



Screening online

Frequently Asked Questions (FAQs)



Information for organisations

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Why apply online?



The DCSI Screening Unit now uses an online system to receive screening applications. The online system makes applying online for screening of your employees, contractors and/or volunteers faster, easier, and more convenient than before.

Your organisation must be registered for online screening before you can apply online.

HOW TO REGISTER YOUR ORGANISATION

To register, go online and enter your organisation's details into the online screening system. You will also need to provide contact details for the people that you have nominated to use the system.

This will enable permissions to be set up, enabling your nominated officers to access the system. Details will be sent to you (i.e. log in details and password) by email within a day or two.

Once successfully registered, your nominated officers can start online screening applications for your employees, contractors and volunteers. Self employed persons can also use the system, and complete the whole process online.

Step 1: Organisation starts the application

The organisation starts the application on behalf of the applicant. If you are self-employed, you will start your own application, online.

Step 2: Applicant completes the application online

Once the organisation has commenced an online application, the applicant is notified by email. They log into the system and complete and submit their application online. For more information, see our online information sheet: [Applying Online](#).



Who can apply for screening online?

All organisations, sole traders and self-employed can register with the Screening Unit for screening online. As the process of screening is organisation-driven, individuals who are not sole traders should contact their employer/prospective employer/university or recruitment company and arrange for the organisation to commence an application on their behalf.



How do we register?

When registering, you are required to provide your organisation's:

- Name
- Australian Business Number (ABN)
- Business address and email address

Nominated Officers

You are required to nominate people within your organisation as nominated officers, who will be responsible for carrying out specific roles (outlined below).

Proof of identity

The applicant will need to provide documentation enabling verification of their identity (see next page for details).

Nominated Officers

Registration involves entering in the name and contact details for the following 'nominated officers' in your organisation:

- **Site Administrator:** Has responsibility for administration of the screening application process. They will be granted permissions/access to change any organisation registration details on the system. You can nominate more than one Site Administrator.
- **Authorised Officer:** Is authorised to receive important notifications during the screening process, for example, that are triggered as the application is processed and assessed.

You can also register the name and contact details for the following roles (if you require them):

- **Requesting Officer:** A screening system site user who can initiate individual screening applications as the requesting organisation's representative.
- **Verifying Officer:** Responsible for verifying the identity of an applicant. It should be noted that close relatives, eg spouses are not permitted to verify the applicant's identity documents.
- **Finance Officer:** Responsible for paying for an application before it is submitted, or paying invoices (where the organisation is an account customer).

More details about these roles and functions is provided in our Nominated Officer Roles information sheet on our website.



Do we have to register our organisation straight away?

Yes. All screening applications must be submitted online (except where exceptional circumstances can be demonstrated by the applicant).

Your organisation must first register with the DCSI Screening Unit in order to be able to apply for screening.

[How to register](#)

Exceptional Circumstances: In some circumstances it may not be possible to use the online system to apply for screening, for example, if the applicant has no access to the internet, is a recent arrival (i.e. has lived in Australia for 6 weeks or less) or is a legal minor.

Please email the Screening Unit (DCSIscreeningunit@sa.gov.au) or telephone 1300 321 592 to find out if the applicant's situation can be considered exceptional for the purpose of applying for screening. Please note that paper applications may require more processing time than applications submitted online.

Identity check

An identity check is required during the screening application process. The applicant is required to provide documentation that can be used to check their identity.

The identity check process can be conducted online, using the Australian Government's [Documentation Verification Service](#).

Applicants must have a current Australian passport AND a current Australian driver's licence (or Australian Birth Certificate/Australian Citizenship Certificate) to use this option.

If the applicant is unable to provide these documents, the applicant's identity can be checked using one of the following methods:

1. the applicant shows their documents to the organisation's Verifying Officer who completes the identity verification process online on their behalf.
2. the applicant's identity is verified by an independent verifying officer. This option is available where [exceptional circumstances](#) can be demonstrated or the special provisions, outlined below, apply).

Exceptional Circumstances

In some circumstances it may not be possible to use the online system to apply for screening, for example, if the applicant has no access to the internet, is a recent arrival (i.e. has lived in Australia for 6 weeks or less) or is a legal minor.

Please email the Screening Unit (DCSIscreeningunit@sa.gov.au) or telephone 1300 321 592 to find out if the applicant's situation can be considered exceptional for the purpose of applying for screening. Please note that paper applications may require more processing time than applications submitted online.

Special provisions

For the following categories of applicant (who may be unable to meet the identity requirements above) special provisions may apply for the purpose of identity verification, ie:

ABORIGINAL AND TORRES STRAIT ISLANDER residents of remote or isolated locations:

There is an added option of TWO letters of verification provided by community leaders (individuals recognised as leaders of the community to which the applicant belongs). Each letter of verification scores 50 points towards the total 100 points.

