

**VOLLIES**

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# **APPLYING FOR THE WORKING WITH CHILDREN CHECK (WWCC)**

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**Volunteer**

**SSAF  
FUNDED**

Last updated: June 2024

*Student*  
**LIFE**  
◆ **VICTORIA UNIVERSITY**

# Applying for the WWCC (Volunteer)

All new and existing volunteers of the VU VOLLIES Program are required to produce a current satisfactory Working with Children Check card to join or maintain their membership with the VU VOLLIES Program.

Having a valid WWCC gives you more volunteering opportunities on and off-campus. The Volunteer WWCC is **FREE** and valid for up to five years, unless it is suspended or revoked.

## How to apply for your Volunteer WWCC

This instruction consists of three parts. Please follow all parts in order.

### ◆ Part 1 – Create a Service Victoria account

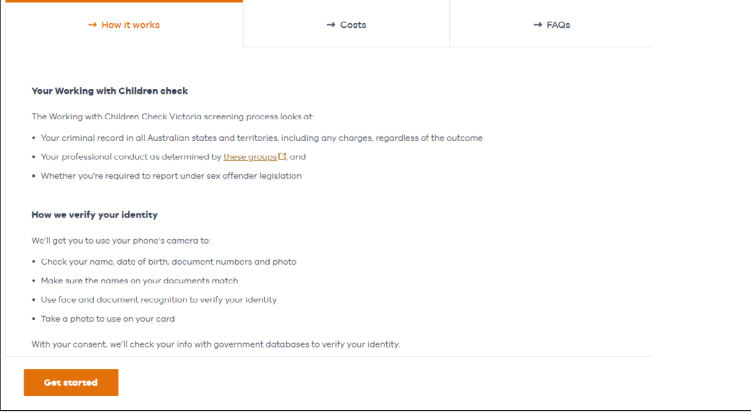
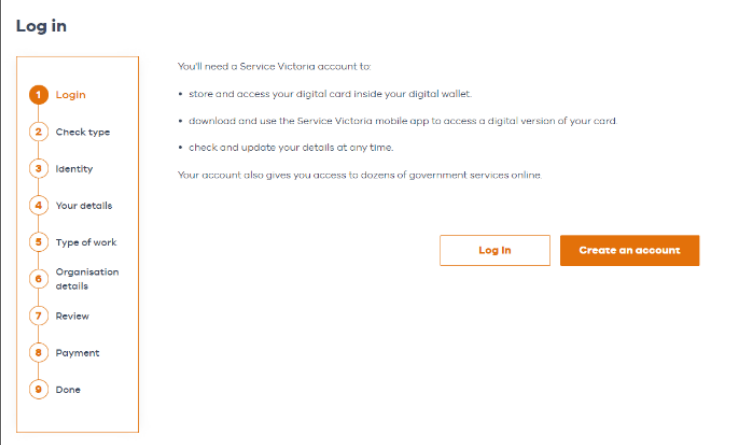
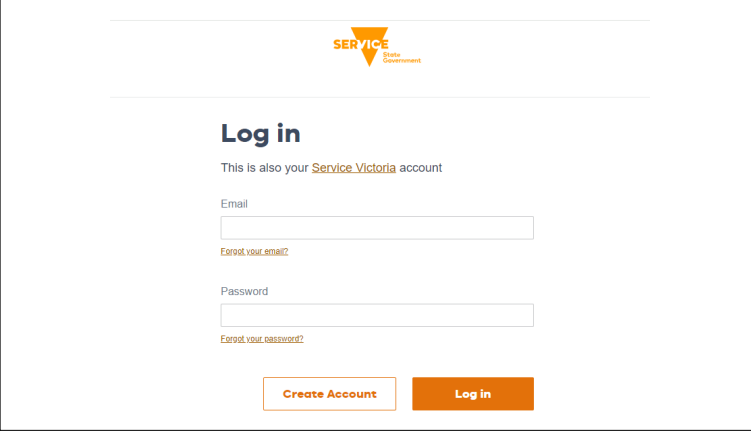
### ◆ Part 2 – Verify your ID (choose one of the options below)

- **Option A:** Verify your ID using your phone ([page 4](#)).
- **Option B:** Verify your ID online ([page 6](#)).
- **Option C:** Verify your ID at a Post Office ([page 8](#)).

### ◆ Part 3 – Complete your application

# Part 1 – Create a Service Victoria account

If you already have a Service Victoria account, you can skip this part.

