



ADMINISTERING AUSTRALIAN WORKING WITH CHILDREN/VULNERABLE PEOPLE (WWC/VP) CHECKS

Each Australian State and Territory have their own processes, terminology, check type (e.g. physical or electronic 'card/check'), expiry term and entitlements for the working with children/vulnerable groups 'card'.

WorkPro has mapped the requirements across all States and Territories and designed workflows that allow you to request and manage this important check within your organisation to ensure you meet legislated or policy requirements in order to protect employers, workers and the most vulnerable in the community.

WorkPro's WWC/VP check enables you to request a candidate or group of candidates' to either complete their application on-line from the WorkPro platform, notify the requesting organisation that they have an application in progress, or upload a copy of a current card.

You can dictate the specific check or card that is required to be uploaded by the candidate, including State/Territory, whether the check is for volunteer and/or paid employment, the option to view and acknowledge the information and evidence that has been uploaded, and set reminders for re-checks.

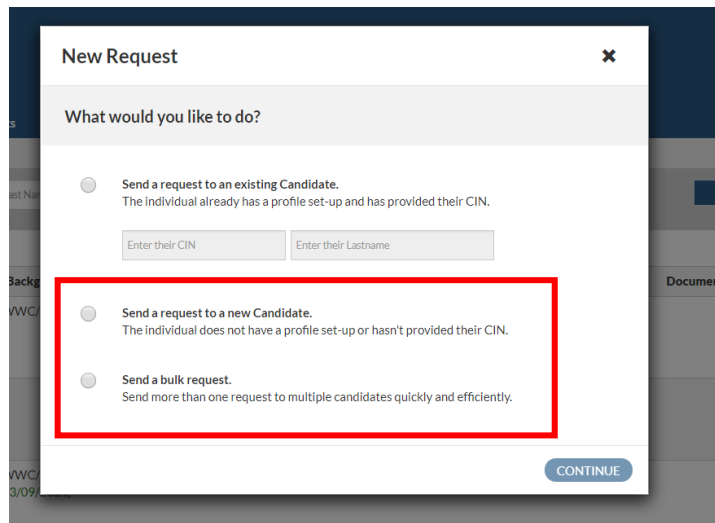
WorkPro's dashboard allows you to filter for check expiries and export the data as a csv file, and a report is available for easy monitoring and auditing.

STEP 1: Log in to WorkPro and 'New Request'

