

Workforce Employment Checks

POLICY STATEMENT

Acorn Aged Care meets its obligations to deliver safe, high-quality services to all consumers and a safe work environment by ensuring employment checks are conducted, documented, maintained and monitored.

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1 PURPOSE

To provide guidance in the conduct of employment checks for workers.

2 SCOPE

Residential and Home Care (Note: This is customised to service requirements)

3 WORKER SCREENING RECORDS

Records are kept in accordance with Subdivision K - Worker screening of the Aged Care Rules 2025¹, which sets out the requirements for maintaining documentation related to the screening of aged care workers, responsible persons and records relating to allegations of misconduct.

This includes recording the name of the person who ensured that the worker/responsible person has a valid police certificate, statutory declaration or NDIS Worker Screening Clearance (NDIS Clearance); and the date the person did so.²

Police Checks and NDIS Clearance are processed using the **Police Check and NDIS Clearance Assessment** form and recorded in the **Employment Checks Register**.

3.1 EMPLOYMENT CHECKS REGISTER

An **Employment Checks Register** is maintained and includes information on all checks that must be conducted before new workers join Acorn Aged Care, and checks that are maintained throughout employment.

4 BANNING ORDER CHECK

- A Banning Order Check is made of all applicants before employing, engaging, extending or renewing a contract or agreement of a worker, volunteer or responsible persons
- The check is made on the [Aged Care Register of Banning Orders](#)
- If a current Banning Order is in place the person is not engaged.

5 REFERENCE CHECKS

- Reference checks are conducted for each preferred applicant.
- The chair of the interview panel or delegate contacts one or more of the referees of the preferred applicant
- Referees are asked to comment on the person's ability to carry out the duties of the position applied for, strengths and areas for development
- Referee's comments are noted in writing on the **Summary of Interview** form and filed in the workers file if employed.

6 POLICE CHECKS AND NDIS CLEARANCE³

Acorn Aged Care ensures that each aged care worker and responsible person meets worker screening requirements.

¹ Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) Subdivision K-Worker screening

² Ibid – 154-1110(3) & 154-1120(3) this requirement only applies to documents received by the on or after the commencement of the Aged Care Act 2024

³ Procedures for police checks are based on information in the: Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 152-25 Police certificates; the Australian Government Department of Health, Disability and Ageing [Aged Care Worker Screening Guidelines](#) and the [Aged Care Worker Screening Guidance Material](#) [Worker Screening Requirements from 1](#)

Note: The [Department of Health, Disability and Ageing](#) are working with states and territories to introduce a new aged care worker screening check to align with the NDIS Worker Screening Clearance. This new screening process for aged care will not start before 2026.⁴

6.1 DEFINITIONS

- Aged care worker: A person who provides funded aged care services, either directly for a registered provider, through an associated provider, or as a registered provider themselves. This includes employees, volunteers, and independent contractors and their employees engaged to deliver funded aged care services and workers who work with self-managed consumers but are paid by Acorn Aged Care.

Examples of people **who are not considered aged care workers** for the purposes of screening requirements include:⁵

- health professionals such as visiting doctors, pharmacists, or allied health practitioners who are engaged directly by or on behalf of an older person and are not contracted by Acorn Aged Care.
- tradespeople such as plumbers, electricians, or delivery personnel who provide services on an ad hoc basis and are independent of Acorn Aged Care.
- employees of a provider who work in non-aged care business areas, such as a separate business unit that does not deliver government-funded aged care services.
- Associated providers: Third-party providers and subcontractors that deliver funded aged care services on behalf of Acorn Aged Care or are involved in other aspects of the delivery of services⁶.

Aged care workers of associated providers are subject to the same compliance obligations as our workers. (See also [Purchasing, Assets and Associated Providers](#)).

- Independent contractors: Individuals or entities engaged on an ad-hoc or task-specific basis, such as tradespeople. They are not employed by Acorn Aged Care and do not work regular shifts like casual employees.⁷ Workers of independent contractors engaged to deliver funded aged care services are classified as aged care workers.
- Responsible person: someone who makes senior decisions or strongly influences how the provider operates. Examples include board members and executives, managers who plan or direct the provider's activities, the person in charge of running a residential care home or service branch, and the manager responsible for nursing services. A person may be both an aged care worker and a responsible person.⁸
- Volunteer: A person who is not a paid employee, who offers their services to a registered provider, provides care or services at the provider's invitation (not just at a consumer's request), is likely to have unsupervised access to consumers, and is at least 16 years old (or 18 if a full-time student).

