FOOTBALL VICTORIA · CLUB CHILD SAFETY

WORKING WITH CHILDREN CONNECT

How to Use Guide – Step by Step

Log in, link your club, give access to your team and notify the Social Services Regulator of every worker and volunteer.

Prepared For:

Club Administrators

Service Victoria · Working with Children Connect
Member Protection, Safeguarding & Child Safety

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The Process at a Glance

Work through the four parts in order. Each slide shows the screen you will see, with **navy numbered markers and blue arrows** showing exactly where to click.

PART A · STEPS 1–8

Log in & set up your club

Sign in to Service Victoria, open WWC Connect and link your club’s ABN.

PART B · STEPS 9–11

Give your team access

Invite other club officials so more than one person can manage your workers.

PART C · STEPS 12–18

Add a worker

Enter a coach or volunteer’s WWCC details, review and submit.

PART D · STEPS 19–20

Bulk upload

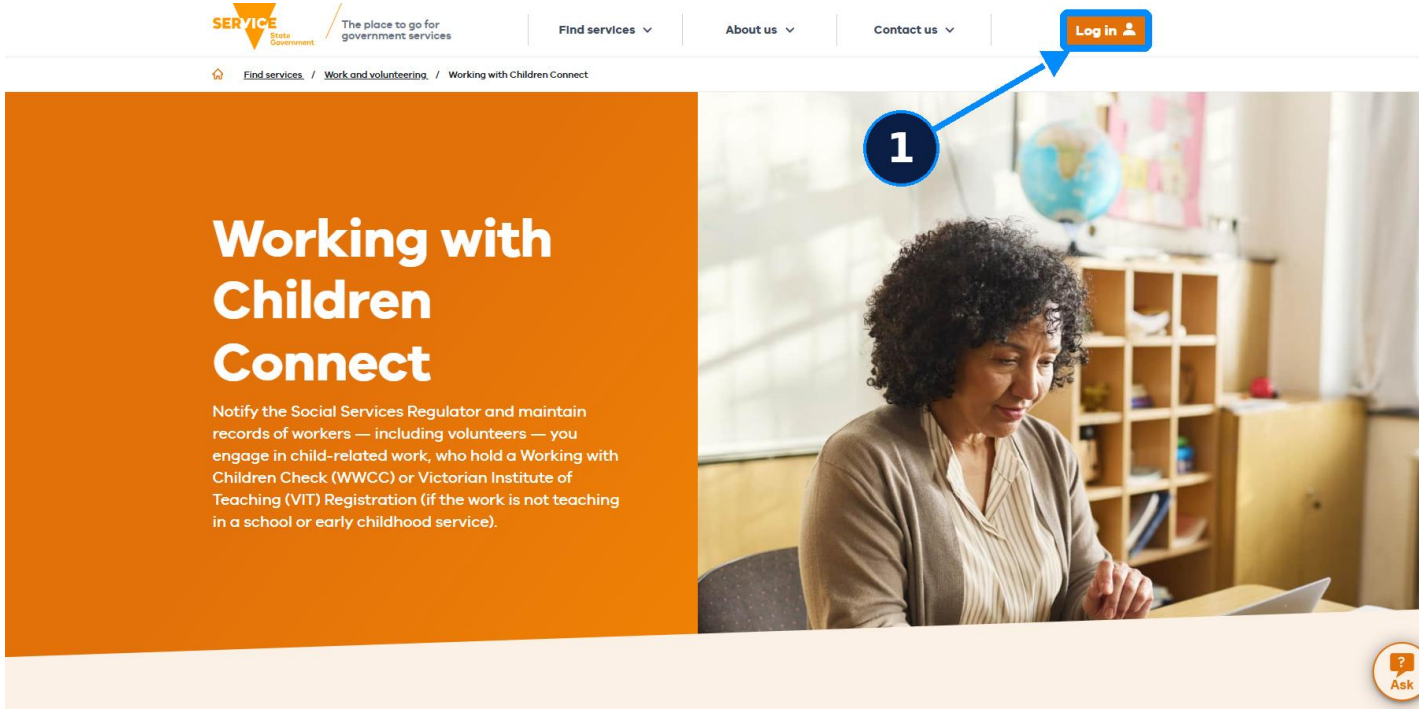
Add many workers at once using the CSV template.

Before you start: have your Service Victoria login, your mobile phone (for the 6-digit code), the club’s ABN and each worker’s WWCC card number ready.

Step 1 – Log In

Go to the **Working with Children Connect** page on the Service Victoria website.

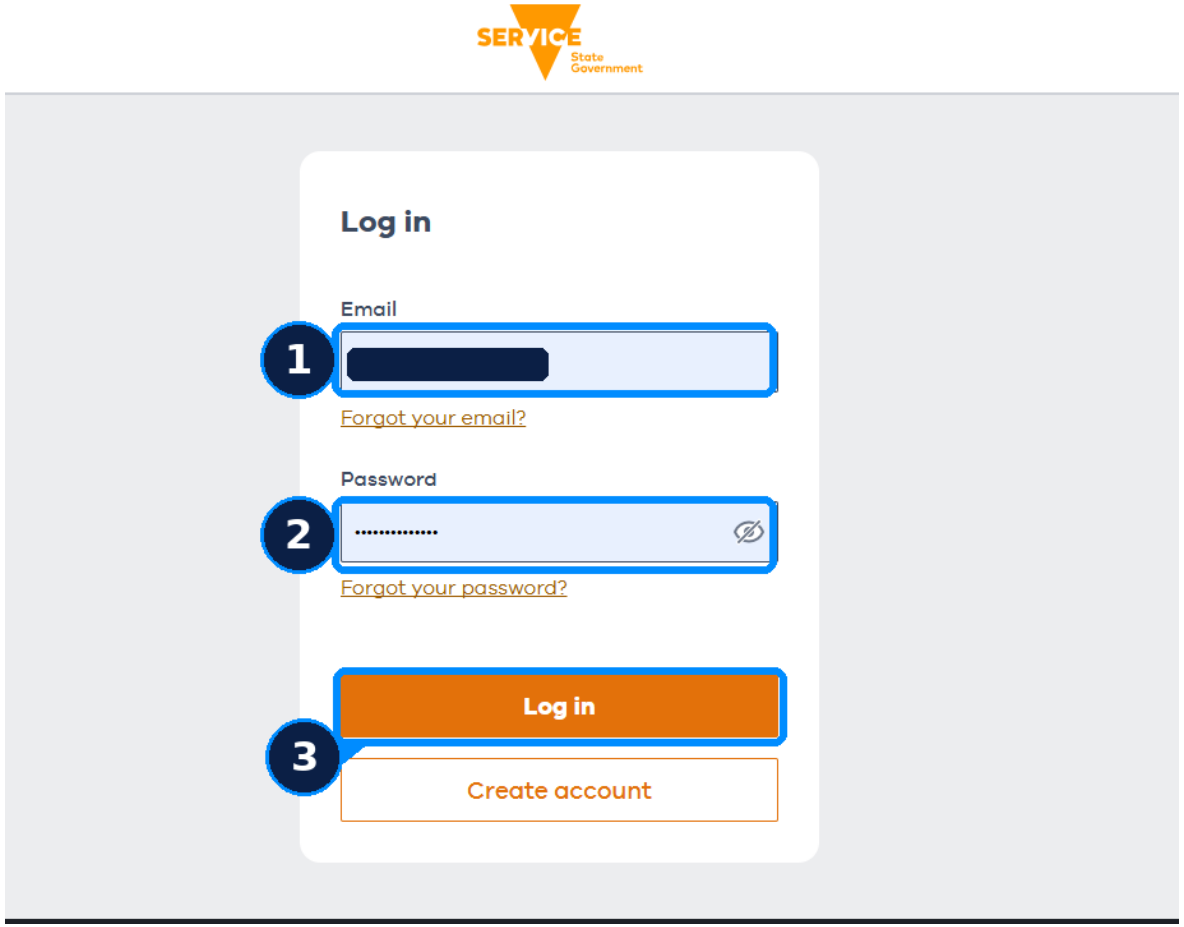
1. Click **Log in** at the top right of the page.



Tip: no account yet? Choose **Create account** on the next screen and follow the prompts.