IMMIGRANT OR FOREIGN VISITORS (persons who have been in Australia for 6 weeks or less): proof of arrival date and current passport is acceptable.

Applicants UNDER 18 years of age: One Category A document or a statement from an educational institution, signed by the applicant's school Principal or Deputy Principal, confirming that the child attends the institution is acceptable (Note: The statement MUST be on the institution's letterhead).

For assistance, contact the policy team by email: DCSI.ScreeningUnitPolicy@sa.gov.au.



Can I/we submit a paper application form?

A hard copy (paper) form can still be used, but only if it can be demonstrated that [exceptional circumstances](#) or [special provisions](#) apply in the case of the applicant.

In cases where exceptional circumstances apply, the organisation should contact the DCSI Screening Unit for approval to use a paper form. An application form will be posted out and should be completed and submitted by mailing it to the Unit.

Note: The name and original signature of the verifier must be on all paper application forms submitted to the DCSI Screening Unit.

START YOUR ONLINE REGISTRATION

To **register** go to www.dcsiscreening.sa.gov.au and fill in the required details.

For information and assistance

Please refer to our website where you will find information sheets and FAQs:
www.screening.dcsi.sa.gov.au

BUSINESS UNITS



How many business units can I register using one ABN?

All organisations (with the exception of Sole Traders) can register as many business units as required using one Australian Business Number (ABN).



Can we register each of our different business units/divisions separately?

Yes. You can separately register your organisation's different programs, divisions or business functions, when registering your organisation for online screening. For example, you may register TWO business areas – one related to volunteers, and the other for employment. This enables you to keep the areas separate for reporting purposes, etc.

You do this by entering the name of each into the "Department/Business Unit" field during registration. You can keep each area separate by nominating different officers (e.g. Site Manager, Requesting Officer) for each centre/program OR the same officers across the whole organisation. The choice is yours.

For more information, please refer to [How to structure your organisation's online portal \(PDF 399.8 KB\)](#)



Can we register many different business units with the same ABN?

Yes. All organisations can register as many business units as required using the one Australian Business Number (ABN). This does not apply to Sole Traders.

NOMINATED OFFICERS

All nominated officers ([except Authorised Officers](#)) will be sent an email confirming their nominated officer role, which provides LOGIN details enabling them to access the system.



How many Authorising Officers can we nominate?

You can nominate as many Authorising Officers as you wish. There is no limit to the number.

However, most organisations (even large departments), usually only nominate one or two Authorising Officers, for example, their Chief Executive (CE) and Senior Human Resources (HR) Manager. The number you nominate will depend on your internal systems/processes.

Authorised Officers are not required to access to the online system and therefore do not receive user login details. For an Authorised Officer to use the online system, they must also be registered as another type of user, e.g. a Requesting Officer.



How many Requesting Officers can we nominate?

You can nominate as many Requesting Officers as you wish. There is no limit to the number you can have. It will usually depend on the size and/or structure of your organisation, as to how many Requesting Officers you may need. Contact the DCSI Screening Unit for guidance if required.



Do we have to nominate a Finance Officer?

No. A Finance Officer is only required if your organisation is an account customer, or will be paying for the applicants' screening applications on their behalf.

The Finance Officer's role is to process the screening invoices you will receive and serve as a point of contact in relation to invoicing.



Can we add more (or change) nominated officers at any time?

Yes. The Site Administrator (once registered) can add more users (nominated officers) to your organisation registration or remove users as required, for example, as personnel changes occur, to keep your registration details current.

The Site Administrator is responsible for managing the registration of users, via the User Management Account tab within the system.

APPLYING FOR SCREENING ONLINE



My organisation has registered. How do I start applying for online screening?

Organisation registration can take several days, as the Screening Unit needs to process and approve your registration. Once that has occurred, the DCSI Screening Unit will send an email informing all nominated officers (except for the Authorised Officer) that the organisation registration has been successful.

This email will confirm the role type (e.g. Requesting Officer, Finance Officer), and will include the necessary LOGIN information which enables them to access the system (i.e. a user name and password). If you are a nominated Requesting Officer, once you have received the LOGIN details, you can log in and start initiating screening individual applications.



What do I need before I can start an application for an applicant?

You will need the applicant's full name, date of birth and email address.

You will also need to be able to provide the following:

- Type of screening required e.g. child-related, disability services, aged care sector;
- Applicant type e.g. volunteer, contractor or employee
- Who will be paying for the screening i.e. the organisation or the applicant
- Title of the role the applicant performs/will be performing, i.e. 'employed as a bus driver for an aged care service', 'Administrative Officer for a disability service', 'volunteer at a child care centre', etc.