Note: Volunteers who's assist in providing funded aged care services are classified as aged care

[November 2025](#); and the Australian Government Department of Health, Disability and Ageing Commonwealth Home Support Program (CHSP) 2025-27 Manual Version 2 November 2025, [Appendix D – CHSP Worker Screening Guidelines](#)

⁴ Australian Government Department of Health, Disability and Ageing [Screening requirements for the aged care workforce](#)

⁵ Australian Government Department of Health, Disability and Ageing [Aged Care Worker Screening Guidance Material Worker Screening Requirements from 1 November 2025](#) 2.1 Definition of an aged care worker, including volunteers

⁶ Australian Government Department of Health, Disability and Ageing [Associated providers under the new Aged Care Act](#) Accessed August 2025. From November 1 2025 third party providers or contractors are referred to as Associated Providers. See also [How the new aged care regulatory model will work](#) / For associated providers and Australian Government Federal Register of Legislation [Aged Care Act 2024](#) 11(6)

⁷ The Australian Government Department of Health, Disability and Ageing [Aged Care Worker Screening Guidelines](#) 5.6 Independent contractors

⁸ Australian Government Department of Health, Disability and Ageing [Aged Care Worker Screening Guidance Material Worker Screening Requirements from 1 November 2025](#). See also Australian Government Federal Register of Legislation [Aged Care Act 2024](#) 12, 11(5)

workers. Volunteers who assist in an executive capacity such as Board Members are classified as Responsible persons. Volunteers can also include Aged Care Volunteer Visitors.⁹

6.2 PRECLUDING OFFENCES¹⁰

Under the Aged Care Rules 2025¹¹, certain offences preclude a person from working in aged care. These include:

- Conviction for murder or sexual assault; or
- Conviction and imprisonment sentence for any other form of assault.

For providers delivering CHSP services, additional precluding offences include:

- Any conviction involving the death of another person
- Within the past five years, a conviction resulting in a sentence of imprisonment for one year or more for:
 - a sex related offence or a crime, including sexual assault (whether against an adult or child)
 - offences related to child abuse material
 - indecent acts involving a child
 - crimes or offences involving dishonesty.

Ongoing obligations¹²:

- If an individual is convicted of a precluding offence after employment begins, they must notify us immediately. They will no longer be eligible to work in aged care
- Individuals must also notify us if:
 - they are subject to an NDIS Clearance exclusion decision (i.e. banned from working with the NDIS); or
 - their NDIS Clearance is suspended.

6.3 WORKER SCREENING¹³

6.3.1 AGED CARE WORKER SCREENING

- Acorn Aged Care requires all aged care workers who are reasonably likely to have access to consumers, supervised or unsupervised, to provide a Police Certificate not more than three years old, or
- Evidence of an NDIS Clearance, not more than 5 years old¹⁴

⁹ The Australian Government Department of Health, Disability and Ageing [Aged Care Worker Screening Guidelines](#) 5.7 Definition of a volunteer. See also Australian Government Federal Register of Legislation [Aged Care Act 2024](#) 7 Definitions

¹⁰ Australian Government Department of Health, Disability and Ageing [Aged Care Worker Screening Guidance Material Worker Screening Requirements from 1 November 2025](#) 4 Precluding offences

¹¹ Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 152-25 Police certificates

¹² Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 152-15 to 152-21 Notification requirements and Continuation requirements

¹³ Australian Government Department of Health, Disability and Ageing [Aged Care Worker Screening Guidance Material Worker Screening Requirements from 1 November 2025](#) Published October 2025. It is recommended that providers read this document in full

¹⁴ Note: Workers can only apply for an NDIS Worker Screening Clearance if they work, or are seeking to work, with NDIS participants

- Volunteers who are secondary school students on a formal work experience placement do not need police clearance or NDIS Clearance provided they are supervised by a worker who has a clearance¹⁵
- Workers meet the cost of their police check. Volunteer police checks are available at a reduced cost from the WA Police for registered volunteer organisations. Applications are made online and are paid for by Acorn Aged Care
- A person with convictions other than a precluding offence listed above can be considered for employment by the relevant manager in consultation with the CEO, taking into consideration their role and contact with consumers. (See Assessing Offences below.)