Step 2 – Enter Email and Password

1. Type the **email address** linked to your Service Victoria account.
2. Type your **password**.
3. Click **Log in**.

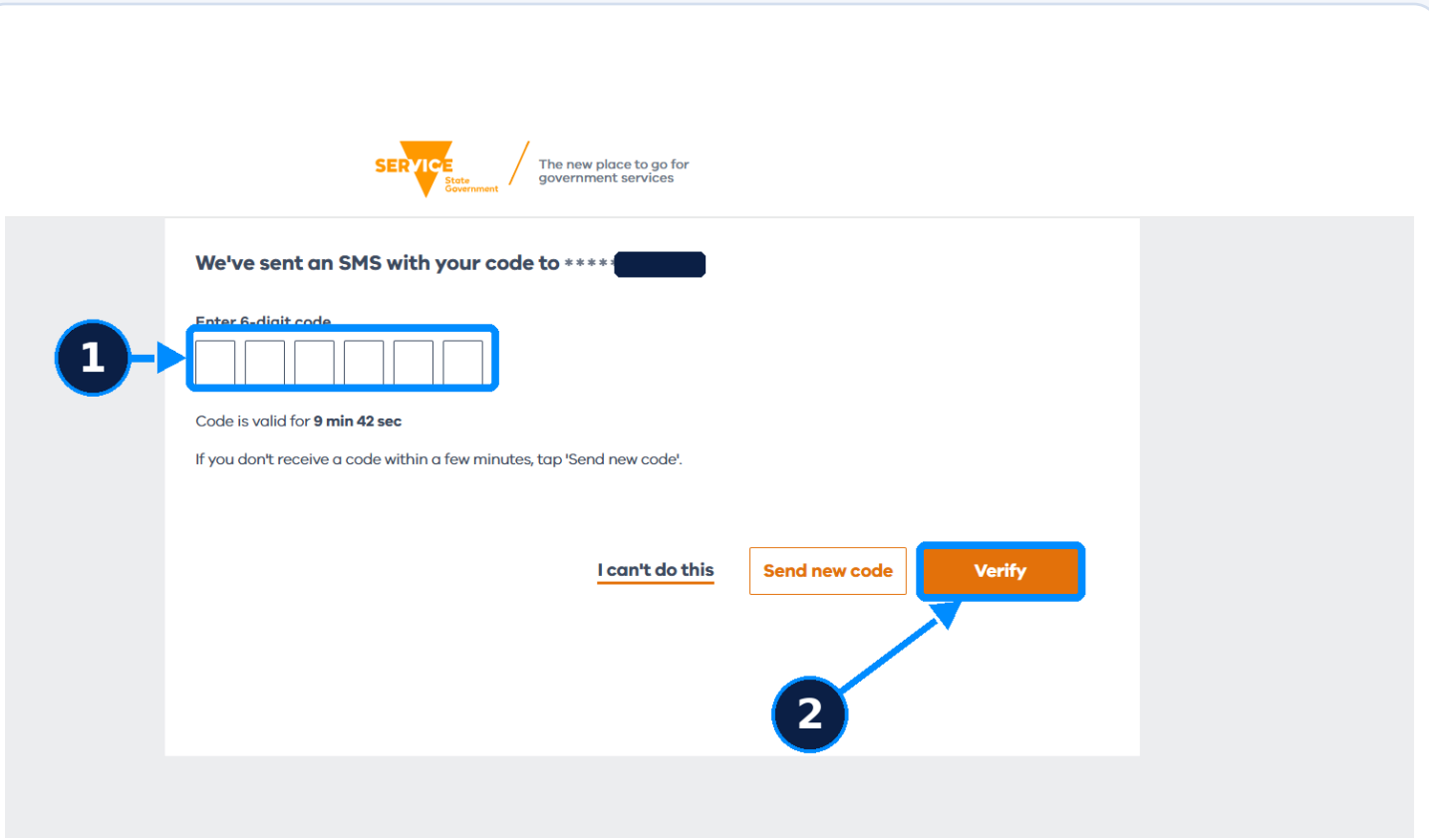


Tip: forgotten your details? Use the **Forgot your email?** or **Forgot your password?** links under each box.

Step 3 – Verify with the SMS Code

A 6-digit code is sent by SMS to the mobile number on your account.

1. Open the text message on your phone and enter the **6-digit code**.
2. Click **Verify**.



Tip: the code expires after about 10 minutes. No SMS? Click **Send new code**.

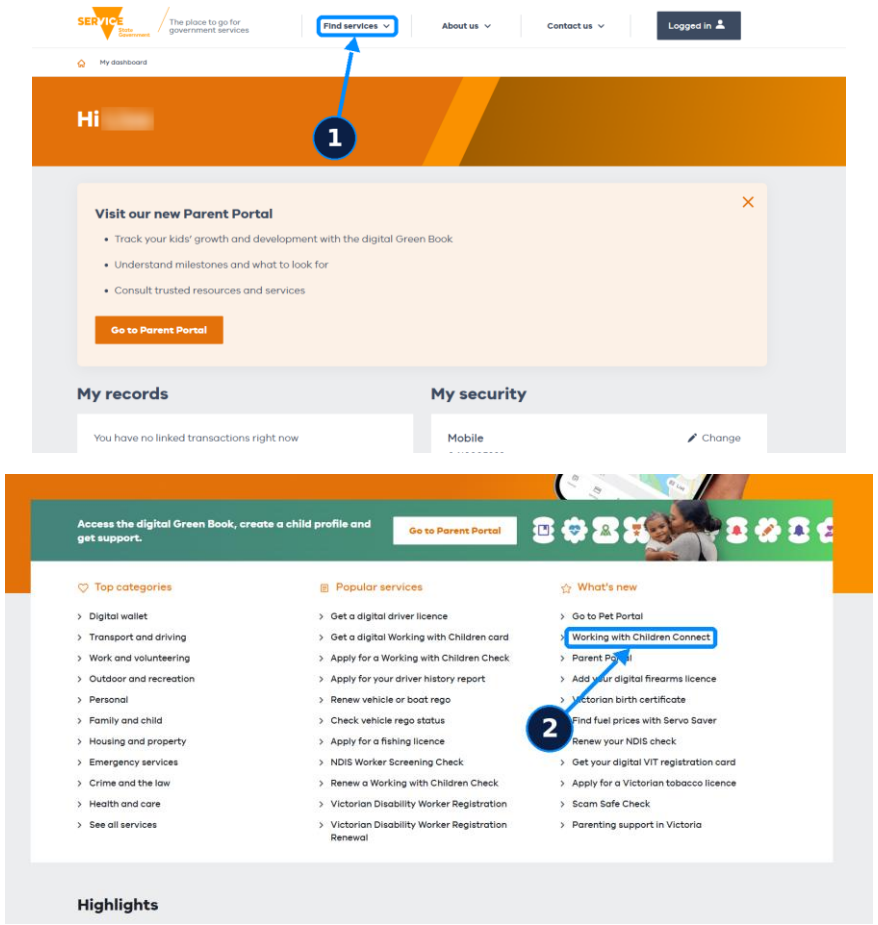
Step 4 – Open WWC Connect

PART A · SET UP

You are now on your Service Victoria dashboard.

1. Click **Find services** in the top menu.

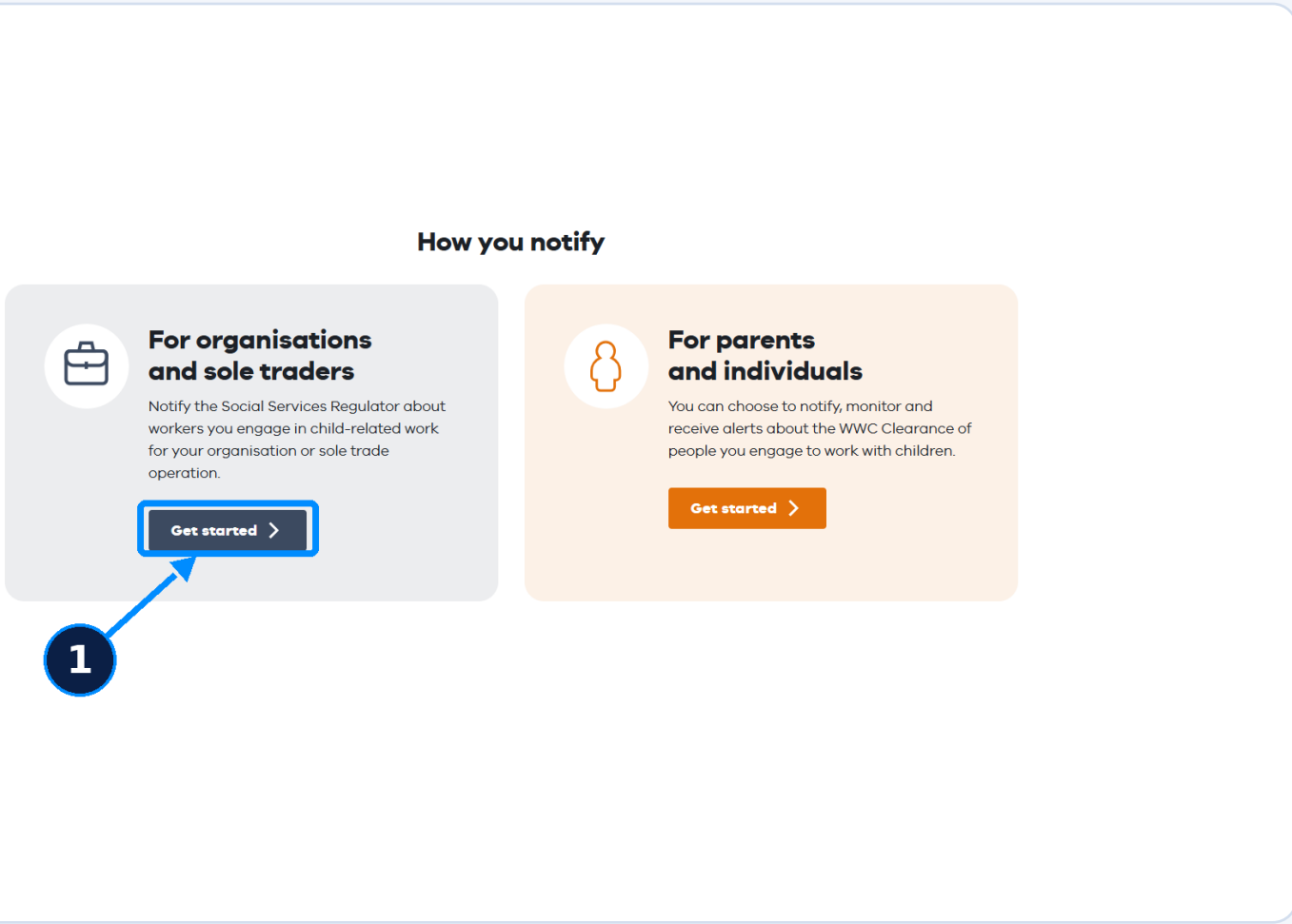
2. Under **What's new**, click **Working with Children Connect**.