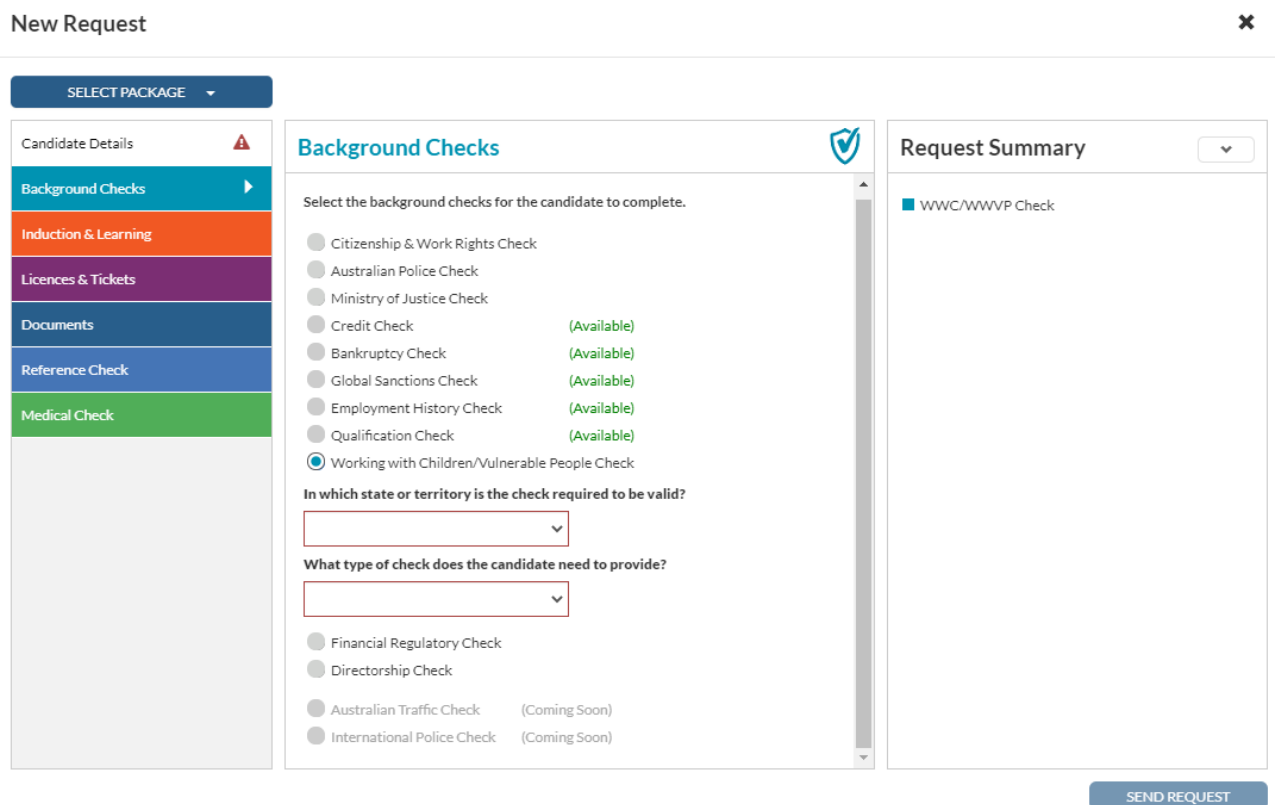
The screenshot shows the WorkPro dashboard interface. At the top, there is a navigation bar with the WorkPro logo and the name 'Ashleigh Fardon'. Below the navigation bar, there are several menu items: Home, Admin, Induction & Learning, Payments, Reports, Management, and Insights. The main content area features a search bar with 'CIN' and 'Last Name' fields, and a 'NEW REQUEST' button highlighted in a red box. Below the search bar, there is a table titled 'ALL RESULTS' with columns for Candidate Name, Site, Background Checks, Induction & Learning, Licences, and Documents. The table contains two rows of candidate data.

Candidate Name	Site	Background Checks	Induction & Learning	Licences	Documents
CANDIDATE CANDIDATE candidate_candidate	WorkPro Demo Site AU	Medical Checks: Finalised Citizenship: Ready to Acknowledge			
TANIA EVANS demo_candidateau	WorkPro Demo Site AU	Medical Checks: In Progress Police Check: Waiting on Candidate Qualification: Waiting on Candidate	✓ M27 - Privacy Induction v4 (Exp: 04/06/2023) M38 - Candidate Guide for Returning to the Workplace Post COVID-19 (Exp: 19/08/2022) M11 - WHS & EEO (combined modules 01 & 10)	Construction White Card (Exp: 26/12/2019) Blue Card (Exp: 30/11/2017)	QLD Labour hire (Issued: 20/04/2021)