6.3.2 NDIS WORKER SCREENING¹⁶

Note: Include this subsection if you are an NDIS provider.

As Acorn Aged Care is a registered NDIS provider, we accept the following in risk assessed roles supporting NDIS participants:

- Evidence of an NDIS Clearance not more than 5 years old.

Acorn Aged Care is responsible for identifying which roles are risk assessed roles and ensuring all workers in these roles have the appropriate clearance.

The Worker Screening Rules define a risk assessed role as one that:¹⁷

- Is a key personnel role as defined in section 11A of the NDIS Act (for example, a CEO or a Board Member)¹⁸
- Involved the direct delivery of specified supports or services to a person with disability
- Is likely to require ‘more than incidental contact’ with people with disability, which includes:
 - physically touching a person with disability; or
 - building a rapport with a person with disability as an integral and ordinary part of the performance of normal duties; or
 - having contact with multiple people with disability as part of the direct delivery of a specialist disability support or service, or in a specialist disability accommodation setting.

If after reviewing the Worker Screening Rules we are unsure whether a worker is in a risk assessed role and should get an NDIS Clearance, we contact the NDIS Quality and Safeguards Commission for assistance.

6.4 ASSOCIATED PROVIDERS SERVICE DELIVERY

The contract signed between Acorn Aged Care and associated providers who provide services to consumers on our behalf requires that they or their workers or sub-contractors have a current Police Clearance and professional registrations as appropriate to their role as an age care worker. This is monitored by the relevant Manager. We ensure we are provided with evidence of associated providers

¹⁵ Australian Government Department of Health, Disability and Ageing [Aged Care Worker Screening Guidance Material Worker Screening Requirements from 1 November 2025](#) 2.3 Students

¹⁶ Australian Government NDIS Commission [Worker screening](#), [Worker screening for registered providers](#) Website accessed January 2026

¹⁷ Australian Government Federal Register of Legislation [National Disability Insurance Scheme \(Practice Standards—Worker Screening\) Rules 2018](#) Division 4—Worker screening clearance. See also [Worker screening for registered providers](#) Website accessed January 2026

¹⁸ Note: Key Personnel under the NDIS Act are distinct from Responsible Persons as defined under the Aged Care Act 2024

police check documentation (See [Purchasing, Assets and Associated Providers](#)/ Approved Suppliers and Associated Providers).

6.5 STATUTORY DECLARATIONS

6.5.1 WORKERS AND RESPONSIBLE PERSONS COMMENCING EMPLOYMENT WITHOUT A POLICE CHECK

Acorn Aged Care requires all new workers, volunteers and responsible persons to have a current police certificate/ NDIS Clearance before they start work. Where this is not possible and the circumstances are extenuating and require the person to commence work, we, under Section 152 of the Aged Care Rules 2025¹⁹, allow a person to start work prior to obtaining a police certificate and pending an assessment of any criminal conviction subject to the following:

- The person provides a copy of the application for a police certificate/ NDIS Clearance showing that it was made before the date on which the person first became a worker or volunteer
- It is clear the care and other services to be provided are essential and cannot be provided in the absence of the workers person and this is documented
- The person is appropriately supervised until the police certificate/ NDIS Clearance is obtained
- It is clearly shown and documented how supervision occurs in a range of working conditions such as during night shifts and holiday periods when supervisory workers numbers may be limited
- The person makes a **Statutory Declaration** stating that they have never been convicted of a precluding offence (See Precluding Offences above).

6.5.2 WORKERS, VOLUNTEERS AND RESPONSIBLE PERSONS WHO HAVE RESIDED OVERSEAS²⁰

Workers and volunteers and responsible persons who have been citizens or permanent residents of a country other than Australia at any time after turning 16 must make a statutory declaration before starting work in any aged care service, stating that they have never been convicted of a precluding offence (See Precluding Offences above).

This statutory declaration is in addition to a current national police certificate or NDIS Clearance.