Step 5 – Choose For Organisations

Scroll down the Working with Children Connect page to **How you notify**.

1. In the **For organisations and sole traders** panel, click **Get started**.

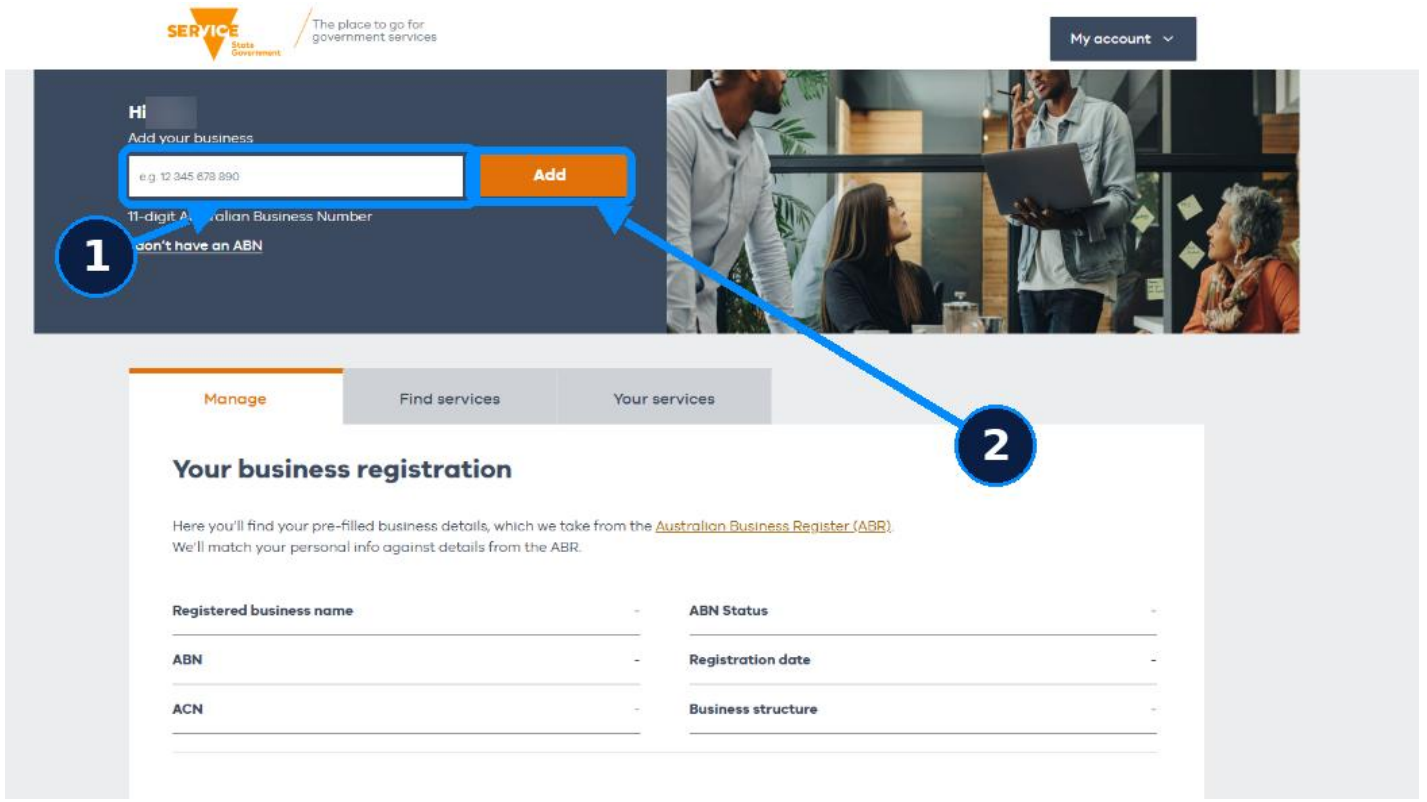


Tip: clubs always use the organisations option – not “For parents and individuals”.

Step 6 – Add Your Club’s ABN

PART A · SET UP

1. Under **Add your business**, type the club’s 11-digit **ABN**.
2. Click **Add**. The search will load your business details.



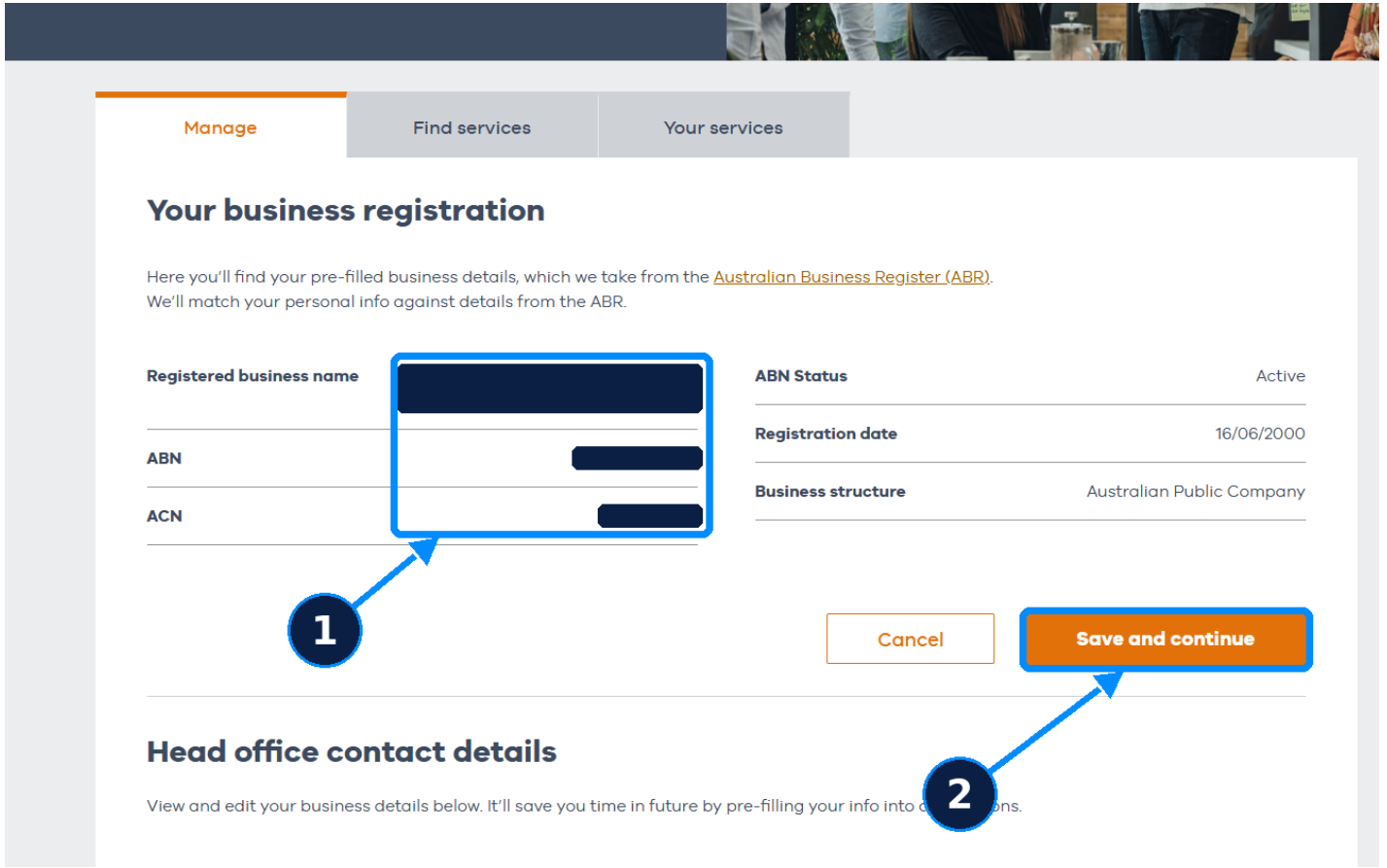
Tip: no ABN? Use the **I don’t have an ABN** link under the box.

Step 7 – Confirm Your Business

PART A · SET UP

Your ABN links to the Service Victoria page and the club's details fill in from the Australian Business Register.

