

# A Guide to Registering Volunteers

## SAFETY AND LEGISLATION

Girl Guides Victoria (GGV) has always had strong processes to comply with the law and ensure that girls' safety comes first. As of January 2017, the Victorian Government introduced new legislation for managing staff and volunteers who come in contact with children; the process outlined below strengthens our previous practice and complies with this legislation.

All of the information needed to volunteer can be found on the [Girl Guides Victoria website](#). If you have questions, [please email](#) our Volunteer Support Officer.

## WHO NEEDS TO FOLLOW THIS PROCESS?

There are lots of different reasons why people want to volunteer with GGV. Some want to become Youth Leaders and work with girls on an ongoing basis, while others want to share specific skills or volunteer on short-term projects; others just want to help out occasionally.

**The legislation and GGV's processes apply to ALL VOLUNTEERS who may come into contact with girls at Guides more than once a term.**

This can include a parent helper, a member of a support group, a Unit Leader, an Assistant Leader, or those doing regular fundraising.

## WHO DOESN'T NEED TO FOLLOW THIS PROCESS?

There is a different process for people from external organisations who have planned contact with youth members. For example, a Unit Leader may organise an excursion for youth members to Clip and Climb, or an incursion from the Country Fire Authority. Individuals working/volunteering with external organisations need to comply with their organisation's processes, but do not need to be registered with GGV. However, GGV volunteers who organise incursions/excursions must confirm that these external organisations have processes in place to ensure the safety of Guides and comply with legislation. This can be done by simply asking how the organisation checks their staff and volunteers, and using your judgement as to whether this is sufficient in light of GGV's own processes and the nature of the activity.

## WHEN CAN VOLUNTEERS START?

Volunteers may begin regular (more than once a term) volunteering with Guides once they have met the first four out of the five 'Steps to Volunteer' and are registered on our database as a member.

## STEPS TO VOLUNTEER

**Volunteers will have 6 weeks to complete the first four 'Steps to Volunteer'. After these have been completed you will have another 6 weeks to complete 'Step 5':**

**The first four steps must be completed prior to any volunteer starting in their role.**

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1. Complete an online questionnaire and provide two character references through our online program XREF
2. Complete or provide an approved Police Check to GGV or a Victorian Institute of Teaching (VIT) card
3. Complete or provide a valid Working with Children Check to GGV issued by the Department of Justice (or a VIT card)
4. Complete an online GGV adult membership application form
5. Complete your Child Safe Training online

**Once a Potential Volunteer has completed the first four 'Steps to Volunteer' and has become a Registered Volunteer, they will receive an email with a link to complete the online Child Safety Training.**

Note: When a youth member turns 18, she is legally an adult. If a Guide is still a school student when she turns 18, she will still need to follow the same process as any other adult potential volunteer. The Volunteer Support Officer will email each youth member one month before her 18<sup>th</sup> birthday to ask if she would like to become an adult member/volunteer.

## WHO DOES WHAT?

### LEADERS/MANAGERS

Once a Leader/Manager has contacted the potential volunteer and has discussed what role they are interested in, the Leader/Manager nominates the potential volunteer through the [website portal](#).

Action for Leader/Manager: Visit the [GGV website](#) for instructions on how to register a potential volunteer

### VOLUNTEERS

Once the potential volunteer has been nominated, the Volunteer Support Officer will manage the process from then on. There are five steps that a potential volunteer needs to take:

1. [PROVIDE A BRIEF BACKGROUND AND CHARACTER REFERENCES \(XREF\)](#)

**The Volunteer Support Officer will send the potential volunteer a link to complete an online questionnaire and provide details for two character referees.** Some examples of character referees are a work colleague, teacher, Guide Leader or someone who has known you for more than two years. Your character referees will also be required to complete an online questionnaire.

Action for potential volunteer: Respond to questionnaire  
Provide personal referee information

2. [COMPLETE A POLICE CHECK \(PC\) \(OR VIT\)](#)

GGV uses a company called fit2work to conduct all our Police Checks. All Police Checks are paid for by GGV and must be updated every five years. **Once the potential volunteer has been nominated by the Leader/Manager, the Volunteer Support Officer will email the potential volunteer a link to complete a Police Check online.**

Note: Volunteers sometimes ask why they need to get both a Police Check and a Working with Children Check. GGV volunteers often work with money on a local level – for fundraisers, collecting local Unit fees and collecting

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funds to support excursions and camps. A Police Check will tell GGV if a volunteer has had any previous legal outcomes that relate to handling money.

Action for potential volunteer: Complete fit2work form or forward a copy of your current Police Check or forward your VIT card

### 3. COMPLETE A WORKING WITH CHILDREN CHECK (WWCC) (OR VIT)

**WWCCs are completed online by potential volunteers.** Each potential volunteer must go to the WWCC website and complete their own application. WWCCs are free for volunteers and the applicant must specify that the check is for a volunteer.

If the potential volunteer already has a current WWCC, they must go to their WWCC account and add GGV as an organisation, and then provide the Volunteer Support Officer with a copy of their WWCC. The Department of Justice will notify GGV that we have been added to the potential volunteer's profile.

Action for potential volunteer: Apply for a volunteer [WWCC](#) or add GGV as an organisation to your WWCC  
OR Send a copy of the WWCC card/VIT card to the Volunteer Support Officer

### 4. REGISTER AS A MEMBER OF GIRL GUIDES VICTORIA

**All volunteers are required to be members of GGV and need to complete an adult membership online.** Once the potential volunteer has completed the third 'Step to Volunteer', the Volunteer Support Officer will email them a link to complete their adult membership online.

Action for potential volunteer: Complete adult membership online

### 5. COMPLETE THE CHILD SAFE TRAINING

GGV continuously works to ensure our compliance with best practice in Child Safety. We have a zero tolerance approach to child abuse and embed measures to protect children from harm.

To comply with the Victorian Child Safe Standards, GGV has developed our own [Child Safe Framework](#) to support our members to foster a culture of child safety throughout the organisation. The GGV Child Safe Training is a part of our Child Safe Framework. Therefore, all GGV adult members who work with youth members, **must** complete the Child Safe Training and must be made aware of the organisational procedures that have been put in place to protect children in our care.

**Once you have completed the first four 'Steps to Volunteer', the Volunteer Support Officer will email an online link and instructions to complete an online Child Safe Training.** The Training takes approximately one hour to complete. You are able to commence it, take a break and return to it later.

Action for potential volunteer: Complete the Child Safe Training online