



# Screening: Applying online

## Frequently Asked Questions (FAQs) by Applicants

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Applying online is fast and easy, and a hard copy form is no longer required. An employer or volunteer manager/coordinator will usually commence your screening application on your behalf (unless you are a sole trader or self-employed). Your application involves an identity check.

### How do I log on to the system to apply for screening online?

You will be assigned a user account once your employer or volunteer organisation has requested a screening on your behalf. You will be notified of this by email. Log in to the system at [www.dcsiscreening.sa.gov.au](http://www.dcsiscreening.sa.gov.au).

### Can I use my mobile phone or tablet?

Yes. You can use devices such as a desktop/personal computer (PC), smart phone, tablet or laptop to apply online for screening.

You may wish to consider the size of the screen of your device and the ease with which you will be able to enter the required information, before you start your application.

### How will I be notified of the outcome of my screening?

A letter of clearance will be provided to successful applicants and this is valid for three years.

## Will I receive a clearance letter?

Yes. Once your screening application has been processed; assuming it is cleared, you will be sent a clearance letter in the post. This will be printed on green security paper.

Note: Screening clearance letters are an important document and should be kept in a secure place, as replacement letters can not be provided.

## Can I apply for screening online independently of an organisation?

In most cases DCSI screening applications must be commenced by an organisation, such as your employer or a prospective employer.

In some cases, for example, if you are a university student, your university can initiate your application on your behalf.

The person who is responsible for commencing all online screening applications within the organisation will act as your 'Requesting Officer'.

We recommend that you contact the relevant organisation (i.e. your employer, prospective employer or volunteer manager/coordinator), if you are unsure, to discuss their screening requirements.

For more information about the process of applying for screening, go to:

[How to start your application](#)

## Can I use a paper (hard copy) screening application form?

The DCSI Screening Unit is phasing out paper based application forms. Applying online is fast and convenient and enables your application to be processed without having to post in or submit a paper application form.

Paper forms are now only accepted where it can be demonstrated that the applicant cannot submit an online form because of [exceptional circumstances](#).

If you believe exceptional circumstances apply, contact the Screening Unit to request approval to use a paper form and have a paper form sent out to you.

If you have applied using a paper form, once your application has been processed by the Screening Unit, your screening status will be viewable by your requesting organisation in the online portal.

## How do you obtain my signature and consent?

A signature is not required to complete your consent and declaration when you are applying online.

The action of submitting your completed application form electronically takes the place of a signature.

By clicking YES to your consent and declaration during the online application process, you are indicating that the information you have provided is true and accurate.

This satisfies the electronic signature provisions set out in Section 10 of the *Electronic Transactions Act 1999*.



## I have forgotten my password. What do I do?

Go to the LOGIN screen and click 'Forgot Your Password?' You will be directed to follow a process to recover your Password.

The screenshot shows a login form with the following elements:

- A header bar labeled "Login".
- A "Username\*" field with the placeholder text "Username".
- A "Password\*" field with the placeholder text "Password".
- A blue "Login" button.
- A blue link labeled "Forgot Your Password?" which is highlighted with a yellow circle.



## How do I verify my identity when applying online?

Depending on the identity documents you hold, there are 3 ways you can verifying your identity, as required when you apply for screening:

- 1. Verify your identity online** using the Australian Government's [Documentation Verification Service](#). This compares identity documents (e.g. your birth certificate) with government records.  
**Note:** You must have a current passport, travel document, birth certificate or Australian Citizenship papers **AND** a current Australian Driver's licence to access this option; or
- 2. Present your identity documents to the relevant organisation's Verifying Officer** who then completes the process online; or
- 3. Print and verify using an independent Verifying Officer:** To use this option, print your application form and take it, with your original identity documents, to an independent Verifying Officer. Once they have completed all the required information and signed your application form, post it to: DCSI Screening Unit, GPO Box 292 ADELAIDE 5001.



## How do I pay for my screening application?

Using the online form, your organisation will select the relevant option to indicate who is paying for your screening application (i.e. either you or the organisation).

If it indicates that you are to pay for your screening, you can pay online using BPOINT (which accepts VISA or MasterCard and is free to use).



## I don't have a Visa or MasterCard. How do I pay for my screening?

If you do not have a VISA or MasterCard, you can purchase a prepaid (often reloadable) credit card. These are available from many merchants including Australia Post. For more information, refer to [How to pay for your application](#)



## Can I nominate a different payment method?

The payment options are pre-selected by your requesting organisation. If you wish to change the method chosen, you will need to discuss this with your organisation.