1. Check the **club name, ABN and ACN** shown are correct.
2. Click **Save and continue**.



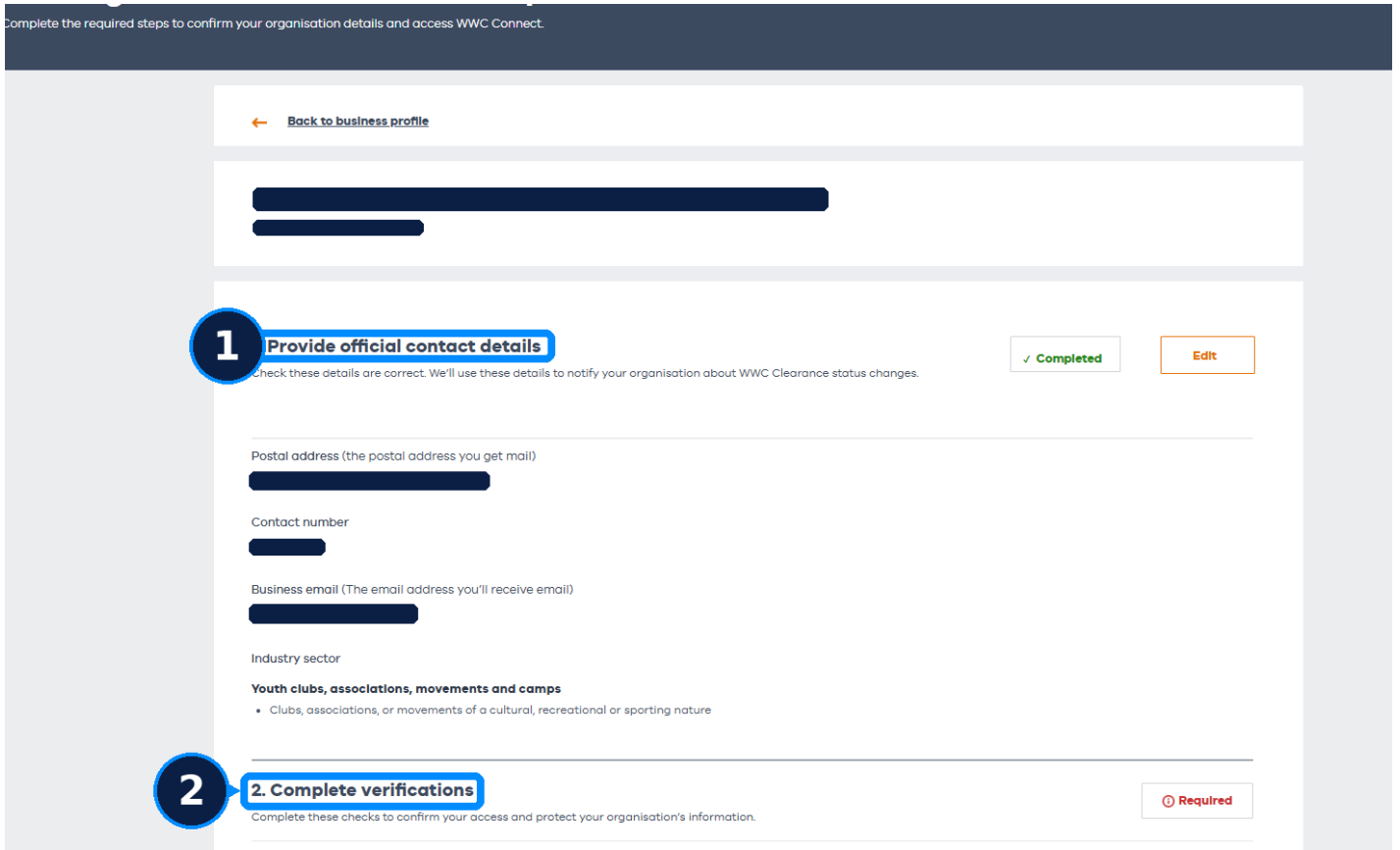
Step 8 – Complete the Club Setup

Two setup tasks must be finished before you can add workers.

1. **Provide official contact details** – postal address, phone and club email for status alerts.

2. **Complete verifications** – confirm your access to protect the club's information.

Tip: use a shared club email (e.g. secretary@) so alerts aren't lost when officials change.



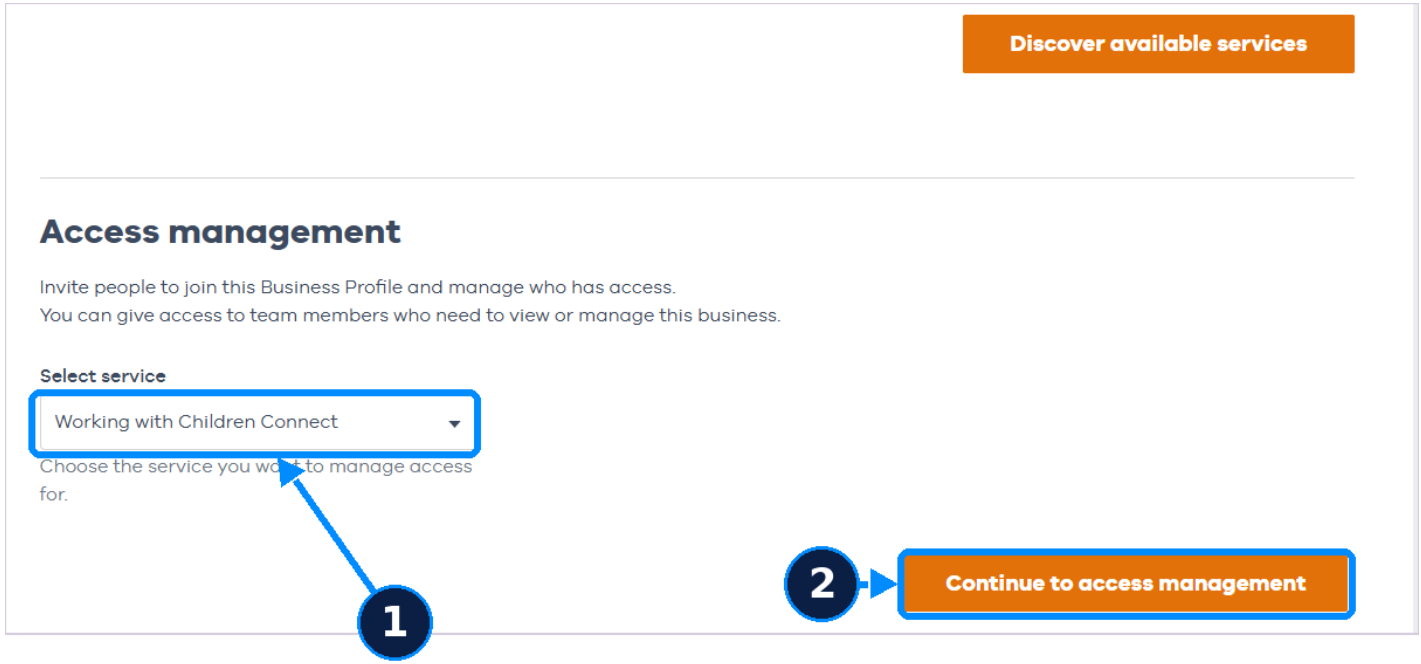
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Step 9 – Open Access Management

Give more than one person at your club access to manage workers.

1. Under **Select service**, choose **Working with Children Connect**.

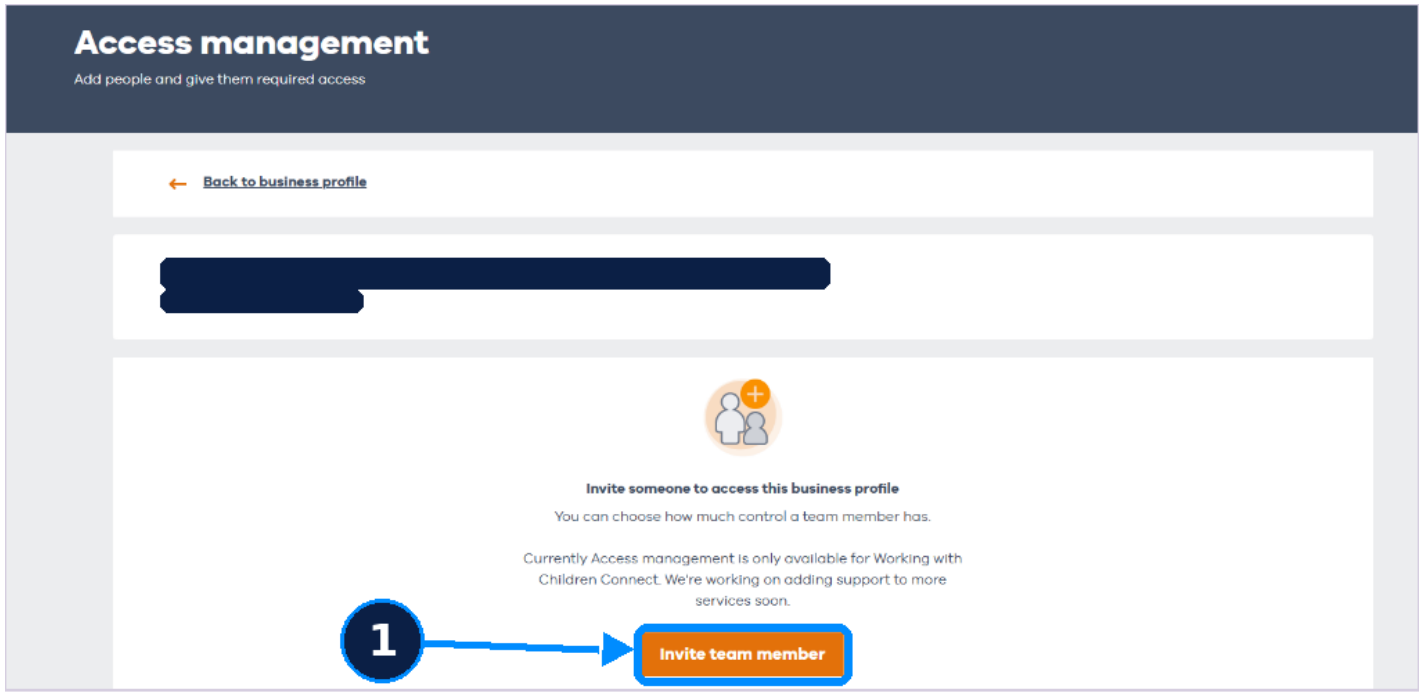
2. Click **Continue to access management**.



