



Working with Children Check Instructions (VICTORIA)

Family Life is committed to protecting children's rights, safety and wellbeing and has zero tolerance to all forms of child abuse.

Family Life volunteers are required to have a current Volunteer Working With Children Check.

Working with Children Checks can take up to three weeks to be processed by the Department of Justice in Victoria. It is up to an individual to complete it, and can delay you commencing your volunteering with Family Life.

A Working with Children Check card is valid for five years (unless suspended, surrendered or revoked). Once it is time for renewal, you will receive a reminder email, text or letter by the Department of Justice Victoria in the mail 28 days before your card expires. You can renew your card online from six months before its expiry date until three months after it has expired.

Family Life is committed to child safety and has zero tolerance of child abuse. Any person issued with a Negative Notice on their Working With Children Check will not be able to work in a paid or unpaid capacity at Family Life.

Already have a Working with Children Check?

1. Log into your Working with Children Check profile through [MyCheck](#).
2. Login your account, if you don't have one you can register.
3. Select 'Change my details'.
4. Select the option to 'add an organisation' and add Family Life to your profile using the details below:
 - Organisation: Family Life
 - Address: 197 Bluff Road, Sandringham VIC 3191
 - Phone: 03 8599 5433
 - Code: 40 - Counselling services for children
5. Alternatively, you can call them on 1300 652 879 (local call charge) and update your details and add Family Life over the phone.

- Organisation: Family Life



- Address: 197 Bluff Road, Sandringham VIC 3191
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6. So that we can verify your Check, please email volunteering@familylife.com.au with details of your WWCC card (card number and expiry date), confirming you have added Family Life to your Working with Children Check profile.

7. Once we have received your email and verified your Working with Children Check number, you will be one step close to commencing Volunteering!

If you do not have a Working with Children Check

You have two options.

- Completing your WWCC via the Australia Post Office after you verified your identity online or;
- You can apply for a Check fully online. Prove your identity and complete your entire application online through Service Victoria.

- **Completing your WWCC via Australia Post Office**

You will still need to apply for a Check online and then prove your identity at a participating Australia Post outlet. Information on how to apply and accepted identity documents can be found [here](#).

Follow the steps below:

1. Go to 'Apply for a Check fully online' [here](#).
2. Click 'Check if I can apply fully online'.
3. Click 'No' for the question 'Do you have one of these identity documents?'.
4. Click 'How to apply' on the next page.
5. Click 'Apply from Victoria'.
6. Select 'Verify at a Post Office' as a step 1 of 7.
7. Follow through the steps to fill out the application form and verify your identity online.



8. When asked 'Do you need an Employee or Volunteer Check?', remember to select "Volunteer".

9. When asked to provide 'organisation details', please enter the details below:

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10. Check your inbox for an email from workingwithchildren@smarteform.com.au with instructions on how to finalise your application with Australia Post.

11. Attend a participating Australia Post outlet to verify your identity, have your photo taken (free of charge), and lodge your application.

- You can find your nearest participating Australia Post outlet [here](#).

12. Once we have received your email and verified your Working with Children Check number, you will be one step close to commencing Volunteering!

- **Completing your WWCC fully online**

You can apply for a Check fully online. Prove your identity online by using a smartphone or tablet to take photos of your identity (ID) documents and your face and complete your entire application online through Service Victoria. Information on how to apply and accepted identity documents can be found [here](#).

Follow the steps below:

1. Go to 'Apply for a Check fully online' [here](#).
2. Click 'Check if I can apply fully online'.
3. To do the Check fully online, you'll need two ID documents. One must have a photo.
4. Click 'Yes' if you have required identity documents.

Your first and second ID documents must be:

- Australian passport (current or expired less than 3 years)
- Current foreign passport (with linked visa)
- Australian birth certificate
- ImmiCard



and;

- Current Australian drivers licence
- Medicare card (only if you don't have a drivers licence)

Important note: The names on your two documents must match. If they don't, you must show a name change certificate or marriage certificate issued by an Australian Births, Deaths and Marriages registry.

5. Click 'Get Started'.

6. Remember to select "Volunteer" as a check type.

7. Follow the instructions until you submit which will show 'Done' on the screen.

8. So that we can verify your Check, please email volunteering@familylife.com.au with details of your WWCC card (card number and expiry date), confirming you have added Family Life to your Working with Children Check profile.

9. Once we have received your email and verified your Working with Children Check number, you will be one step close to commencing Volunteering!

If you have any questions or need assistance, please contact our Volunteering Team on 8599 5433 or volunteering@familylife.com.au.

Thank you!