Steps	Examples
<p><b>Step 1.</b></p> <p>Go to: <a href="https://service.vic.gov.au/services/working-with-children">service.vic.gov.au/services/working-with-children</a></p> <p>Click on ‘Get started’.</p>	
<p><b>Step 2.</b></p> <p>Click on ‘Create an account’.</p>	
<p><b>Step 3.</b></p> <p>Click on ‘Create an account’.</p> <p><b>NOTE:</b> If you already have a Services Victoria account, fill out your personal details as required.</p> <p>Then select ‘Log in’ and follow the instructions.</p>	

## Steps

## Examples

### Step 4.

Fill out your personal details as required.

Then click 'Next'.

**CREATE ACCOUNT**

Given name(s)

Family name

Email  
e.g. someone@somewhere.com  
This is your username to log in. We'll also use it to send you security codes.

Mobile (optional)

**Back** **Next**

### Step 5.

Check your email for a security code and enter it in the box.

Then click 'Next'.

**ENTER EMAIL SECURITY CODE**

We've sent a security code to [redacted] It lasts 10 minutes. We do this to make sure it's really you.

Enter security code

**Resend code** **Next**

### Step 6.

Create your own password.

Then click on the checkbox to agree.

Then click 'Next'.

**CREATE PASSWORD**

Enter new password  
Your password needs to be 8 characters or more, with 1 lower case letter and 1 upper case letter.

Re-enter new password

I agree to Service Victoria's [terms and conditions](#) and [privacy and security policy](#).

**Back** **Next**

### Step 7.

Once you have logged in, proceed to [Part 2](#) of this handbook.

# Part 2 – Verify your ID

## Option A – Verify your ID using your phone

To verify your ID using your phone, you need either a current **Australian driver's license** or a **Medicare card**.

### Steps

### Examples

#### Step 1A.

Go to: [service.vic.gov.au/services/working-with-children/transaction/inform/select-product](https://service.vic.gov.au/services/working-with-children/transaction/inform/select-product)

Log in your Service Victoria account.

#### Step 2A.

Select 'Volunteer'.

If you have not applied for the Victorian WWCC before, select 'No'.

Then click 'Next'.

The screenshot shows a form titled "Choose a check type". On the left is a vertical progress indicator with steps 1 through 7. Step 2, "Check type", is highlighted. The main content area has two radio button options: "Employee" (unselected) and "Volunteer" (selected). Below these is the question "Have you applied before?" with "Yes" (unselected) and "No" (selected) radio buttons. At the bottom right are "Back" and "Next" buttons.

#### Step 3A.

Fill out your personal details as required.

Then click 'Next'.

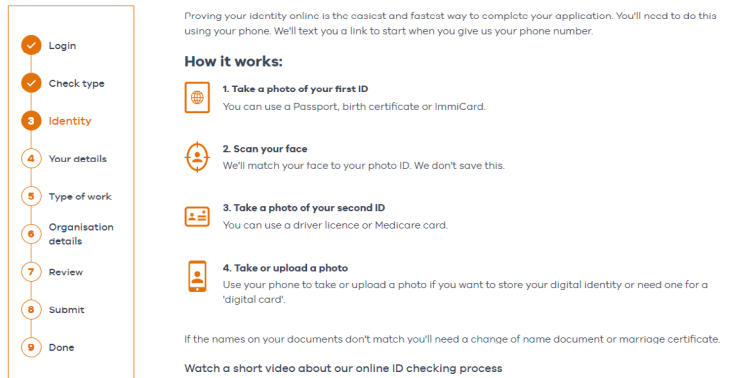
The screenshot shows a form titled "Your phone number". On the left is a vertical progress indicator with steps 1 through 9. Step 3, "Identity", is highlighted. The main content area has a heading "Your phone number" and a sub-heading "We need at least one phone number in case Working with Children Check Victoria need to speak with you". There are three input fields: "Mobile phone" (with example "e.g. 0412 345 678"), "Home phone" (with example "e.g. 03 9123 4567"), and "Work phone" (with example "e.g. 03 9123 4567"). At the bottom right are "Back" and "Next" buttons.

**Step 4A.**

You will need to complete an Identity Check which can be done online. Follow the instructions provided on the webpage. Below is a summary of the online Identity Check process.

You will need a phone that is compatible. You can check this by typing in your phone number. An SMS will be sent to your phone with a link to the Identity Check website.

You will need to prove your identity by following the instructions. After verifying your chosen proof of identity, the facial recognition will begin. You will need to provide a passport styled photograph for the verification.

**Complete an identity check**


Proving your identity online is the easiest and fastest way to complete your application. You'll need to do this using your phone. We'll text you a link to start when you give us your phone number.

