Frequently Asked Questions

1. **Why do I need to renew my Working with Children (WWC) Check?**
   
   Your WWC Check is valid for five years. You need to renew if you intend to continue doing ‘child-related work’ after your card expires. The expiry date is clearly marked on the front and back of your card.

2. **How do I renew my WWC Check?**
   
   A renewal application form will be posted to you approximately eight weeks before your WWC Check expires. This form will be pre-populated to include your type of card and contact and work details you have supplied to us.

   If the information on the form is not correct, see FAQ 4.

   If the information is correct, take your application and your current WWC Check card to a participating Australia Post Outlet to lodge your renewal. The WWC Check card is the only proof of identity you need. If you are applying for an Employee card, you will need to pay a fee.

   Once you have lodged, you will be given a stamped receipt, which allows you to continue working while your renewal application is being processed.**

3. **My card is due to expire but I have not received anything. What do I do?**

   Approximately eight weeks before your WWC Check is due to expire your renewal application form will be posted to the last postal address you provided. If you have not received your renewal application form four weeks before your card expires, it may be because we do not have your current address. Please log on to [Online Change of Details](#) and verify that the department has your current postal address.

   If your postal address details are correct and you still have not received your renewal application form, please call the Information Line.

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* Visit the WWC Check website for more information on ‘child-related work’ as defined by the [Working with Children Act 2005](#).

** Does not apply to all cardholders. Refer to FAQ 12 for additional information.

Information Line: 1300 652 879 (8.30am – 5pm Monday – Friday)
4. **How do I renew if my details are incorrect or my renewal form contains out of date information?**

You should not lodge your renewal application form until your details have been updated as it is an offence to provide false information.

You can change/update your contact or work details online at: https://online.justice.vic.gov.au/wwccu, or by calling the Information Line.

You can update your name by downloading and completing a ‘Replacement Card Form’ (this is available from the WWC Check website), and submitting documentation that demonstrates the name change.

Once updated, a new renewal application form will be posted to you.

5. **Can I renew my WWC Check without a renewal application form?**

Yes, but it is a longer process. If you do not use the renewal application form you will need to complete a new application form and lodge this at a participating Australia Post outlet. You will need to submit documents to satisfy the 100 points of required identification, along with a passport size photo.

6. **Can I renew if my photo or signature is not visible on my card?**

If your photo is not a reasonable likeness and your signature does not appear clearly on the card, the Australia Post outlet will not accept your renewal application. If this is the case and you want to renew using the renewal application form, you will need to get a replacement card before you lodge your application. To request this call the Information Line.

Alternatively, instead of using the renewal application form, you may complete a new application form, as outlined in FAQ 5.

7. **Can I change my card type at renewal time, for example from ‘Volunteer’ to ‘Employee’?**

Yes. If you wish to use the renewal application form, you will first need to update this detail and receive a revised renewal application form. See FAQ 4 to find out how you can update your work details. If you are changing from a Volunteer to Employee Check, you will need to pay the fee when lodging your renewal application. There is no fee to apply for a Volunteer Check.
Alternatively, you can change your card type any time by completing a new application form and lodging it at a participating Australia Post outlet.

8. **How do I renew if I have lost/misplaced/do not have my card?**
   If you want to use the renewal application form you will need to apply for a replacement card first, as the WWC Check card is the only acceptable proof of identification you can use.

   If you want to renew your WWC Check without replacing your card, you will need to submit a new application form, as outlined in FAQ 5.

9. **My card has expired, will I be committing an offence if I continue doing ‘child-related work’?**
   There is a limited grace period during which you can continue to work without committing an offence. To find out more contact the Information Line.

10. **Can I change my photo at the time of renewal?**
    You cannot change your photo if you use the renewal application form. If you want to change your photo you will need to submit a new application as outlined in FAQ 5.

11. **How do I renew my WWC Check if I am interstate?**
    You will need a certifying officer to personally sight and certify a copy of your WWC Check card, and witness your signature. You will then need to send the renewal application form and certified copy of your card to the WWC Check unit. See the WWC Check website for more information on the interstate renewal process.

12. **Can I continue working whilst my renewal application is being processed?**
    Yes, in most instances you will be able to continue working in ‘child-related work’ once you have lodged your renewal application and receive a stamped receipt from Australia Post. Your employer or volunteer organisation will advise you if you are unable to work on this stamped receipt.

13. **Do I need to hand in my expired card?**
    No. Once you receive your new WWC Check card, you should destroy the expired card just as you would an expired credit card.
Further information

Additional information is available from:
Website: www.justice.vic.gov.au/workingwithchildren
Email: workingwithchildren@justice.vic.gov.au
Information Line: 1300 652 879
8:30am–5pm (EST) Monday–Friday (excluding public holidays)

If you need an interpreter, please call the Translating and Interpreting Service on 13 1450 and have them contact the WWC Check Information Line.

If you would like to receive this publication in an accessible format, such as large print or audio, email workingwithchildren@justice.vic.gov.au or call the Information Line 1300 652 879, the National relay telephone service (TTY) 13 36 77.

This information is intended as a general guide only. It is not intended to be given as legal advice and should not be relied upon as such. It is recommended that you obtain legal advice relevant to your particular circumstances.