Step 10 – Invite a Team Member

Your club’s business profile now shows on the Access management page.

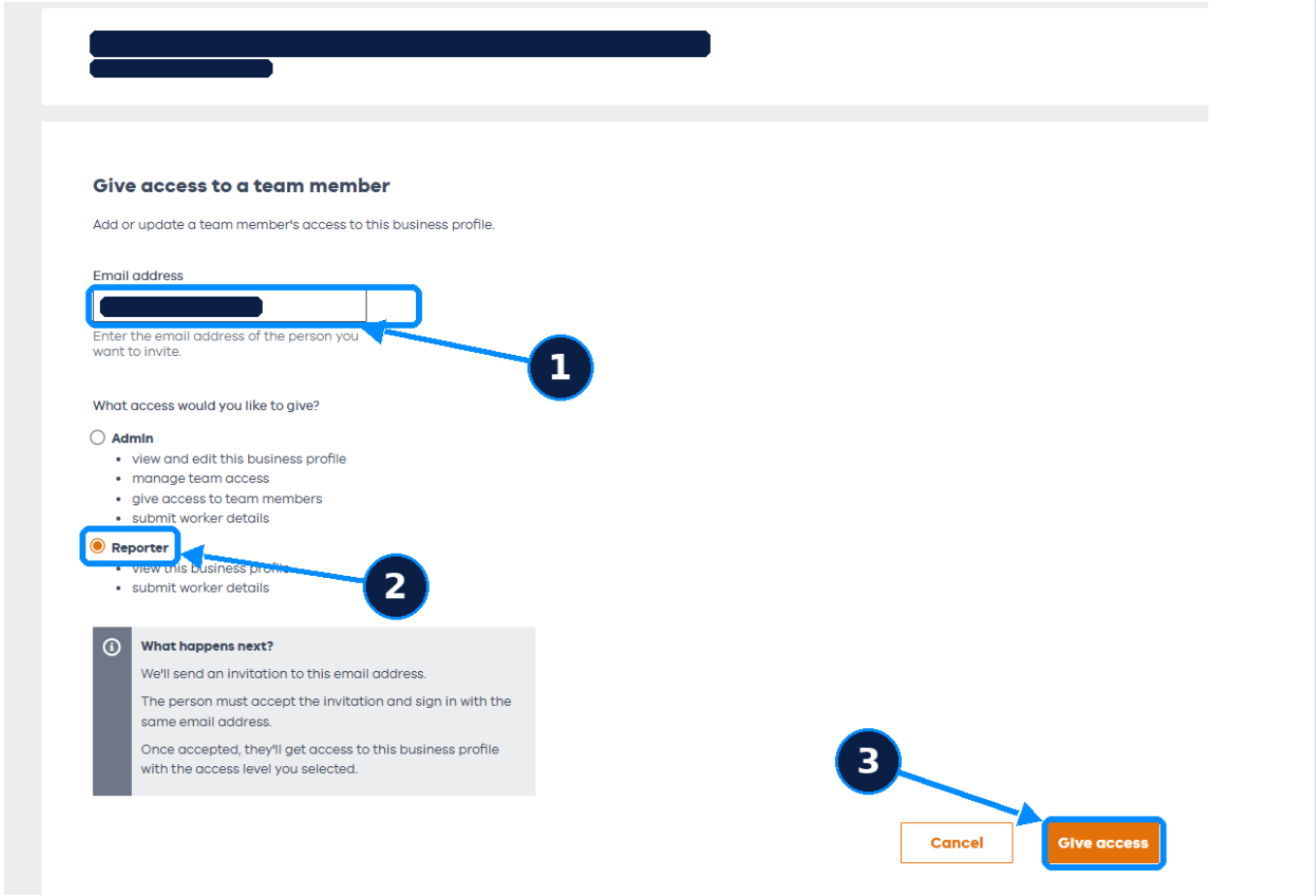
1. Click **Invite team member**.



Step 11 – Give Access

1. Enter the **email address** of the person you are inviting.
2. Select **Reporter** (view the profile and submit worker details).
3. Click **Give access**.

Next: they get an email invite and must sign in with that same email to accept.

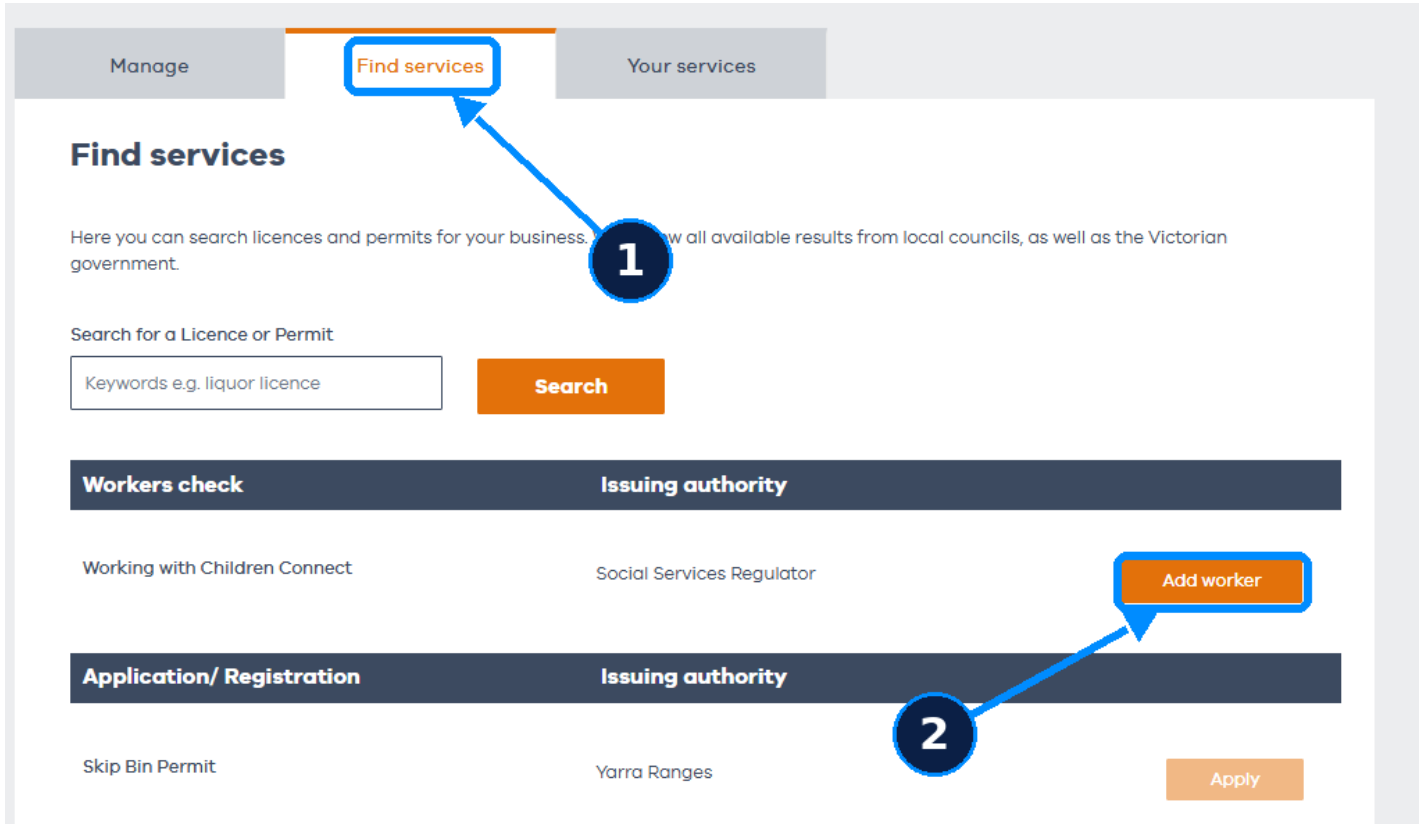


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Step 12 – Go to Add Worker

From your club's business profile:

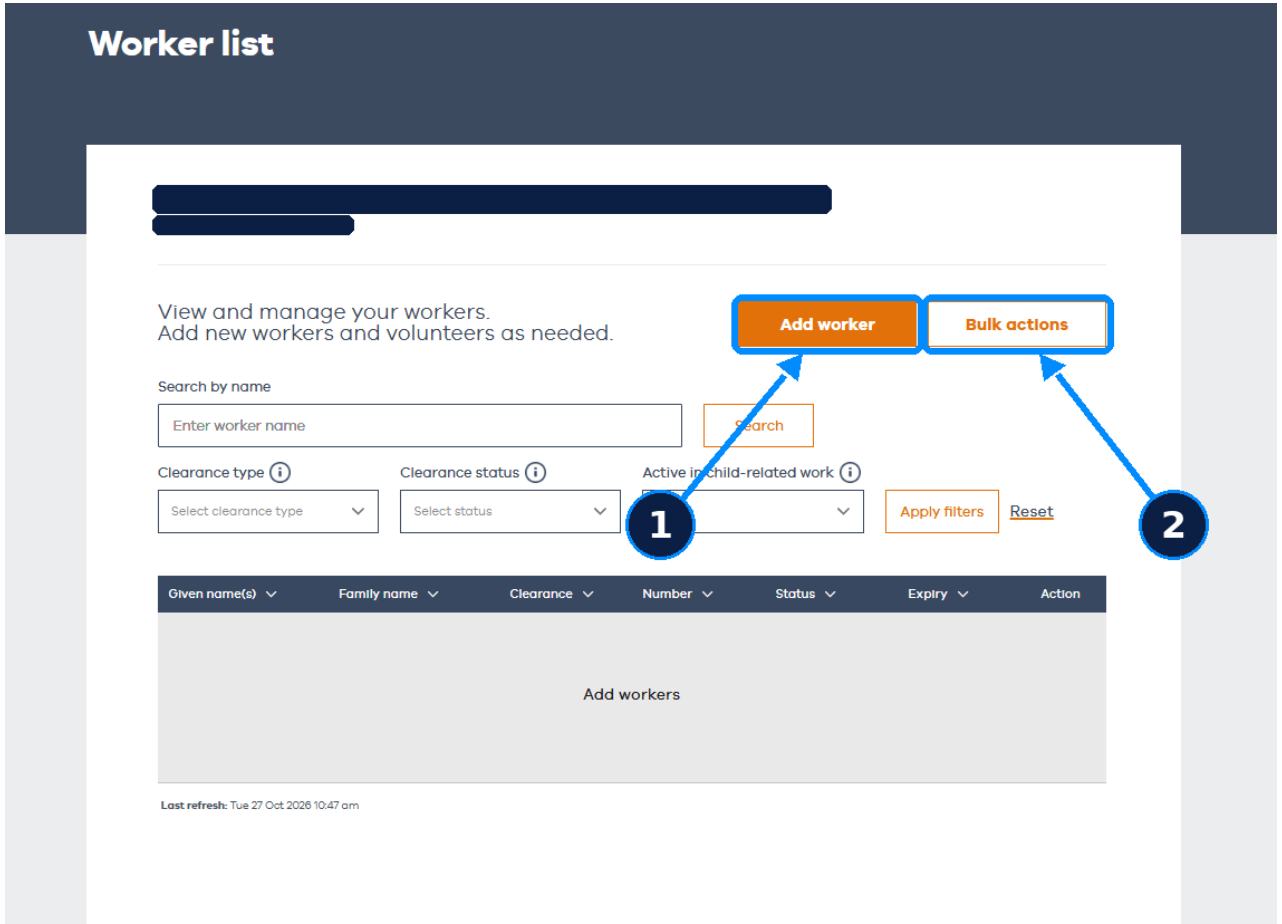
1. Open the **Find services** tab.
2. Next to **Working with Children Connect**, click **Add worker**.



Step 13 – Choose How to Add

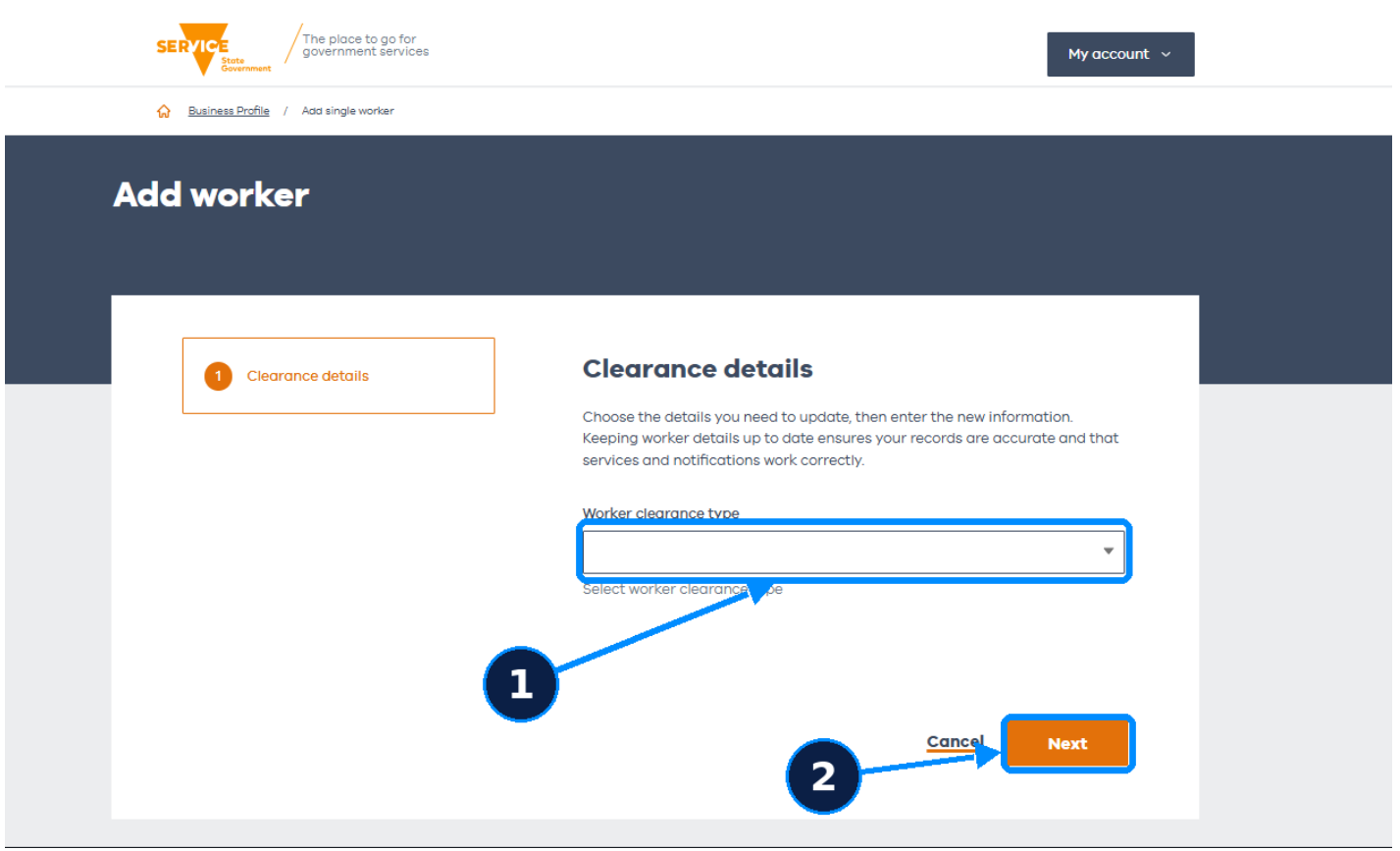
The **Worker list** shows everyone recorded for your club.

1. **Add worker** – add one person at a time (Steps 14–18).
2. **Bulk actions** – add many people with a CSV file (Steps 19–20).



Step 14 – Select the Clearance Type

1. From **Worker clearance type**, choose **Working with Children Check (WWCC)**.
2. Click **Next**.

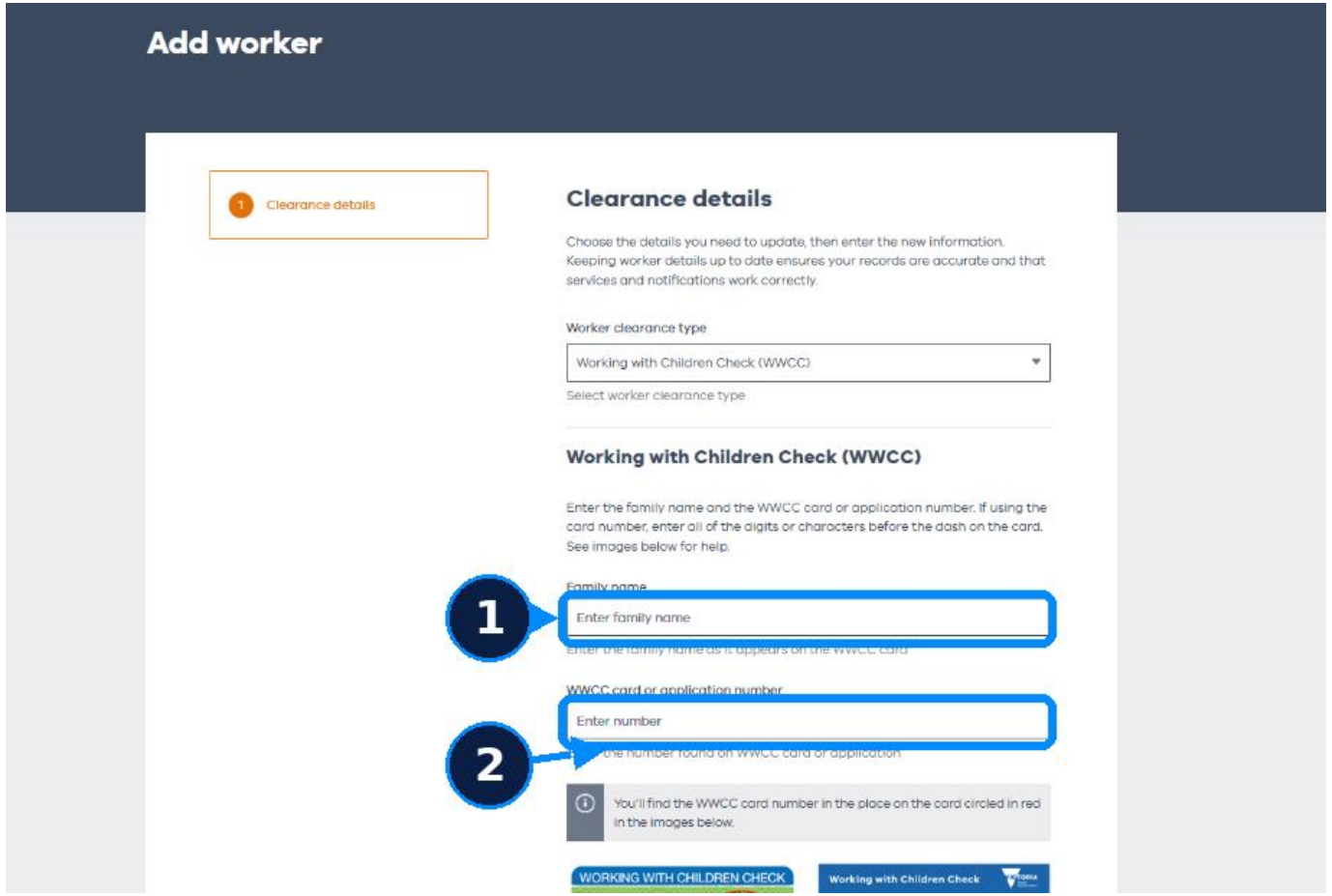


Tip: teachers may hold a VIT registration instead – pick the type that matches their card.