6.6 PROCESSING POLICE CHECKS AND OTHER DOCUMENTS²¹

- The delegated team member processes the individual **Police Check and NDIS Clearance Assessment** form for workers and volunteers, and they must be satisfied that a police certificate is genuine.
- NDIS Clearances must be verified by:
 - **(For Aged Care Providers not delivering NDIS)** obtaining the worker's consent to contact their most recent NDIS employer to verify their NDIS Clearance
 - **(For NDIS providers)** using the NDIS Quality and Safeguards Commission Portal to verify the person's clearance status
- When the original or certified copy of the police clearance or other notification is received relevant information including the reference number and expiry date is entered in the **Employment Checks Register**

¹⁹ Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 152-15 to 152-22

²⁰ Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 152-25(1)c

²¹ Australian Government Department of Health, Disability and Ageing [Aged Care Worker Screening Guidance Material Worker Screening Requirements from 1 November 2025](#) 3. Worker screening requirements

- The Police Certificate and other documents including statutory declarations are filed in a sealed envelope in the person's file which is only accessible to management workers
- The Employment Checks Register is checked at the start of each month by the team member, and three months prior to the police check expiring, each worker or volunteer is advised that a new police certificate is required. When workers provide the updated certificate the information in the Employment Checks Register is updated. Workers taking leave may be provided with additional notice as necessary
- If workers do not provide an updated police certificate or NDIS Clearance before the expiration of the existing certificate, they are not permitted to work until a valid police certificate/ NDIS Clearance is obtained.

6.7 ASSESSING OFFENCES²²

Where workers or volunteers have recorded a non-precluding offence the relevant manager considers the offence/s against the criteria specified in the Department of Health, Disability and Ageing, [Aged Care Worker Screening Guidance Material 2025](#) (p 11). A previous conviction does not necessarily preclude a person from employment. Care is taken to avoid discrimination based on an irrelevant criminal record, in line with anti-discrimination laws.²³ If there is uncertainty about a non-precluding offence we obtain legal advice.

Workers and volunteers are required to advise their Coordinator if they are convicted of any offence in the three-year period between obtaining and renewing their police clearance or five yearly renewals of their NDIS Clearance. Any offences are considered by the Manager and a Board representative. If the reviewers are satisfied on reasonable grounds that the offence makes the person unsuitable to work with our consumers and other workers, they are not permitted to continue as a workers or volunteer. Notes are maintained on all considerations of police and other checks.

6.8 RESPONSIBLE PERSONS

Acorn Aged Care follows the requirements for Responsible Persons stipulated by the Australian Government Department of Health, Disability and Ageing²⁴ and the requirements for responsible persons under the Aged Care Act 2024²⁵. (See also [Provider Responsibilities](#)/ Suitability Matters for Responsible Persons).

Police clearances and other checks of responsible persons are managed by the CEO, if they have a current clearance. If a check is being conducted of the CEO, a Board member manages it. The same process that applies to workers applies to responsible persons but with the Board deciding the action taken in the event of a non-precluding conviction.

Police certificates and other check documents are filed in a sealed envelope in the person's file which is only accessible to the relevant manager. Notes are maintained on all considerations of police and other checks.

Acorn Aged Care makes sure that responsible persons are not disqualified individuals through three yearly renewals of their police certificate or five yearly renewals of their NDIS Clearance. Responsible Persons must notify the CEO or Board Chair if they are convicted of any offence during the period

²² Australian Government Department of Health, Disability and Ageing [Aged Care Worker Screening Guidance Material Worker Screening Requirements from 1 November 2025](#) 3. Worker screening requirements

²³ Australian Human Rights Commission, [Human Rights: Discrimination in Employment on Basis of Criminal Record](#) Website Accessed January 2026

²⁴ Australian Government Department of Health, Disability and Ageing [Screening requirements for the aged care workforce](#)

²⁵ Australian Government Federal Register of Legislation [Aged Care Act 2024](#) Subdivision B—Obligations relating to suitability of responsible persons

between renewals. Any such offences are reviewed by the Board to determine whether the individual remains suitable to hold a Responsible Person role. If the Board determines that the offence makes the individual unsuitable, they must be removed from the role. All decisions and considerations are documented.

In addition to police checks, the following checks are conducted and recorded to assist in assessing the suitability of our responsible persons:

- [Bankruptcy Register search](#) - this searches the [National Personal Insolvency Index \(NPII\)](#) it does not include records on companies, only individuals²⁶
- [ASIC 'Banned and disqualified' search](#) – this provides information about individuals who have been disqualified from involvement in the management of a corporation.

