

Factsheet APP02

Change in particulars

Updating of details

Working with Children (WWC) Card holders and applicants are required to notify the WWC Screening Unit of relevant changes to their details or circumstances, as soon as practicable after the change occurs. A penalty of a \$5,000 fine applies for failing to comply.

This factsheet provides a summary of the information required and how to provide it. For the exact wording of the requirements please refer to the [Working with Children \(Screening\) Act 2004](#) (the Act). If you require assistance translating or interpreting the information in this factsheet, please call the Translating and Interpreting Service (TIS National) on 131 450.

Who needs to provide information?

- current **Assessment Notice** (WWC Card) holders
- applicants who have applied for a WWC Card, and the application or renewal is pending
- individuals who have applied for a **Negative Notice** to be [cancelled](#) and the application is pending
- individuals who are aware that the WWC Screening Unit is making a decision on the [assessment or reassessment](#) of their WWC Card / application.

What information is required?

Paid employees and **volunteers** must notify the WWC Screening Unit of a change in name, residential address, contact details and when starting, ceasing, or deciding not to start [child-related work](#) with an employer/volunteer organisation.

Self-employed people must notify the WWC Screening Unit of a change in name, residential address, contact details and when starting, ceasing, or deciding not to start a child-related business.

Students must notify the WWC Screening Unit of a change in name, residential address and contact details. They must also provide updates of:

- when they complete or cease a course of study, in which they are undertaking child-related work as part of that course
- any change in **education provider**, where they are completing a course of study and must

undertake child-related work as part of that course.

Why is this information needed?

When an individual submits a WWC Check application or renewal, they are consenting to the WWC Screening Unit undertaking a Nationally Coordinated Criminal History Check and assessing on an ongoing basis as to whether they may be a risk of harm to children.

It is important that the WWC Screening Unit has the most up to date information about an individual's personal details for ongoing checking. All forms should be completed truthfully and in full. It is an offence under the Act to provide false or misleading information to the CEO and penalties apply.

By submitting a notification of a change of details, an individual is consenting to the ongoing collection and assessment of information against these personal details. Refer to [Factsheet APP01: Consent, informed and ongoing](#) for further information.

If an individual does not wish to provide consent, then they are unable to proceed with the notification. It is an offence under the Act to not notify the WWC Screening Unit of a relevant change of details.

How can the information be provided?

An individual can notify the WWC Screening Unit of a change in their details:

- through their online portal
- by completing [Form APP04 Update details, contact details and child-related work](#) and returning via email to checkquery@communities.wa.gov.au.

As this is a notification only, no supporting evidence is required. Please note, this information cannot be provided over the counter at Australia Post or by phoning the WWC Screening Unit.

Once a notification is received, an email confirmation will be sent, and the individual's [portal](#) will update in 24 hours to reflect the updated details.

Is there a fee involved?

No.

What does the WWC Screening Unit do with notifications?

When a notification of a change in details is received by the WWC Screening Unit, the information is added to existing information within our records. If the notification relates to a change in name, the WWC Screening Unit will record the preferred name.

What if the change of name is due to a change of sex/gender?

Notification of a new name due to a change of sex/gender is a separate process to the update details process outlined in this factsheet.

WWC Card holders who have changed their sex/gender and wish to update their name, signature and/or photo can apply to have these details updated on their current WWC Card. Certified identity documentation will be required to progress with these changes and a replacement card fee may be payable.

Please refer to [Form APP05 Update details, change of name, sex, gender](#) or contact the WWC Screening Unit's Customer Support Team on 1800 883 979, or at checkquery@communities.wa.gov.au.

Will an updated card be sent?

No, a new card will not be sent based on a notification of change of details.

There are exceptional circumstances in which a new card may be issued including:

- a change of name due to family and domestic violence situations
- a change of photo and/or name to reflect changes to identity, such as gender (as outlined above).

Please note, certified identity documentation will be required to progress name changes under these circumstances and a replacement card fee may be payable.

Please refer to [Form APP05 Update details, change of name, sex, gender](#) or contact the WWC Screening Unit's Customer Support Team on 1800 883 979, or at checkquery@communities.wa.gov.au.

If exceptional circumstances don't apply, you can change your name on your WWC Card at your next renewal, by completing an Application for a Working with Children Check form and lodging it at an authorised [Australia Post outlet](#) with the required identity documents.

Will the employer/volunteer organisation/education provider be notified of the change?

Yes. If an employee, volunteer, or student notifies the WWC Screening Unit of a change to their child-related work circumstances, their employer/volunteer organisation/education provider will be notified, via email, that a change has been made. No further details will be disclosed, to maintain privacy and confidentiality.

Definitions of **bold** terms can be found in the Working with Children Check glossary at www.workingwithchildren.wa.gov.au