who do not have internet access may telephone 1300 13 55 13 for advice about locations that offer free internet access to the public.

Please make sure the details you provide are exactly the same as the details on your identity documents. If you have submitted the form with a mistake, please re-do the form to avoid the possibility of incurring additional cost and problems with the proof of identity requirements.

Once you have submitted the form, you will be able to print an application receipt. If you do not have a printer, write down your application number.

The application fee can be paid online by credit card or delayed and paid at Service Tasmania (see step 2).

Step 2: Present Proof of Identity and payment at Service Tasmania

You must bring all three of these items for your application to proceed:

- application receipt or application number
- proof of identity
- payment (if you have not already paid online)

You must present in person at Service Tasmania (please read the Fact Sheet: Interstate and Overseas Applicants if applying from outside of Tasmania). You cannot submit proof of identity for someone else.

To find a Service Tasmania shop near you, visit www.service.tas.gov.au/about/shops

For proof of identity requirements:

See Fact Sheet: ‘Proof of Identity’ at:

www.justice.tas.gov.au/working_with_children
Part B: What if I am registered as a volunteer and now need registration for employment?

Registration to Work with Vulnerable People is portable across all child related activities. For instance, if a person volunteers in a religious activity and also drives a school bus they are only required to register once.

However, registrants are required to amend their ‘Registration Type’ to show that they use the registration for both employment/volunteer. Registrants should also ensure they amend their registration information to include details of the bodies that engage the registrant for volunteering or employment.

If you currently hold a volunteer class registration and start paid employment in a child related activity, you are required to change your details online by following the steps below:

2. Click the link online Registration Amendment form
3. Enter your Application or Registration Number, Last Name and Date of Birth then click the ‘Search’
4. If you have previously provided both SMS and Email details, you will be asked to select your preferred contact method to receive a 6 digit security code
5. Retrieve the code sent by SMS or Email (this will expire 10 minutes after being sent)
6. Enter the 6 digit code and click the ‘Verify’ button
7. Next to the heading ‘Registration Type’ click Update
8. Change the ‘Class of Registration’ to Employment/Volunteer
9. Pay the fee to change class online or at Service Tasmania
10. Next to the heading ‘Existing Employment and Volunteer Details’ click Update
11. Click ‘Add Employer’ and enter your new employment details
12. Click the ‘Validate’ button at the bottom of the page
13. If you have previously provided an email address, you will receive a PDF copy of your changes by email, please ensure the details you entered are correct
14. Please allow 21 days for a new card to be sent to you after payment has been made.
Part C: What is assessed in my application?

Your records will be assessed to see if you have charges or convictions that indicate you pose a risk of harm to a child.

National criminal record information is routinely collected from sources in Australia (not overseas). This includes information about:

- Convictions for all criminal offences you may have
- All ‘spent’ convictions (convictions that do not need to be ordinarily declared)
- Any ‘pending’ charges (charges that have not yet been decided by a court)
- All ‘non-conviction’ charges (charges that have been finalised by a court but did not result in a conviction)

Information about your criminal record may also be obtained from authorised bodies in Tasmania and similar authorities in other states and territories such as:

- The Police
- The Office of the Director of Public Prosecutions
- The Department of Corrective Services
- The Department of the Attorney General
- The Department of Health and Human Services
- Courts.

Ongoing monitoring

If an applicant is successful in securing registration, the Registrar will continue to monitor an individual’s record for relevant new records over the three year term of registration.

Certain types of new records may trigger an additional Risk Assessment to be undertaken by the Registrar who may subsequently determine that, based upon the new information available, a registration will be cancelled, suspended or conditions issued.


Part D: When will I receive my results?

Please allow six weeks to receive your results before emailing workingwithchildren@justice.tas.gov.au (with your application reference number). Information cannot be provided on your application before this time.

If successful, you will be posted a Working with Vulnerable People (Children) Registration Card. If there are any issues with your application, you will be contacted by post or email (according to the preference indicated on your application form).

Usual cause of delays

For most people, delays may be caused by:

- the time it takes for information to be reported on a criminal history (2 to 5 weeks)
- having a common surname or date of birth
- sharing the same name as someone with a criminal history
- having records against your name.
Same name as someone with a criminal record

If you have the same name as someone with a criminal record, your results may be delayed while your identity is matched using additional information such as date of birth details. This will delay your results but ensure your records are not mistakenly associated with those belonging to someone else.

Records against your name

See ‘Part C: What is assessed in my application?’ in this guide.

Part E: Refusals and Appeals

When you apply for Working with Vulnerable People (Children) Registration, there are only three outcomes:

- registration to work with children (without conditions)
- registration to work with children (with conditions)
- refusal of application to work with children.

