

Tara Cheyne MLA

Assistant Minister for Economic Development

Minister for the Arts

Minister for Business and Better Regulation

Minister for Human Rights

Minister for Multicultural Affairs

Member for Ginninderra

RESPONSE TO QUESTION ON NOTICE

Questions on Notice Paper No 4

23 April 2021

Question No. 187

Asked by Ms Castley MLA –

- (1) Can the Minister advise why it is taking over four months for a constituent to receive a Working with Vulnerable People (WWVP) card and as a consequence the constituent has missed out on three job offers.
- (2) Can the Minister advise why the constituent was not contacted by Access Canberra when further information was required in relation to their application and only became aware of the need for further information after following up on their application.
- (3) Can the Minister advise how much longer the constituent will have to wait to get the WWVP card.

MS CHEYNE MLA - The answer to the Member's question is as follows:

- (1) There are a range of factors that may influence the length of time to process a WWVP application, including the risk assessment process as outlined under Division 5.3 of the *Working with Vulnerable People (Background Checking) Act 2011* ('the Act'). A number of these factors are outside the control of Access Canberra and directly impact on timeframes for a decision. As information relating to applicants and registered people is protected under s 65 of the Act, it is not appropriate to disclose information relating to specific matters.
- (2) As information relating to applicants and registered people is protected under s 65 of the Act, it is not appropriate to disclose information relating to specific matters.

In recent months, there have been legislative amendments that resulted in changes to the WWVP scheme, and a large number of incomplete applications were received in January and February 2021.

This increased volume of applications has led to some delays in contacting applicants to finalise their WWVP applications. Access Canberra has put into place process improvements to make it easier for customers to provide the necessary information that has seen the number of incomplete applications being reduced.

- (3) Further to my response to question (1), any applicant who has questions about their WWVP application is encouraged to contact Access Canberra on 13 22 81 or via its website: www.accesscanberra.act.gov.au.

Approved for circulation to the Member and incorporation into Hansard.



Tara Cheyne MLA
Minister for Business and Better Regulation

Date: 19/5/21