STEP 2: Send either a single or bulk request for a WWC/VP check



STEP 3: - Select the State the Check is required and Check Type



STEP 4: Candidate Process

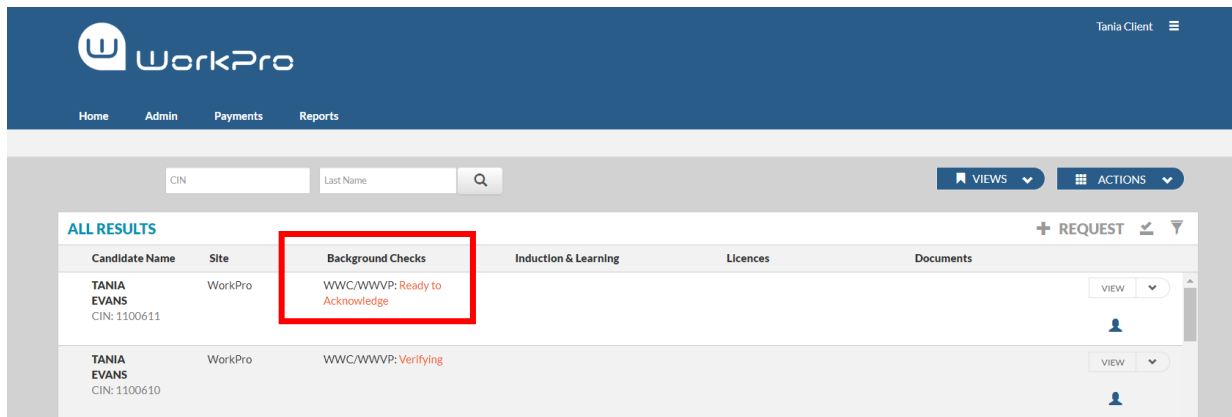
The candidate will receive an email alert which contains a web link and single use Token to sign-up/login and complete the requirement.

See User Guide: Candidate Process for completing a working with children/vulnerable people check

STEP 5: 'Acknowledging' the check, setting reminders and 'verifying' a card/check

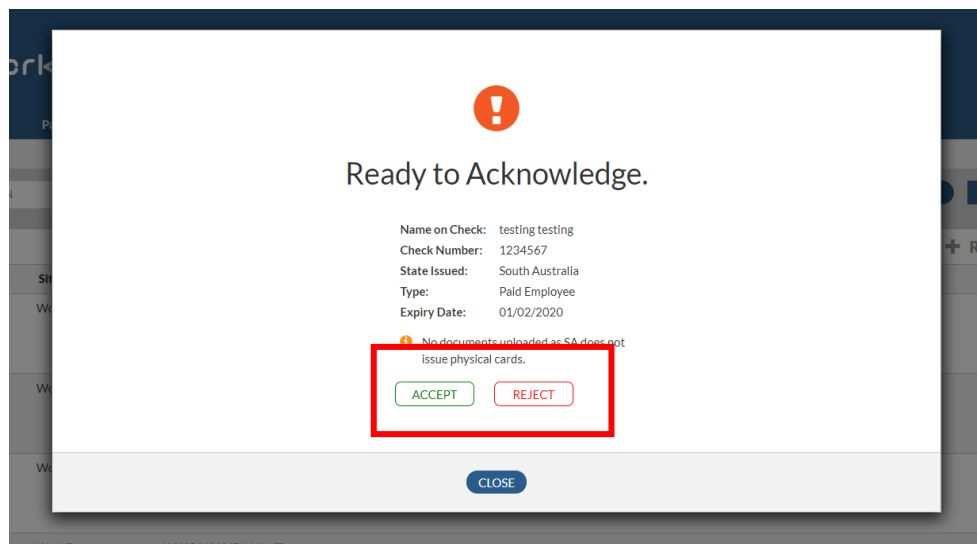
Once the candidate has completed their task, you will be alerted via email. The candidate will be sent an email auto-reminder at 28 days if they have not uploaded their card (only relevant for those candidates who have not uploaded a card/check as part of their request).

When a card is uploaded, the status will change as 'Ready to Acknowledge' on the dashboard.