We notify the Department of any changes that may affect our suitability to provide aged care services.²⁷

7 WORKING WITH CHILDREN CHECKS²⁸

As a CHSP provider funded by the Commonwealth, Acorn Aged Care is required to comply with relevant elements of the Commonwealth Child Safe Framework, which apply to providers delivering services that may involve **incidental contact** with children (e.g. children present during service delivery). While we do not provide services directly to children, we ensure that any workers or volunteers who are legally required to hold a Working with Children Check do so, and that we meet all related legal and reporting obligations. (See Provider Responsibilities /[Appendix 1](#)/ Directory of CHSP Provider Accountability Reports)

If any part of our services involves hiring or engaging someone (as an employee, associated provider, independent contractor, volunteer, or responsible person) who is legally required²⁹ to have a Working with Children Check, we:

- Comply with all relevant laws related to working or volunteering with children, including mandatory reporting³⁰ and Working with Children Checks. Working with Children Checks are recorded and monitored for renewal in our **Employment Checks Register**
- Ensure any associated providers or independent contractors we engage, and their subcontractors meet these requirements.

8 VISA CHECKS

Workers who are on visas allowing them to work in Australia may have restrictions related to the number of hours per week they can work and/or other restrictions. The visa restrictions are reviewed by the coordinator and the worker rostered accordingly to comply with the visa requirements.

²⁶ The Australian Government Department of Health, Disability and Ageing [Notifying us of certain matters Keeping records](#) Website Accessed January 2026

²⁷ In accordance with our obligations under section 167-25 of the Aged Care Rules 2025 regarding the suitability of Responsible Persons. See Australian Government Federal Register of Legislation [Aged Care Rules 2025](#) 167-25

²⁸ Note: This reflects the requirements for CHSP providers who have 'incidental contact' with children. CHSP Providers who have 'direct contact' with children will have additional requirements stipulated in their grant agreement and may need to comply with additional elements of the Commonwealth Child Safe Framework including the National Principles for Child Safe Organisations to meet their responsibilities. These principles and framework can be applied as best practice for residential care providers who have workers working directly with children.

²⁹ Western Australian Government Legislation, Working with Children (Screening) Act 2004 (WA), Section 6 – Child-related work

³⁰ Western Australian Government Legislation, Children and Community Services Act 2004 (WA)

9 PROFESSIONAL REGISTRATION AND OTHER QUALIFICATION CHECKS

9.1 PROFESSIONAL REGISTRATION

All workers and visiting professionals who are required to be registered with the Australian Health Practitioner Regulation Agency (AHPRA) are required to provide a copy of their registration certificate on commencement of employment and on each expiration of their certificate. If health professionals have conditions noted in their registration, these are noted, and appropriate action taken to ensure any actions to support the conditions are put in place.

This applies to:

- Registered and Enrolled nurses
- Medical Practitioners
- Allied health professionals, excluding Social Workers³¹.

9.2 OTHER QUALIFICATION CHECKS

All workers who claim to have a qualification relevant to a position in Acorn Aged Care are required to provide a copy of their qualification certificate on commencement of employment.

10 DRIVER'S LICENCE, VEHICLE REGISTRATION AND INSURANCE CHECKS

All workers who use their vehicle in their work are required to show their valid driver's licence so the name can be checked, and the date of expiry recorded.

If a worker transports consumers in their personal vehicle, they must provide a copy of their valid car registration and insurance certificates (identifying that the vehicle is used for work purposes) on commencement with us and on expiry of the certificates.

Workers are required to advise us if their licence or registration is revoked.

DOCUMENT INFORMATION

Owner**	Manager Corporate Services
Date Approved	
Applicable Aged Care Programs	CHSP, SAH, Residential Care
Review History	Developed:
Date of review and summary of changes	September 2025: Updated content and references based on Aged Care Act 2024 and Rules, the new Aged Care Worker Screening Guidance Material Worker Screening Requirements from 1 November 2025 and changed key personnel to responsible persons.

³¹ Social Workers are not registered with AHPRA but may have registration with their professional body.

Date of review and summary of changes	
Date of review and summary of changes	

**The person responsible for ensuring the Procedure is appropriate, followed and maintained up to date.