

How to apply for a

Working with Children Check

Step by Step Guide
Plain Language

May 2019

About this guide

This guide is about how to apply for a Working with Children Check card.

If you are going to be working with children and people under 18 years old you must have a Working with Children Check.

A Working with Children Check is also called a **WWC Check**.

You can apply for your WWC Check online.

This guide is written by the
Sandybeach Centre.

What you will need before you start

- An email address
- Internet access on 1 of the following:
 - Computer, Tablet or Mobile phone
- Identity documents from this [list](#)
- Details of the workplace you want to work at
 - Name of workplace
 - Address of workplace
 - Phone number of workplace.

What you will need to know

- Your name
- Your address
- Your date of birth
- The town or suburb you were born
- The state or territory you were born
- Do you identify as Aboriginal or Torres Strait Islander?
- Your address for the past 5 years
- What type of work you will be doing.
Click here for a [list of occupation types](#).
- Whether you will be doing Volunteer or Paid work
- Do you have enough ID documents to verify and prove your identity online?
- Are you going to take your documents to the Post Office to get verified and checked?

Steps

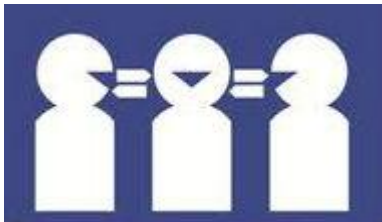
1. Go to www.workingwithchildren.vic.gov.au and start filling in your [online form](#).
2. Have you previously applied for a WWC Check?
3. Do you want an employee or volunteer Check?
4. Provide your personal details.
5. Provide details of the organisation you will work for.
6. Review your details and change if not correct.
7. If you are going to **verify your ID at the Post Office**:
 - You will need to take 3 ID documents to the Post Office
 - Go to Step 17.
8. If you are going to **verify your ID online** continue with these steps.
9. Click on **Verify my identity online**.
10. Click on Consent.
11. Select the ID document you have from the list.
12. Type in the ID document numbers.

13. Check that your name and date of birth are displayed correctly.
14. Check that all your details are correct.
15. Repeat from Step 11 for your next ID document.
16. You will need take 1 ID document that has your photo on it with you to the Post Office.
17. Submit your application.
18. Check your emails for an email from **workingwithchildren@smarteform.com.au**.
19. If you can't find the email check your junk mail folder.
20. The email will have a bar code
 - You can print this email
 - or
 - You can keep it on your mobile phone or tablet.
21. Take your ID documents and the barcode to the Post Office.
22. The person at the Post Office will take your photo and check your documents.
23. If you are asking for a **volunteer check** there is no charge.
If you are asking for an **employee check** you will have to pay for your WWC Check at the Post Office. Click here to check [the price](#).
24. You will get your WWC Check card in the mail in about 5 days.

More information



FAQ's [Frequently Asked Questions](#)



Translating and Interpreting Services

Call 13 14 50

Ask them to call the Working with Children
Check Customer Support Line
on 1300 652 879



National Relay Service

Call 133 677 for TTY / voice calls
or
1300 555 727 for Speak and Listen



Website

<http://www.workingwithchildren.vic.gov.au/>



Phone WWC Customer Support Line

1300 652 879

8:30 am – 5 pm Monday to Friday
not on public holidays



Email

workingwithchildren@justice.vic.gov.au



Address

Working with Children Check Unit
Department of Justice and
Community Safety
GPO Box 1915
Melbourne VIC 3001