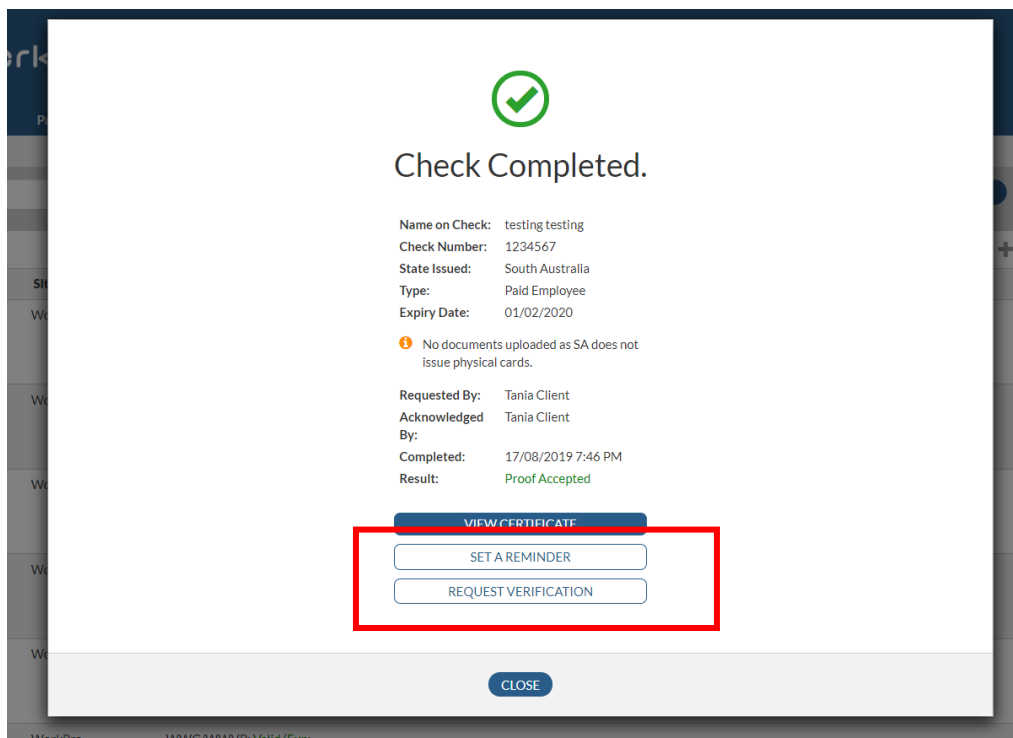
You can open the check, view and 'accept' the check as valid or 'reject' the information.

If the card is accepted, a certificate that is date/time stamped will be stored in the platform as part of a robust compliance program. If the check/card is rejected, the candidate will be alerted, and provided instruction of how to fix the information and re-submit.



STEP 6: Setting Reminders and Verifying the Card

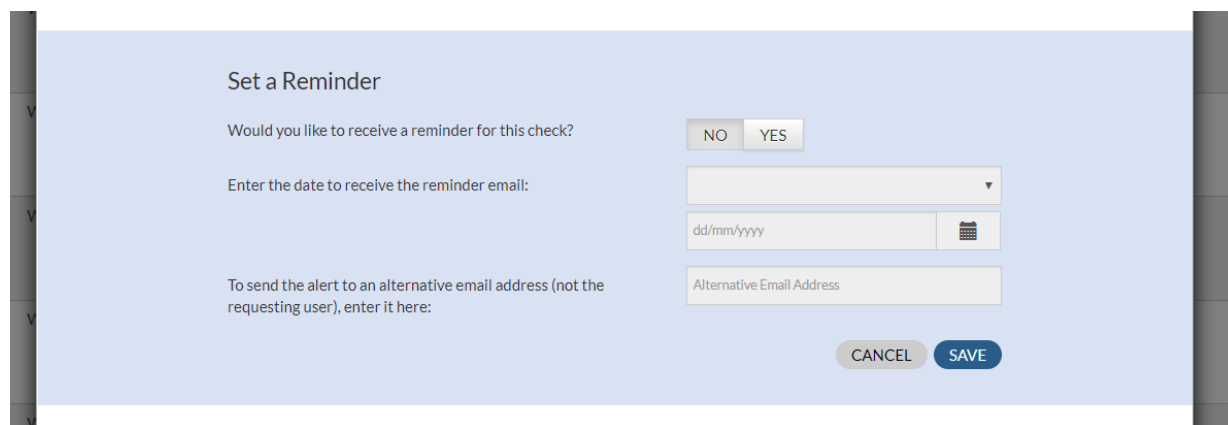
You can set periodic reminders in a timeframe that suits your organisation (or as dictated by legislation). Reminders allow you to be reminded of card expiry and, if enabled as a paid service, the option to re-check the card from time to time against the Government database.



