

## Assist applicants with screening requests

Some people may need assistance when applying for a screening request. For example they may require

- access to a computer with internet
- assistance with access to email
- verification of their ID

### Assistance with access to a computer with internet

Safe Church Congregation Liaisons may need to provide assistance or delegate another person to be a facilitator for the applicant.

Facilitators will enable Uniting Church applicants to complete their screening request. This may include:

- suggesting the use of another family member's or friend's computer
- access to a computer through the Church
  - this could be one belongs to the Church, or
  - one that belongs to an office bearer

Some individuals may require assistance using the computer. The facilitator may need to assist with entering the responses on behalf of the applicant.

For further information on this application process, please refer to the **Process for Screening Checks** available at <https://sa.uca.org.au/safechurch/screening>

### Assistance with access to an email account

The applicant is required to provide an email address to which the Department of Human Services (DHS) will send the application link. If the applicant does not have an email address:

- they can be assisted to create one for themselves (e.g. Gmail)
  - or they may use one associated with the church or facilitator. This is the simplest option.
1. Where there are a number of individuals using a Church supplied computer, the liaison may create a generic email account for the Church dedicated to screening requests (e.g. [screening.doveuc@gmail.com](mailto:screening.doveuc@gmail.com)) **This Church email account password should only be available to designated facilitators and/or Safe Church Congregation Liaisons for privacy.**
  2. If the same email address is used for multiple applicants the DHS system will create a **username** using the email address. If it has been used before the DHS will add a number before the @ symbol e.g. [screening.doveuc1@gmail.com](mailto:screening.doveuc1@gmail.com) **This will be the username for the applicant anytime they access the DHS portal for renewals, etc.**

#### Remember:

- The Uniting Church Application will be processed on the next business day. *(This is not an instant response system.)*
- An email from DHS ([noreply@salesforce.com](mailto:noreply@salesforce.com)) will be sent to activate the DHS account. This link is valid for one month.
- Once this has been received, a time can be arranged to complete the online application which is mutually acceptable to both the facilitator and the applicant.

# Assisting with identity verification

As part of the online application, the individual's identity needs to be verified. They may need assistance in one of two ways (see image to the right)

1. 'Verify Identity Online Now'
- OR
2. 'Requesting Organisation'

<b>Verification Method*</b>	<input type="radio"/> <b>Verify Identity Online Now</b> <input type="radio"/> <b>Requesting Organisation</b>
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## 1. Verifying identity online

The DHS online screening application allows for applicants to use their Australian driver's licence and either Australian Passport, Australian birth certificate or Australian citizenship certificate to verify their ID online. (see image below)

**TIP: Some people have encountered difficulties with the birth certificate and/or citizenship certificate being verified online.**

If an applicant can't progress they will need to change 'Verify Identity Online Now' option to 'Requesting Organisation'. (see next page)

They can continue to complete the online component and must then take their identification documents to an approved verifier (Uniting Church Ministers, Members of Church Council, ministry and office staff) as per the **100 Point Identity Verification form**.

You have selected **VERIFY IDENTITY ONLINE**

Please **HAVE READY** the identity documents you intend to use so that you can record the document reference numbers and details to enable verification to occur.

Click **VERIFY** to indicate which document you wish to use. Once that document has been successfully verified, the tick box will automatically be selected.

Category	Type of Document	Value	Points
Category A 70 points Only one document from this category will be accepted.	<input type="checkbox"/> Australian birth certificate or extract <span style="float: right; border: 1px solid black; padding: 2px 5px;">Verify</span>	70	<b>70</b>
	<input type="checkbox"/> Australian citizenship certificate <span style="float: right; border: 1px solid black; padding: 2px 5px;">Verify</span>		
	<input checked="" type="checkbox"/> Australian passport <span style="float: right; border: 1px solid black; padding: 2px 5px;">Verify</span>		
Category B Document	<input checked="" type="checkbox"/> Australian driver's licence or permit <span style="float: right; border: 1px solid black; padding: 2px 5px;">Verify</span>	40	<b>40</b>
	Must equal or be more than 100 Points	<b>TOTAL</b>	<b>110</b>

Complete Application

## 2. Requesting Organisation

To verify an applicant's 100 Point ID Verification form you must be:

- a Ministry agent
  - a Church Council member
  - ministry / office staff
- in a Uniting Church in SA.

For those who are not able to use the verify online their identity online

1. Download and print a copy of the **100 Point Identity Verification Form** available at <https://sa.uca.org.au/safechurch/screening>
2. Complete the form using the instructions on pages 4 and 5 of this document.
3. **Send the completed form to the Synod office:**  
**Scanned form:** [screeningservices@sa.uca.org.au](mailto:screeningservices@sa.uca.org.au)  
**Post:** GPO Box 2145, Adelaide SA 5001

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Synod of South Australia

### 100 Point Identity Verification Form

The purpose of this form is to verify the identity of people who chose "Requesting Organisation" rather than online verification. This form should be used after the Department of Human Services (DHS) online application has been completed.