The information you provide when you initiate the application will 'pre-populate' the applicant's application form, which they can then complete and submit.

The applicant will NOT be able to change the pre-populated information entered by you, as their Requesting Officer, without consulting with you (with the exception of their date of birth).

For more information, please refer to: [How to start an application](#).



When will the applicant be notified that I have initiated an application for them?

The applicant will usually be notified within 24 hours after an application has been successfully initiated for them.

They will receive two emails:

1. A notification with a link directing them to go online and activate their account (they are required to do this within 72 hours of receiving the email).
2. A second email, generated usually within 60 minutes of the account being activated by them, will provide them with their username and login details, which they can use to access the system and complete their application online.



I haven't received an email with login details. What do I do?

An Authorised Officer will not receive user login details, as they will not need access to the system in terms of processing applications. If the Authorised Officer also intends to be involved in the screening application process, they will need to be registered as an additional user, for example as a Requesting Officer.

The Site Administrator can do that via the organisation's User Management Account.



During registration, why does a system message require me to demonstrate that "I am not a robot"?

This requirement is part of a Google system security check.

You may be required to complete a simple test matching words and pictures (often these are pictures of food). This simple check needs to be completed to let the online system know that you are not a robot, by ticking a box to "indicate that you are human". Please just follow the instructions. Don't be alarmed. This is not a virus, error or spam.

FEES/COSTS



Is there a cost involved in registering our organisation?

No. There are no fees for you to register your organisation or to initiate screening applications within the DCSI online system.



Can we pay by credit card?

Credit Card: Your organisation can pay online for screening, using Commonwealth Bank's BPOINT banking system. BPOINT accepts VISA or MasterCard and is free to use.

If you do not have a VISA or MasterCard, you can purchase a prepaid (often reloadable) credit card to use for this purpose. These are readily available from many merchants, including Australia Post. BPOINT accepts these cards for payment.

The DCSI Screening Unit does not accept cash payments. If this is the only option available to the applicant, you may need to pay for their screening, and have them reimburse you.

Invoicing: You can elect to pay via invoice if you are a DCSI account customer. DCSI Account customers are generally organisations that initiate 100 or more screening applications per year.



Why can't I see an option to pay for an application for an employee?

To be able to arrange online payment for a particular application, you must be a nominated (registered) Finance Officer for the organisation.

If you can't see this option on the online form, it is likely that you are not registered as a Finance Officer within the online system. In this case, it is recommended that you contact your Site Administrator to check. The Site Administrator can register you for this role if appropriate for your organisation. For more information, please refer to: [How to pay for an application](#).



Can an applicant also pay online?

Yes. Applicants can pay for their own screening, using a credit card, via the BPOINT system. BPOINT accepts VISA or MasterCard and is free to use.

If the person does not have a VISA or MasterCard, they can purchase a prepaid (often reloadable) credit card which are readily available from many merchants, including Australia Post. BPOINT accepts these cards for payment.

The DCSI Screening Unit does not accept cash payments. If this is the only option available to the applicant, you may be able to arrange for the organisation to pay online for the screening and have the applicant reimburse the organisation.

NOTIFICATION OF PROGRESS AND OUTCOME



Will we still receive emails about the progress of each application?

Yes. You will continue to receive emails regarding the progress of applications. These are electronically generated by the online system.

Nominated officers will additionally be able to see (by logging into the system via your organisation's online portal), the progress of each application that you have initiated and its current status, i.e. whether it has been started, verified, paid for etc.

Note: The requesting organisation will NOT be able to view the specific content of each screening assessment using the online system.



Can we check the status of each application?

Yes. When you log into the system via your organisation's online portal, the Requesting Officer/s will be able to view details regarding the progress of each application initiated by the organisation, and its current status.



Will the applicant still receive a clearance letter?

A clearance letter, printed on green security paper will be posted to the applicant through Australia Post. Clearance letters will continue to be issued direct to applicants for the foreseeable future.



Will successful screening applicants be issued with a Screening Card?

No. Successful applicants will be issued with a letter of clearance, rather a card. Clearance letters are printed on green, watermarked paper.

Recipients should treat the letter as an important document, like a birth certificate or passport, and to keep it in a safe place.

A letter of clearance remains valid for three years from the date of issue, and can be taken from one organisation to another.



How can I learn more about Organisation Registration?

Please see below for contact details.

Contact the Screening Unit

Telephone: 1300 321 592

Email: DCSIscreeningunit@sa.gov.au

Website: www.screening.dcsi.sa.gov.au

Postal address: Screening Unit, Department for Communities and Social Inclusion,
GPO Box 292, ADELAIDE SA 5001