STEP 7: Setting Reminders

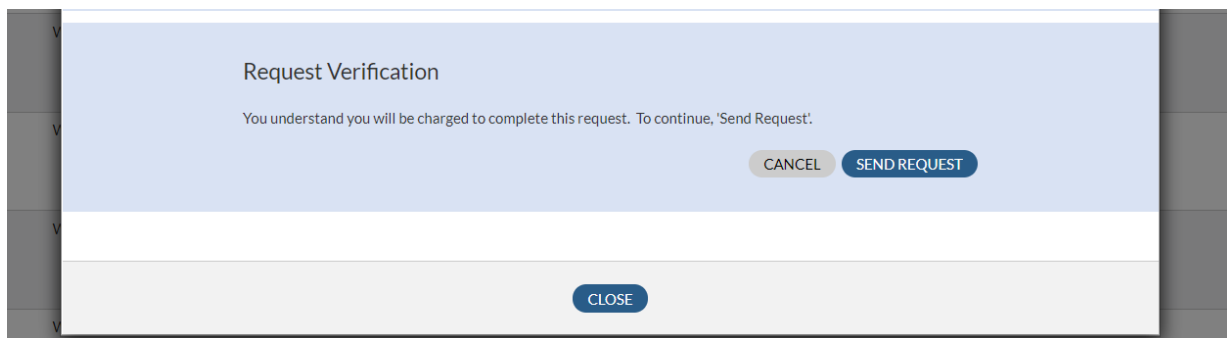
Reminders are configurable check by check.

To set a reminder, open the check/card and select the period that you would like to receive the reminder (3, 6, 12, 24 months or a custom date). Once selected, the date will appear in the window.



STEP 8: Requesting the Card to be Re-checked

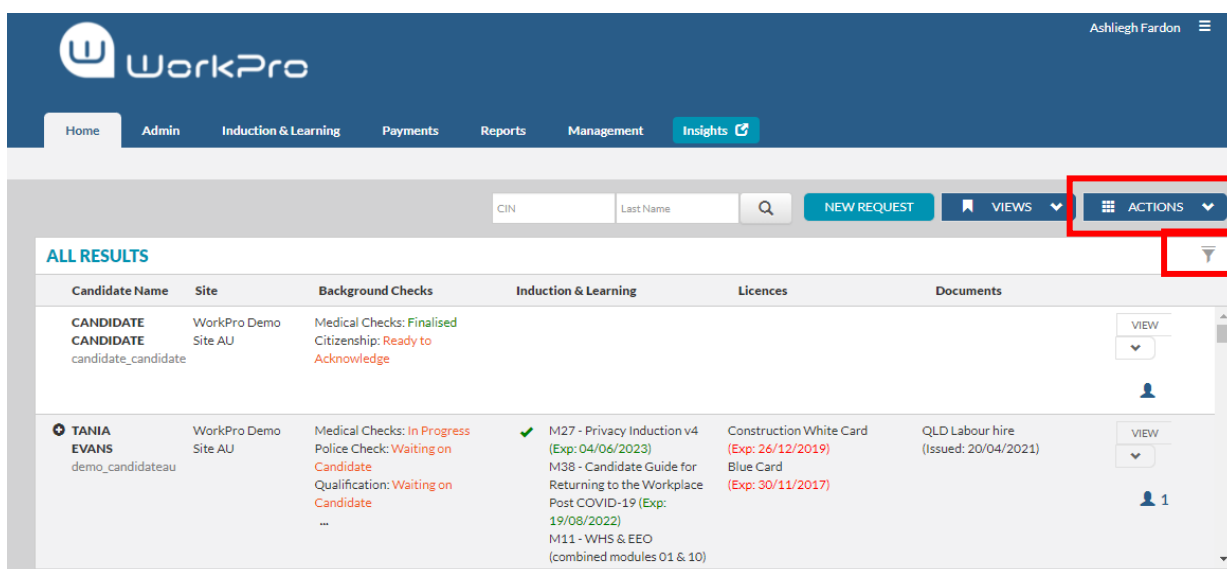
There is a cost associated with a re-check. If your company has this service enabled, you will be able to 'Request Verification'. Once the request has been sent, the State database will be cross-referenced and an outcome returned in the form of a certificate as proof of evidence. You can also set a further reminder.