**How it works:**

- 1. Take a photo of your first ID**  
You can use a Passport, birth certificate or ImmiCard.
- 2. Scan your face**  
We'll match your face to your photo ID. We don't save this.
- 3. Take a photo of your second ID**  
You can use a driver licence or Medicare card.
- 4. Take or upload a photo**  
Use your phone to take or upload a photo if you want to store your digital identity or need one for a 'digital card'.

If the names on your documents don't match you'll need a change of name document or marriage certificate.

[Watch a short video about our online ID checking process](#)

**Step 5A.**

Click 'Start online ID check'

**If you don't have these things:**

You can still apply but you'll need to [confirm your ID in person](#).

[Back](#)

[Start online ID check](#)

**Step 6A.**

Click 'Next'.

**By continuing you agree to:**

- give true, current details - it's an offence to give misleading information
- let us use the info you provide to pre-fill your application

You also agree to let us check the info on your ID documents with the document issuer or official record holder.

[Back](#)

[Next](#)

**Step 7A.**

Fill out your personal details as required till you are asked for **Organisation details**.

Then proceed to [Part 3](#) of this handbook.

## Option B – Verify your ID online

To verify your ID online, you will need TWO out of the listed documents below:

- ◆ Australian driver license
- ◆ Australian passport
- ◆ Foreign passport with Australian visa
- ◆ Medicare card
- ◆ Australian birth certificate
- ◆ Australian citizenship certificate
- ◆ ImmiCard
- ◆ Centrelink concession card

### Steps

### Examples

#### Step 1B.

Go to [vic.gov.au/person-applications](https://vic.gov.au/person-applications)

Click 'Online application with Aus Post'.

#### Step 1: Complete an online application

As part of your application, you'll need to verify your identity with us. You can do this in two ways: online, or in-person at a participating Australia Post outlet.

[Online application with Aus Post](#)

#### Step 2B.

Click 'Verify with Digital ID'.

##### Photo ID

- Australian driver licence or learner permit
- Australian passport (an expired passport may be used if it expired less than three years ago)
- ImmiCard issued by the Australian Government

##### Other government-issued ID

- Medicare card
- Foreign passport with Australian visa
- Australian birth certificate
- Australian citizenship certificate
- Pensioner concession card
- Health care card
- Commonwealth seniors health card

[Verify with Digital ID](#)

## Steps

## Examples

### Step 3B.

Follow the instructions to verify your ID.

Click the checkbox to agree.

Then click 'Submit'.

The screenshot shows a three-step verification process. The first step, 'Choose a document from this list', offers radio button options for Australian driver licence, Australian passport, Foreign passport with Australian visa, Medicare card, Australian birth certificate, Australian citizenship certificate, ImmiCard, and Centrelink concession card, with a blue 'Continue' button below. The second step, 'Get a Digital ID™ (optional)', is currently collapsed. The third step, 'Consent and submit', contains a text box with a consent statement: 'I am the individual named in the documents, and have authority to provide the information in them for identity check purposes. I agree Australia Post and its suppliers can collect and use this information to confirm my identity with the document issuer.' Below this is a checkbox labeled 'I agree to the Terms of Use and the Privacy Notice.' and two buttons: a blue 'Submit' button and a grey 'Cancel' button.

### Step 4B.

If you **have not applied** for the Victorian Working with Children Check before, select 'No'.

Select 'Volunteer'.

Then click 'Next'.

The screenshot shows a form with two radio button questions. The first question is 'Have you applied for a Victorian Working with Children Check before?' with 'Yes' and 'No' options; 'No' is selected. The second question is 'Which kind of check do you need?' with 'Employee' and 'Volunteer' options; 'Volunteer' is selected. Below these is a light blue information box with an 'i' icon and the text: 'If you have not yet arranged volunteer child-related check work with any organisation, please apply after doing so.' At the bottom, there is a green 'Next' button and a blue 'Cancel' link.

### Step 5B.

Fill out your personal details as required till you are asked for **Organisation details**.

Then proceed to [Part 3](#) of this handbook.



## Option C – Verify your ID at a Post Office

This option offers you a wider range of ID documents that can be verified.

To view a full list of eligible ID documents, visit [vic.gov.au/person-applications](https://vic.gov.au/person-applications) and scroll down to Verify your identity in-person.

### Steps

### Examples

#### Step 1C.

Go to:

[vic.gov.au/person-applications](https://vic.gov.au/person-applications)

Click 'Online application with Aus Post'.

