

## Child Safe Standards and Working with Children Checks Frequently Asked Questions (FAQs) for Volunteers

### 1. What are the Child Safe Standards?

All organisations in Victoria that provide services or facilities for children must comply with the Child Safe Standards. The Child Safe Standards were introduced by the Victorian Government in 2016 and state what an organisation must do to keep children safe. Updated standards were endorsed by the Government in June 2021. You can read the standards in full on the [Child Safe Standards website](#).

### 2. What is a Working with Children Check (WWCC)?

A Working with Children Check is a review carried out by the Department of Justice and Community Safety under the *Worker Screening Act 2020*, in which a volunteer is screened for the level of risk they pose to children's safety. The screening focusses on serious sexual, violence and drug offences.

### 3. How long is a Working with Children Check (WWCC) current for?

A WWCC card is issued for a five-year period. The WWCC is a 'live document'. That means it remains active for five years and during that time if a volunteer is involved in any legal infractions relevant to a WWCC, the Department of Justice and Community Safety will inform the organisations and/or groups that they volunteer with. You will receive a renewal reminder from 'Working with Children Check Victoria' 28 days before it is due to expire. You will also receive an automated email from Parks Victoria's Park Connect system.

### 4. Why do I need a Working with Children Check (WWCC)?

Volunteers operating in parks have a public facing role that can result in contact with young people. Parks are open to everyone, young people are actively encouraged to visit and experience parks and many facilities are shared.

### 5. When do I need to apply and have a valid Victorian Working with Children Check by?

The deadline for obtaining a WWCC is 30 June 2022.

### 6. Do I need a WWCC if I have already had a National Police Check?

Yes, if you have had a recent Police Check, you will still need a WWCC as they serve different purposes.

### 7. Do I need a WWCC if I already have a Blue Card?

If you have a Victorian Institute of Teachers (VIT) card (also called a blue card) you do not need to apply for a WWCC however you will need to apply for an exemption via the [When you don't need a check](#) webpage.

### 8. Do I need to re-apply for a WWCC if I already have a current one?

No, you can use your current card, however if you have NOT nominated Parks Victoria as an organisation that you volunteer with, you will need to update this information on your current WWCC. Every WWCC cardholder can login to check their WWCC to change or update their details via the [My Check](#) webpage.

### 9. I am a first-time volunteer trying out volunteering, do I need to apply for a WWCC?

If you are attending a volunteering activity for the first time (e.g. a litter collection/tree planting day) you do not require a WWCC for that activity. If you plan to continue volunteering you will be required to obtain a WWCC.

#### 10. How do I apply for a WWCC?

The WWCC are free and accessible to apply for online via the [Working with Children Check Victoria](#) website or the [Service Victoria App](#) on your phone. For further information on how to apply visit the [How to apply](#) webpage. The Victorian Government no longer offers the option of a hand-written application and it must be completed online.

#### 11. Do I have to pay for my check/how much will a WWCC cost?

**Volunteer WWCCs are free.** Please ensure you select 'Volunteer' not 'Employee' when completing your online application and select Parks Victoria as your 'volunteer organisation'.

#### 12. What details do I use for Parks Victoria on my WWCC application?

Please use the following address and phone number for Parks Victoria on your WWCC application, or if you have an existing WWCC, please ensure that you update your details to the following address and phone number:

Parks Victoria  
Level 10/535 Bourke Street  
Melbourne VIC 3000  
Phone: 03 8627 4699  
Occupational field (choose either) = 44, 46, 48, 50, 52  
Occupational type = Volunteer

This information is also provided in the handy application flowchart to help you with your application:  
<https://www.parkconnect.vic.gov.au/Volunteer/applywwcc>

#### 13. Can I continue volunteering while my WWCC application is being processed?

Yes, you can continue to volunteer with Parks Victoria while your application is being processed.

#### 14. Why do I need to upload my WWCC details to ParkConnect?

Providing your WWCC details on ParkConnect provides the confirmation from the Department of Justice and Community Safety of your approval and will ensure that your details are up to date and accurate.

#### 15. Why does Parks Victoria need to approve my WWCC when the Department of Justice and Community Safety (DJCS) already has?

Parks Victoria does not conduct an additional approval, rather we are confirming the approval by Department of Justice and Community Safety and are ensuring the details provided are accurate and maintained.

#### 16. I am concerned about my privacy. Who has access to my WWCC details on ParkConnect?

Parks Victoria is committed to protecting your personal information by complying with the information privacy principles set out in the *Privacy and Data Protection Act 2014* (PDPA). WWCC information uploaded to ParkConnect is only accessible to the Volunteer team for processing. Staff and volunteer group leaders will only see a WWCC complete check box with no additional information.

**17. I have been notified by Park Connect my WWCC is not valid.**

To enable the Volunteer team to verify your card details you need to upload a clear copy of the front and back of your card. If we have not been able to verify the image, we will send an automatic email to notify you that you need to update ParkConnect with a new image.

**18. I live interstate, do I require a WWCC?**

If you live interstate and are volunteering in Victoria for less than 30 days a WWCC must be provided from the volunteer's resident state.

If you are volunteering for longer than 30 days you must apply for a Victorian WWCC via the [Apply for a Check from Interstate](#) webpage.

**19. I'm an international student, do I require a WWCC?**

International volunteers who are living in Victoria for longer than 8 weeks in a residential arrangement, e.g. students, must provide a WWCC as per other Victorian volunteers. You can apply online if you have sufficient Victorian identification requirements or face-to-face at any Australia Post using a utility bill, mobile phone bill, student ID with your current address listed clearly.

**20. I think I may have a problem with passing my WWCC. What should I do?**

As a first step, please speak to your volunteer group, or if you are not comfortable doing so, you are welcome to contact your Parks Victoria contact or our Volunteer Team at [volunteer@parks.vic.gov.au](mailto:volunteer@parks.vic.gov.au). All conversations will be handled in accordance with our confidentiality and privacy policies.

**21. What happens if I do not pass my WWCC?**

If you do not pass your WWCC, you will be issued with a negative notice by the Victorian Department of Justice and Community Safety. You, the Volunteer (applicant) and Parks Victoria will be informed. Parks Victoria maintains strict adherence to privacy legislation which regulates the receipt and use of personal information. If you receive a negative notice, **you cannot volunteer at Parks Victoria.**

**22. I want to learn more about the Child Safe Standards and how they apply, is their training available?**

Parks Victoria has developed a new self-paced online Child Safety Awareness training module now available on ParkConnect. If you are interested in completing the training it is accessible via ParkConnect <https://www.parkconnect.vic.gov.au/Volunteer/vol-training/>. You will receive a certificate of completion and acknowledgement on your ParkConnect profile.

**23. What support is Parks Victoria providing to assist me and/or my volunteer group get a WWCC?**

Parks Victoria can support you in the process of getting a WWCC please contact your local Parks Victoria staff contact or our Volunteer Team at [volunteer@parks.vic.gov.au](mailto:volunteer@parks.vic.gov.au) to request assistance.