Step 15 – Enter the WWCC Details

1. Type the worker's **family name** exactly as it appears on their WWCC card.

2. Enter the **WWCC card or application number**, then click **Next**.



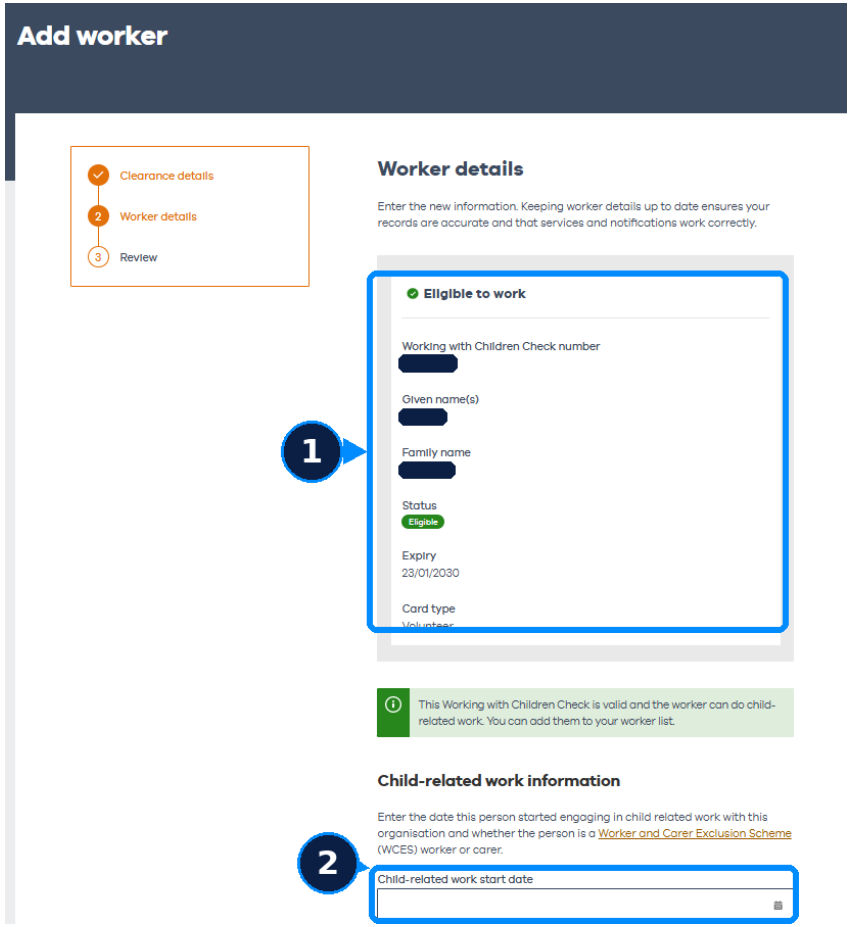
Tip: using the card number? Enter every digit or character **before the dash**.

Step 16 – Check the Worker Details

1. Confirm the result shows **Eligible to work**, with the right name, expiry and card type.

2. Enter the **child-related work start date** and other work details, then continue.

Not eligible? The person must not start child-related work. Speak to your Child Safety Officer.

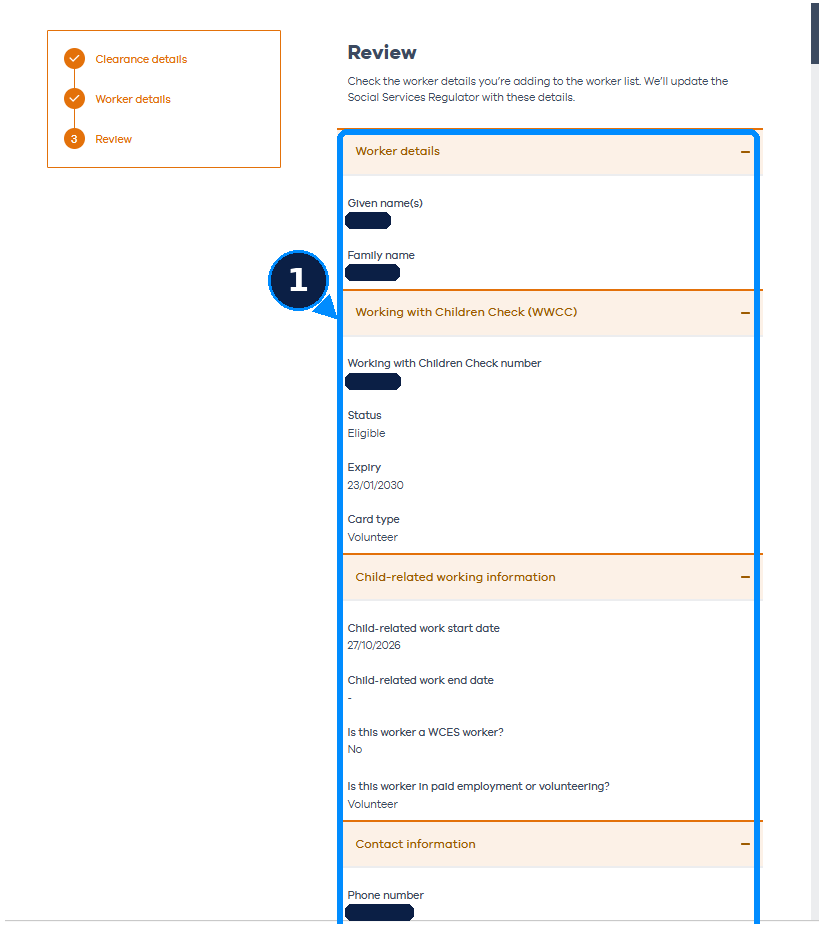


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Step 17 – Review and Submit

1. Read every section on the **Review** page: worker details, WWCC, child-related work and contact information.

Fix anything wrong using the section headings, then submit. These details are sent to the **Social Services Regulator**.