#### Step 1: Complete an online application

As part of your application, you'll need to verify your identity with us. You can do this in two ways: online, or in-person at a participating Australia Post outlet.

Online application with Aus Post

#### Step 2C.

Click 'Verify at a Post Office'.

#### Verify at a Post Office

If you don't have your identity documents with you, or you'd rather not provide them online, you can bring them to a [participating Post Office](#) for verification in-person.

Verify at a Post Office

#### Step 3C.

If you have not applied for the Victorian WWCC before, select 'No'.

Select 'Volunteer'.

Then click 'Next'.

#### Have you applied for a Victorian Working with Children Check before?

Yes  No

#### Which kind of check do you need?

Employee  Volunteer

**i** If you have not yet arranged volunteer child-related check work with any organisation, please apply after doing so.

Next

[Cancel](#)

#### Step 4C.

Fill out your personal details as required till you are asked for **Organisation details**.

Then proceed to [Part 3](#) of this handbook.

# Part 3 – Complete your application

## Steps Examples

### Step 1.

Fill out the **Organisation details**.

For the question reading ‘*Do you know which specific organisation(s) you will be doing paid and/or volunteer child-related work for?*’, select ‘Yes’.

Enter the following details into the form fields:

**Organisation name:**

Victoria University Student Life.

**What is the postal address of the organisation?**

70-100 BALLARAT RD FOOTSCRAY VIC 3011

**Phone:** 0399195084

Do you know which specific organisation(s) you will be doing paid and/or volunteer child-related work for?

Yes  No

### Organisation 1

**Organisation name**

Victoria University Student Life

**What is the postal address of the organisation?**

70 - 100 BALLARAT RD FOOTSCRAY VIC 3011

**Phone**

0399195084

Mobile OK. For landline, include the area code without spaces or symbols.

### Step 2.

Fill out the ‘*Occupational fields*’:

Select ‘48 Educational – TAFE colleges and divisions of universities providing VCE and/or VCAL’.

Select ‘Add another occupation’ button.

Select ‘52 Educational – Other institutions providing children’s study or training programs’.

### Occupational fields 1

**Occupational fields**

48 Educational – TAFE colleges and divisions of universities providing VCE and/or ✓

**Occupational type**

Volunteer

Add another occupation

### Occupational fields 2



**Occupational fields**

52 Educational - Other institutions providing childrens' study or training programs ✓

**Occupational type**

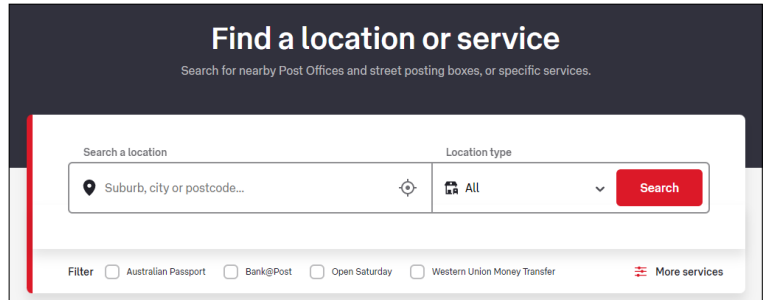
Volunteer

**Step 3.**

Review your application and if you see any mistakes, please make changes before you select 'Next'.

**Step 4.**

If you have chosen 'Verify at a Post Office' earlier, you will have to verify your identity at your local Australia Post (locate your nearest Post Office at [auspost.com.au/locate](https://auspost.com.au/locate))



The screenshot shows a search interface titled "Find a location or service" with the subtitle "Search for nearby Post Offices and street posting boxes, or specific services." It features a search bar with a location pin icon and the placeholder text "Suburb, city or postcode...". To the right of the search bar is a "Location type" dropdown menu currently set to "All". A red "Search" button is positioned to the right of the dropdown. Below the search bar, there is a "Filter" section with four checkboxes: "Australian Passport", "Bank@Post", "Open Saturday", and "Western Union Money Transfer". A "More services" link with a flag icon is located at the bottom right of the filter section.

**Step 5.**

After submitting your application, you will receive an email from the Department of Justice and Community Safety confirming your application has been submitted.

The email will include your provisional WWCC number (example: 1234567A-01).

**Please provide your WWCC number via the button below**

Please allow up to **three (3) weeks** for your application to process. You will receive an email informing you whether you passed the WWCC.

## Contact us

If you have any questions regarding your application for a WWCC, please contact the VOLLIES team at [vollies@vu.edu.au](mailto:vollies@vu.edu.au)