STEP 9: Filtering and Bulk WWC/VP Check

To make it easy to manage the expiry of checks/cards and the requesting to re-verify more than one check, use the filtering function and the 'actions' tab.

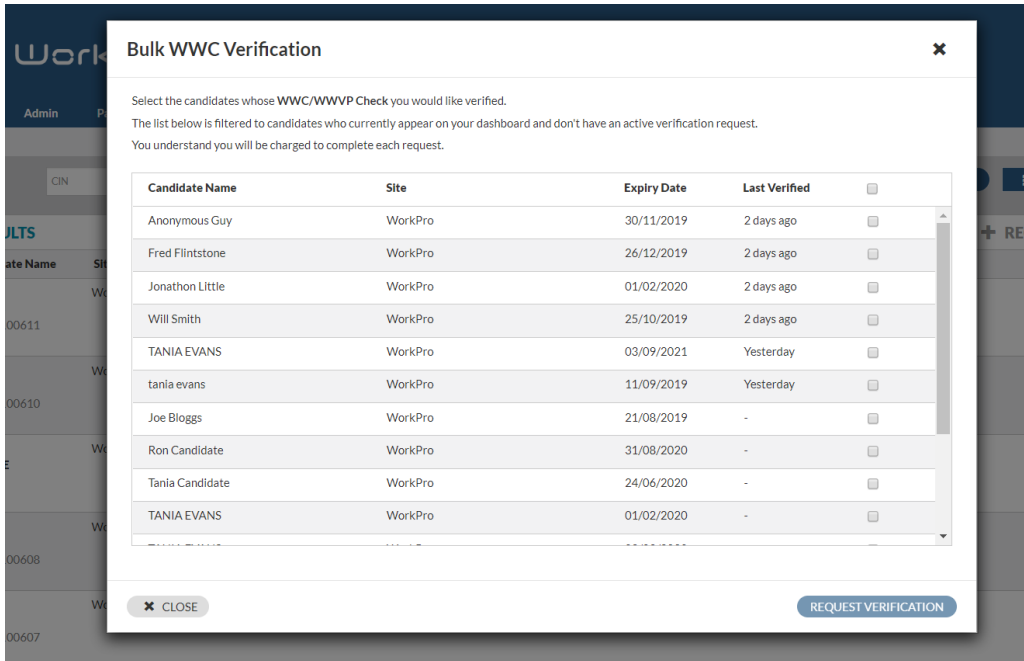
First use the filter to find checks/cards that are either coming due for renewal or you have set a reminder to be re-checked.



Select 'Background Checks', 'WWC/VP' and the filter requirement, e.g. an expiry date.

Once the filter has been applied, select 'Actions' and 'Bulk WWC/VP Verification'.

A list will be displayed showing the candidate name, expiry date, and the date the check/card was last verified (if applicable). Select the cards to be verified, and 'Request Verification'.



Once the check has been completed, the certificate which is date and time stamped will be stored against the candidate name in the Administrator dashboard.

You can set up further periodic future checks to suit your circumstances and business requirements.

A report is also available where you can select a date range to report on candidate's card/check that you have verified for reconciliation purposes.

At all other times, we encourage you to use the filtering function and download a copy of the data as a csv file.