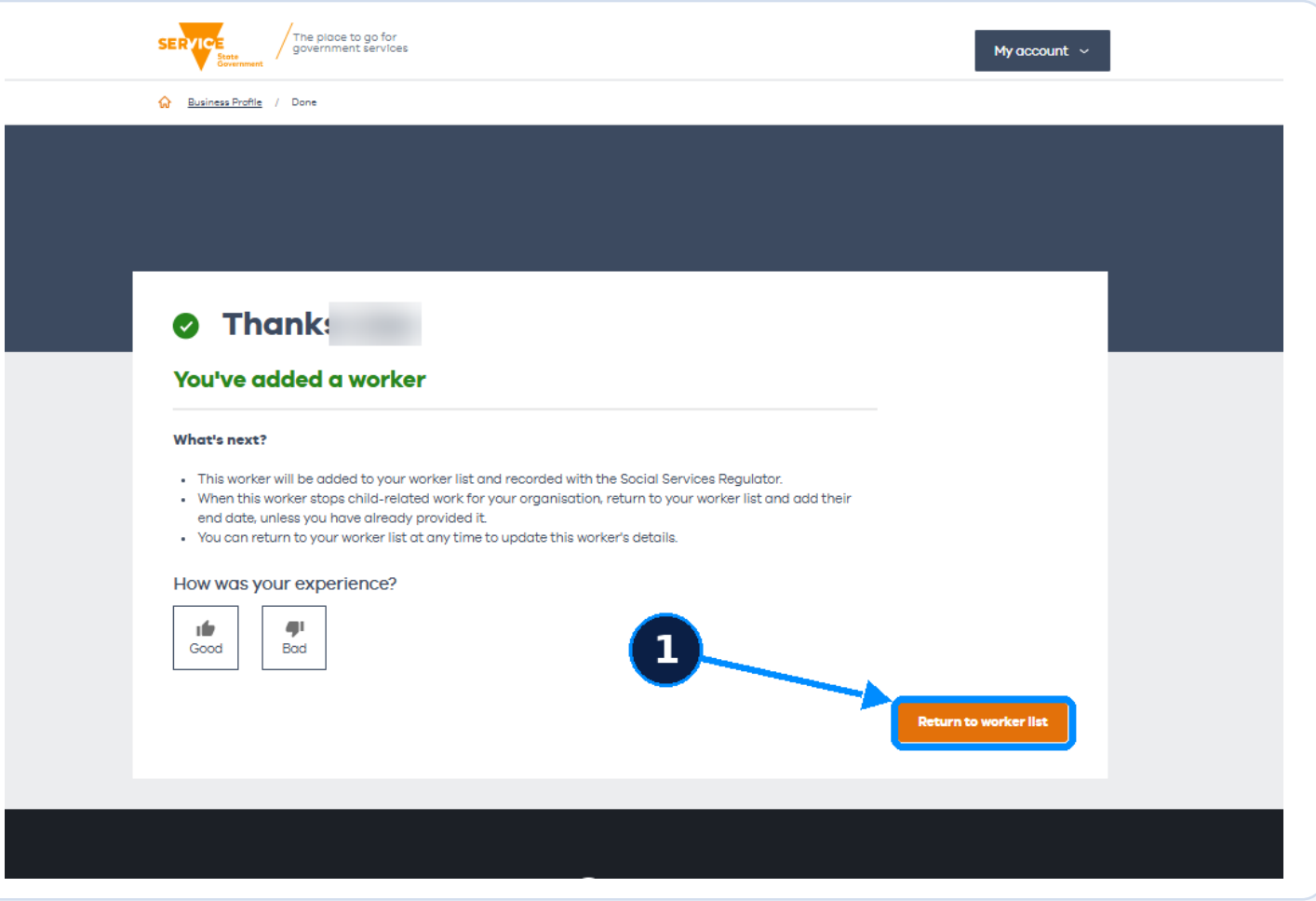


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Step 18 – Worker Added

You'll see **"You've added a worker"**. They are now on your worker list and recorded with the Regulator.

1. Click **Return to worker list** to add the next person.



Remember: when someone stops child-related work, return to the worker list and add their end date.

Step 19 – Download the CSV Template

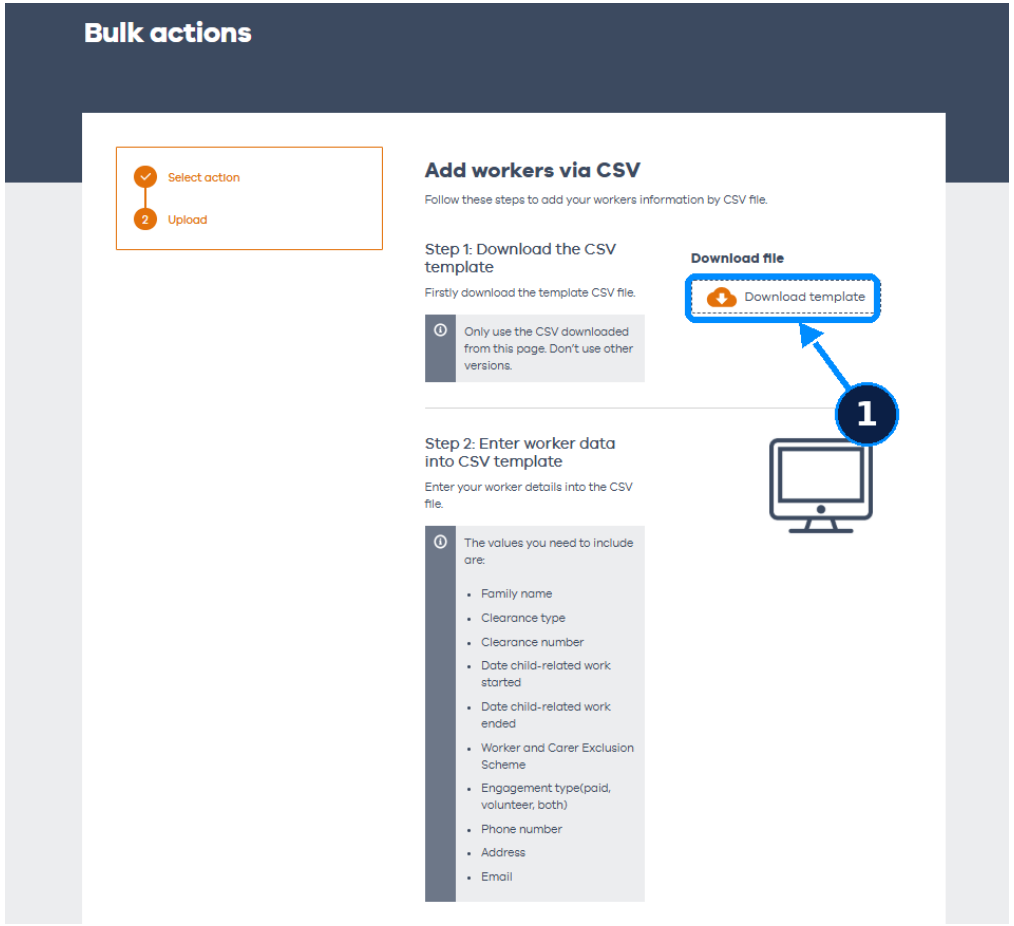
PART D · BULK UPLOAD

From the Worker list, click **Bulk actions**.

1. Click **Download template**, then fill in one row per worker.

Include: family name, clearance type and number, start and end dates, WCES status, engagement type (paid, volunteer, both), phone, address and email.

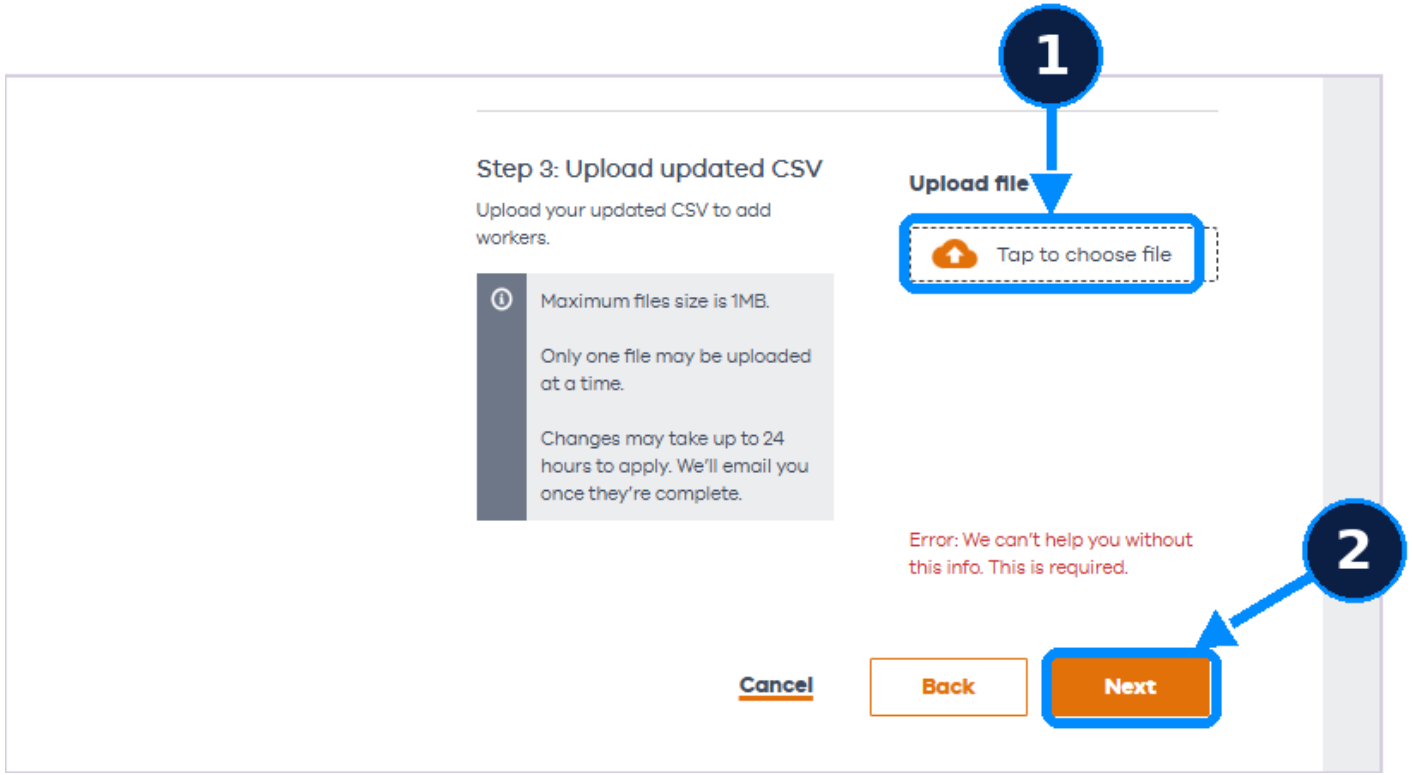
Tip: only use the CSV downloaded from this page – not an older version.



Step 20 – Upload the Completed CSV

PART D · BULK UPLOAD

1. Click **Tap to choose file** and select your completed CSV.
2. Click **Next** to upload.



Good to know: one file at a time, 1 MB maximum. Changes can take up to 24 hours – you'll get an email when done.

Club Quick-Reference Checklist

- [ ] Log in to Service Victoria and verify with the SMS code
- [ ] Open WWC Connect and choose For organisations
- [ ] Add and confirm the club’s ABN
- [ ] Complete contact details and verifications
- [ ] Invite at least one other official as Reporter
- [ ] Collect WWCC numbers for all coaches and volunteers
- [ ] Add each worker, or bulk upload the CSV
- [ ] Check every worker shows Eligible
- [ ] Add end dates when people leave

THE FLOW

Log in → **Link ABN** → **Invite team** → **Add workers** → **Keep up to date**

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THANK YOU

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