Information about National Police Checks

All NSW Health employees undergo a National Criminal Record Check at the point of employment with NSW Health. Existing workers are not required to repeat this check while they remain with NSW Health, unless they work in Aged Care.

In recognition of our partnership with NSW Health, Lifetime Care does not require NSW Health employees to submit a National Police Check to achieve or maintain approval as a case manager for our participants.

As per 6.2 (a) (iii) of the Terms of Approval, Lifetime Care may, by notice in writing to the case manager, immediately terminate the Terms of Approval if the case manager is convicted of a criminal offence.

It is therefore expected that should NSW Health become aware that a member of their staff that is an approved case manager (Lifetime Care) has been committed of a criminal offence, they will ensure that the case manager informs Lifetime Care immediately.

Any NSW Health approved case managers (Lifetime Care) who move into private practice will need to obtain a National Police Check and submit this to Lifetime Care to retain their approved status.

Information about Working with Children Checks

All approved case managers (lifetime care) who have nominated to work with children (ie under 18 years as per Child Protection Act) are required to have a current Working with Children Check (WWCC) verified by Lifetime Care.

WWCCs are valid for a 5 year period. It is the requirement of Kids Guardian that by December 2017, all employees of NSW Health working with children will be required to be certified.

Case managers are responsible for renewing their WWCC prior to expiry and sending in the renewed certificate to Lifetime Care for verification. If our records show your certificate has expired we will need to ensure you are not delivering any services to participants under 18 years of age.

The WWCC does not have to be attached to your Terms of Approval renewal if you have submitted it to us previously. These two forms will be out of alignment for renewal because the WWCC is valid for 5 years, whereas Lifetime Care requires the Terms of Approval to be re-signed every 3 years.


Applications must be submitted at any Service NSW centre or Motor Registry where your ID will be verified.

You should receive your certificate within a few days, however it can take up to 4 weeks.

A copy of the certificate is required by Lifetime Care as this ensures we have the details required to complete verification.