Being notified of a Possible Refusal

If there are concerns with your application, you will be informed in writing with reasons for the decision this is called a ‘Proposed Negative Notice’.

You will be invited to submit further information which may affect the final decision. In the meantime, you cannot work or volunteer in a child-related activity.

Being notified of a Refusal

If your application is unsuccessful, you will be informed in writing with reasons for the decision.

If you are already in child-related work (or planning to be in such employment), your employer (or prospective employer) will be:

- notified that you have been refused a Working with Vulnerable People (Children) Registration
- instructed to remove you from child-related work.

Reasons for your refusal will not be shared with your employer (or prospective employer).

Consequences of the Refusal

If a Working with Vulnerable People (Children) Registration is refused, it is a criminal offence to work in regulated child-related activities for five years (unless circumstances have changed that permit an earlier application). Serious penalties apply.

If you are already working with children, you must immediately remove yourself from this work.

Applying for a Review of the Refusal

You can request a review of the refusal except if:

- you previously applied for Working with Vulnerable People (Children) Registration and were issued a Negative Notice
- less than five years has passed since your Working with Vulnerable People (Children) Registration was cancelled

This does not apply if there has been a change in any relevant information about you.
Lodging an Appeal

You must lodge your application for a review with the Magistrates Court (Administrative Appeals Division) within 28 days of having your application refused (if you miss this deadline, contact the Administrative Appeals Division; it may grant an extension). For more information go to www.magistratescourt.tas.gov.au/divisions/administrative_appeals_division

Part F: How will an organisation know if someone has applied for Registration?

Overview

While successful applicants receive a Working with Vulnerable People (Children) Registration Card, the system of applying and verifying is online only.

If someone with Working with Vulnerable People (Children) Registration commits a criminal offence, their Registration may be cancelled, and their details removed from the online system.

It is then a criminal offence:

- for an individual to work in a child-related activity
- for an employer or volunteer body to engage an employee or volunteer for a child-related activity.

There is a two stage application process:

1. Complete the online form and print the application receipt
   (http://www.justice.tas.gov.au/working_with_children/application)
2. Take the application receipt to Service Tasmania with Evidence of Identity and Payment

Only after applicants have completed the second stage (at Service Tasmania) will there be an ability to track progress of the application online.

Importantly, it is an offence for a person to commence in a regulated child related activity unless they have completed both stages of the application process.

To check if a person has completed both stages use Verify Registration Status to review registered details.

- Enter Application number and Surname
- If an applicant has completed both application stages the website will display a message about where the application is in respect to a final decision.
- If both stages have not been completed there will be no search result.
- Importantly, if an application has been refused there will be no search result.

If this is the case you should raise this with your employee to ensure they complete both stages of the application process. If you have previously viewed the progress of an application and can no longer obtain a search result for that same applicant it may be that the applicant has been advised of a negative result. In which case you should discuss this with the applicant as they should not be engaged in a regulated activity until they either hold registration or the website provides evidence of an application being processed.
Part G: How will an organisation know if registration is suspended or cancelled?

This is important information because if a person’s registration is suspended or cancelled it is an offence for an employer or volunteer organisation to engage that person in a child related activity. Organisations will be advised of any important change to the status of a registrant but only where the organisations details are correctly recorded against a card holder.

It is important that employers and volunteer bodies confirm that their correct contact details are recorded against all people that require registration to work or volunteer with vulnerable people for their organisation.

In order to review a person’s current registration status (including the bodies they have listed) all you will need is a person’s Application/Card number and Surname.

You can then use Verify Registration Status to review registered details:

- Check the current details by selecting View / Update Details
- To add a new organisation click Add Employer
- Once you have entered the details the applicant will receive notification that a new organisations details have been added to their record.

If you are an employer or volunteer organisation, you must not accept the Working with Vulnerable People Registration Card or any other paper ‘evidence’ as proof of registration.

You must use Verify Registration Status (above) to verify if someone holds registration.

Importantly, it is an offence for a person to commence in a regulated child related activity unless they have completed both stages of the application process.

Disclaimer: The material provided in this Sector Guide is an information source for the guidance of users only. Every effort has been made to ensure that the information is accurate, current and not misleading. However, this cannot always be guaranteed and no warranty is given that the information is free from error or omission. Users should exercise their own skill and care with respect to the use of the material. The information is also not a substitute for independent legal or other professional advice and users should obtain appropriate professional advice relevant to their particular circumstances. The Department of Justice does not guarantee, and accepts no legal liability whatsoever for any act done, omission made, loss, damage, cost or inconvenience arising from, connected to, or as a consequence of, using or relying on the material contained in this Sector Guide.

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