The Synod Safe Church Committee has determined that, from the list of possible verifiers provided by the DHS, those in the following roles in the Uniting Church in South Australia can confirm applicants identity by sighting the required documents:

- Ministers
- Members of Church Council
- Ministry and office staff of Uniting Churches in South Australia

These verifiers should use this form to record which identity documents they have sighted.  
*No identification documents are required to be forwarded or filed.*

**Section 1: Personal Information** Use BLOCK LETTERS and black ink

**Full name as listed on DHS online application**

Surname *(Current Legal)* \_\_\_\_\_

Given Names *(Current Legal)* \_\_\_\_\_

Date of Birth *(dd/mm/yyyy)* \_\_\_\_\_

Application Number *(begins with AP)* \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

**Section 2: Verification Of Identity (100 Point Check)**

You will be asked to provide personal identity documents that add up to a minimum of 100 points.

- **The combination of documents supplied should, as a minimum, evidence your full name, date of birth and photograph.**
- All documents must be originals or certified true copies. A certified copy means a document that has been certified as a true copy of an original by a person listed in Schedule 2 of the Statutory Declarations Regulations 2018 (Cth) which is available from <https://www.legislation.gov.au/Details/F2018L01296>.
- If an individual does not have a photographic identity document from Category A or B, they must submit a passport-style photograph that has been certified by an individual listed in Schedule 2 of the Statutory Declarations Regulations 2018 (as above).
- Documents must be selected and ticked on the list overleaf.

**Change of Name on identity documents**

If the name you use to apply to the DHS is different from that shown on any of your personal identity documents, you must provide evidence of the name change, e.g. Marriage or Change of Name Certificate issued by a State or Territory Registry of Births, Deaths and Marriages and Divorce papers issued by the Family Court. These documents must be originals or certified true copies and DO NOT count towards the 100-points.

*Questions regarding this form should be initially directed to your Safe Church Congregation Liaison.*

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### Note for minors:

If the applicant is under 18, the DHS requires consent from a Parent/Caregiver.

This proof of identification is completed via a form included on the DHS application which needs to be **printed, completed and sent into DHS for processing** (NOT the Synod Office).

## How to verify identity

### Request - the 100 points of identification

A document must only be used once and applicants must supply 100 points of identity (ID).

- **The combination of documents supplied should, as a minimum, evidence the applicants full name, date of birth and photograph.**
- All documents must be originals or certified true copies. A certified copy means a document that has been certified as a true copy of an original by a person listed in Schedule 2 of the Statutory Declarations Regulations 2018 (Cth) which is available from <https://www.legislation.gov.au/Details/F2018L01296>.
- If an individual does not have a photographic identity document from Category A or B, they must submit a passport-style photograph that has been certified by an individual listed in Schedule 2 of the Statutory Declarations Regulations 2018 (as above).
- Documents must be selected and ticked on the list overleaf.

#### Change of Name on identity documents

If an applicant provides ID using a former name, e.g. maiden name, they must provide evidence of name change in addition to the other identity documents. E.g. Marriage or Change of Name Certificate issued by a State or Territory Registry of Births, Deaths and Marriages and Divorce papers issued by the Family Court. These documents must be originals or certified true copies and DO NOT count towards the 100-points.

*Questions regarding this form should be initially directed to your Safe Church Congregation Liaison.*

### Confirm - the legitimacy of the identity documents

**You must be satisfied with the authenticity of the identity documents presented.**

If you aren't sure the documents provided prove the person's identity, please do not sign the form, then contact your Safe Church Congregation Liaison.

Original identity documents, presented in person by the applicant, gives the highest level of assurance and the best chance of determining the integrity of the original identity documents.

You should check:

- there are no signs of physical tampering of the document or information presented
- the signature on the documents matches the signature on the application
- the apparent age of the document matches the date of issue (if appropriate)

### Link - the applicant to the identity documents

An application for a police check must be made by the individual concerned, or by a person authorised to submit the application on the individual's behalf (such as a parent, legal guardian or authorised agent).

As such, you must confirm that the applicant is who they say they are (confirm a link between the applicant and the identity they are claiming).

**The acceptable comparison technique is to visually compare a person's face against a photograph on a verified identity document.**

## Compare - the identity documents to the application

You must review each application to cross-check the personal information on each of the identity documents to the personal information on the application and ensuring:

- the names and addresses appearing on the identity documents match the information on the application
- the date of birth, signatures, licence and passport numbers (when provided) are consistent.

**If the identity documents do not match the information provided on the application form, you should seek further clarification from the applicant.**

## Special Provisions

In some cases, applicants may find it difficult to provide or get the necessary evidence to identify themselves in line with minimum requirements. In these cases, there is an 'exceptional circumstances' approach which allows use of special provisions to verify identity.

Reasons for exceptional circumstances may include applicants:

- whose birth was not registered
- who are homeless
- who are undocumented or recent arrivals to Australia
- who live in remote areas
- who are transgender or intersex
- who are affected by natural disasters
- with limited access to identity documents for reasons associated with how they were raised, their ability to participate in society, or due to their age.
- who are foreign nationals and reside outside of Australia

The list of accepted special provisions can be found of the *100 Point Identity Verification Document*.

For further assistance and to find other documents

See the Safe Church web pages <https://sa.uca.org.au/safechurch/>

- ***Duty of Care Policy*** for details of who needs what checks
- ***Process for Screening Checks v2*** quick info about applying for screening checks with DHS
- ***Information on the Screening and Authority Process - UCA v2*** detailed info on the process
- ***100 Point Identity Verification Form v3***
- Link for application request: "Step 1- Apply for a screening with the Uniting Church"