

NSW Department of Sport and Recreation
Working with Children Check
**Commitment
to Service**

Contact details

NSW Department of Sport
and Recreation

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Office Hours: 9.00am to 5.00pm
fax. (02) 9006 3900
email. workingwithchildrencheck@dsr.nsw.gov.au

Commission for Children and
Young People

(02) 9286 7220

Level 2, 407 Elizabeth Street Surry Hills NSW 2010

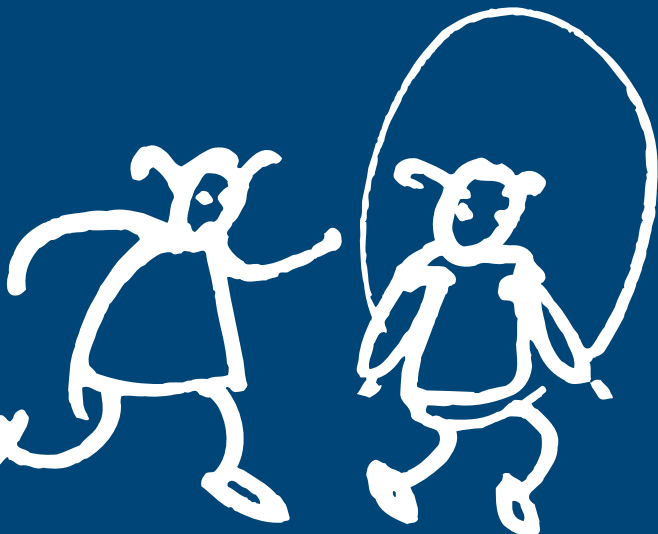
Office Hours: 9.00am to 5.00pm
fax. (02) 9286 7201
email. kids@kids.nsw.gov.au

NSW Ombudsman

(02) 9286 1000

Level 24, 580 George Street Sydney NSW 2000

email. nswombo@nswombudsman.nsw.gov.au



The NSW Department of Sport and Recreation is committed to the safety, welfare and well-being of children and young people.

Our commitment is based upon the rights and interests of children and young people and the principles enshrined in the legislation *Commission for Children and Young People Act 1998*.

What we do

The Department helps clients in the sport and recreation industry to determine the suitability of people to work with children.

We do this by administering the *Working With Children Check* on behalf of employers. This will help reduce the risk of abuse of children and young people by those entrusted with their care.

Guarantee of Service Standards

Our Department is committed to ensuring that the *Working With Children Check* is undertaken in a timely, effective and responsive manner. We will:

- complete all processes associated with the *Working With Children Check* as quickly as possible;
- keep all information relating to the *Working With Children Check* in a secure manner and protect the privacy and confidentiality of individuals consistent with the legislation;
- provide advice and assistance to employment screening clients in relation to the *Working With Children Check*;
- operate with integrity, discretion and regard for each of our employment screening clients; and
- require our staff to operate within the standards set by the Department's Code of Conduct. This Code provides an ethical framework to guide decisions, actions and behaviour of our staff.

Employer Responsibilities

As an employer engaging people in child-related employment your responsibilities include ensuring that those people you employ to work with children:

- provide you with 100 points of ID prior to employment;
- sign a Prohibited Employment Declaration;
- sign a consent form authorising you to submit their names for a National Criminal Record Check;
- provide you with the names of two referees for the Structured Referee Checks; and
- have a *Working With Children Check* clearance from us before the recruitment process is finalised.

In addition to processing requests for the *Working With Children Check*, employers are required to:

- notify the Commission for Children and Young People of any person whose application for child-related employment has been rejected based on a risk assessment in employment screening.
- notify the Commission for Children and Young People of any employee against whom a relevant disciplinary proceeding has been completed. This requirement includes the period of 5 years immediately before the effect of the employment screening legislation which commenced on 3 July 2000.
[Refer to the definitions in *Guidelines for Employers, NSW Commission for Children and Young People*]
- provide any person, against whom a relevant disciplinary proceeding has been undertaken, with access to any documents which contain information about them.
[Section 43 of the *Commission for Children and Young People Act 1998* extends Freedom of Information to cover all non-government organisations.]
- the responsibilities employers have in relation to the *Working With Children Check* can be found in the *Guidelines for Employers, NSW Commission for Children and Young People* or from the Department's website at www.dsr.nsw.gov.au

Indemnity Statement

Anything done by a person in good faith and with reasonable care for the purposes of employment screening does not subject the person to any action, liability, claim or demand.
[*Commission for Children and Young People Act 1998 No146, Part 7, Section 41 (1a)*]

Complaints Handling

We are committed to successfully resolving all complaints received about our services. Some complaints can be dealt with quickly. Some serious complaints may take longer. We will deal with your complaint as quickly as possible and will provide you with a report about progress within two weeks of the lodging of a complaint.

Complaints regarding employment screening, should be lodged with the Co-ordinator Employment Screening, NSW Department of Sport and Recreation on (02) 9006 3773.

If a complaint or dispute cannot be resolved to the satisfaction of all parties the matter will be further referred to the Manager, Employee Services, NSW Department of Sport and Recreation.

If you are unhappy with any of the procedures used by the Department or the Commission for Children and Young People you may contact the NSW Ombudsman. The Ombudsman is an independent body that reviews the conduct of government and some non-government organisations.