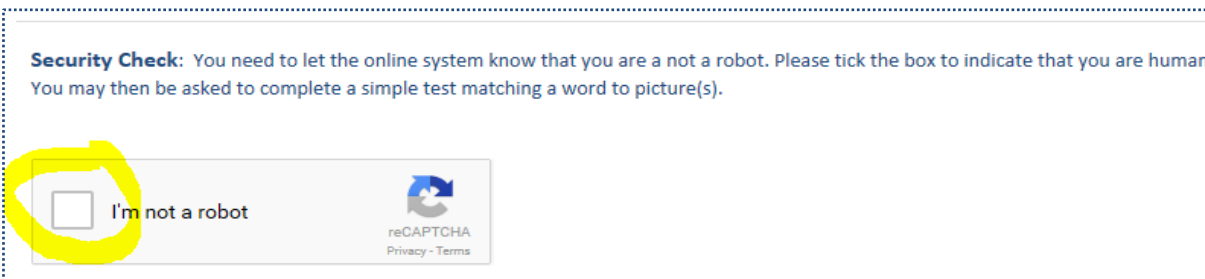
The DCSI Screening Unit does not accept cash payments. If this is the only option available to you, you will need to discuss this further with your organisation. You may be able to negotiate for your organisation to pay for you, with you reimbursing them later.



## The system asks me to indicate “I am not a robot?” Why?

During the application process, you will be asked to select particular images from a collection of photographs. This is a way of demonstrating that you are a real person, and not a robot.

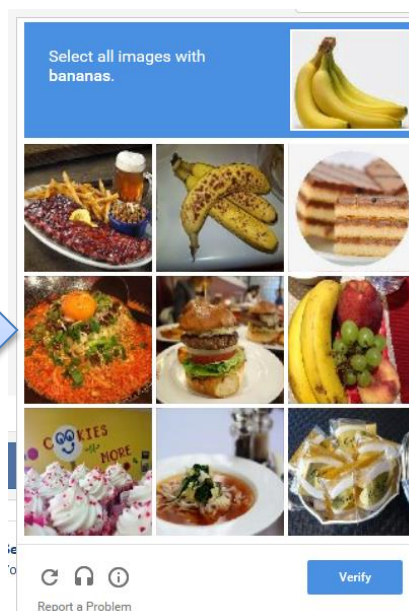
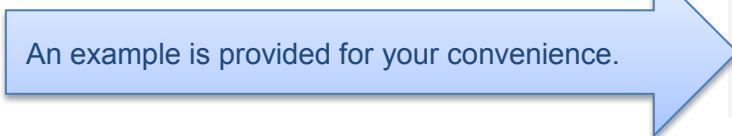
This is a security measure, generated by Google’s Security Check system. There is no need to be alarmed, as it is not a virus, error or spam.



After you have ticked the box to “*indicate that you are human*”, you may be asked to complete a simple test matching words and pictures.

Often these are pictures of food.

Just follow the instructions.



## I can't provide ten continuous years of residential address history, as required, as I spent some time travelling. What do I do?

With regard to your address details, the system requires information for a continuous ten year period. Any spaces in the history, even a few days, will prevent your application being accepted.

For the time you were travelling, include the dates for this period as “no fixed address” in the ‘Address Type’ field (see example below):





## I have entered 10 years of continuous address history but the system requires additional information. What do I do?

The online system requires 10 continuous years of address history. Any spaces in the history, even a few days, will prevent your application being accepted. You can do one of two things:

- Recheck your history and make sure the dates provided cover a continuous 10 year period;
- If you had no fixed address due to moving home or travelling, please enter those dates as “no fixed address” (refer example below).

The screenshot shows a form with the following fields:

- Address Type** (dropdown menu): Set to "No fixed address". This field is highlighted with a yellow circle.
- Country** (dropdown menu): Set to "Australia".
- Period of residence** (date range):
  - From** (dropdown menu): Set to "2000".
  - To** (dropdown menu): Set to "2001".



## Where can I find more information about applying online?

Information sheets are available on our website at [www.dcsi.sa.gov.au/screening](http://www.dcsi.sa.gov.au/screening), including the following:

- [How to start your application \(PDF 125.4 KB\)](#)
- [How to verify your identity \(PDF 208.4 KB\)](#)
- [How to pay for your application \(PDF 238.3 KB\)](#)
- [Frequently Asked Questions \(FAQs\) \(PDF 149.8 KB\)](#)



## How can I get assistance?

Simply contact the Screening Unit – our details are provided below.

## Contact Us

**Telephone:** 1300 321 592

**Email:** [DCSI.ScreeningOnline@sa.gov.au](mailto:DCSI.ScreeningOnline@sa.gov.au)

**Website:** [www.dcsi.sa.gov.au/services/screening](http://www.dcsi.sa.gov.au/services/screening)

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