

Villey.

POLICE AND CHILDCARE CHECKS

HELPER SUPPORT GUIDE





HELLO!

This document is to guide Villey helpers through the security sign-up process.

Villey has partnered with Cited, so that helpers can seamlessly obtain National Police Checks and verify Working With Children Checks.

For further information,
please contact Cited Support
support@cited.com.au
(02) 8004 7832

This document shows screenshots of the App process, as at February 2024.

STEP ONE: REGISTERING

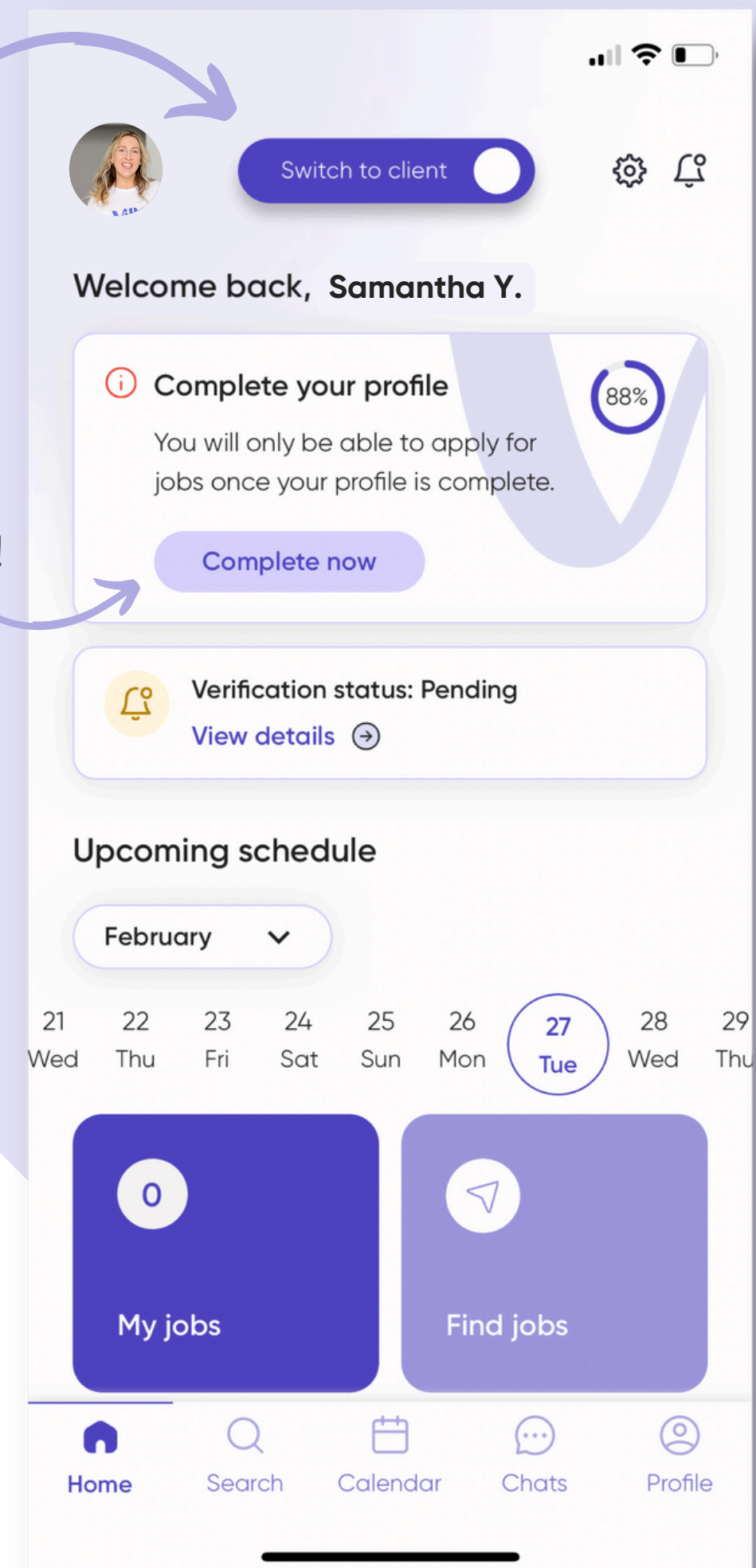
Once you have created an account with Villey, you will land on your homepage - that looks like this.

Helpers will not be able to apply for jobs or chat with clients until they have completed their security checks.

Follow the prompts to complete your profile.

Hint: Make sure you are on the helper side of the app. This toggle switches between client and helper view.

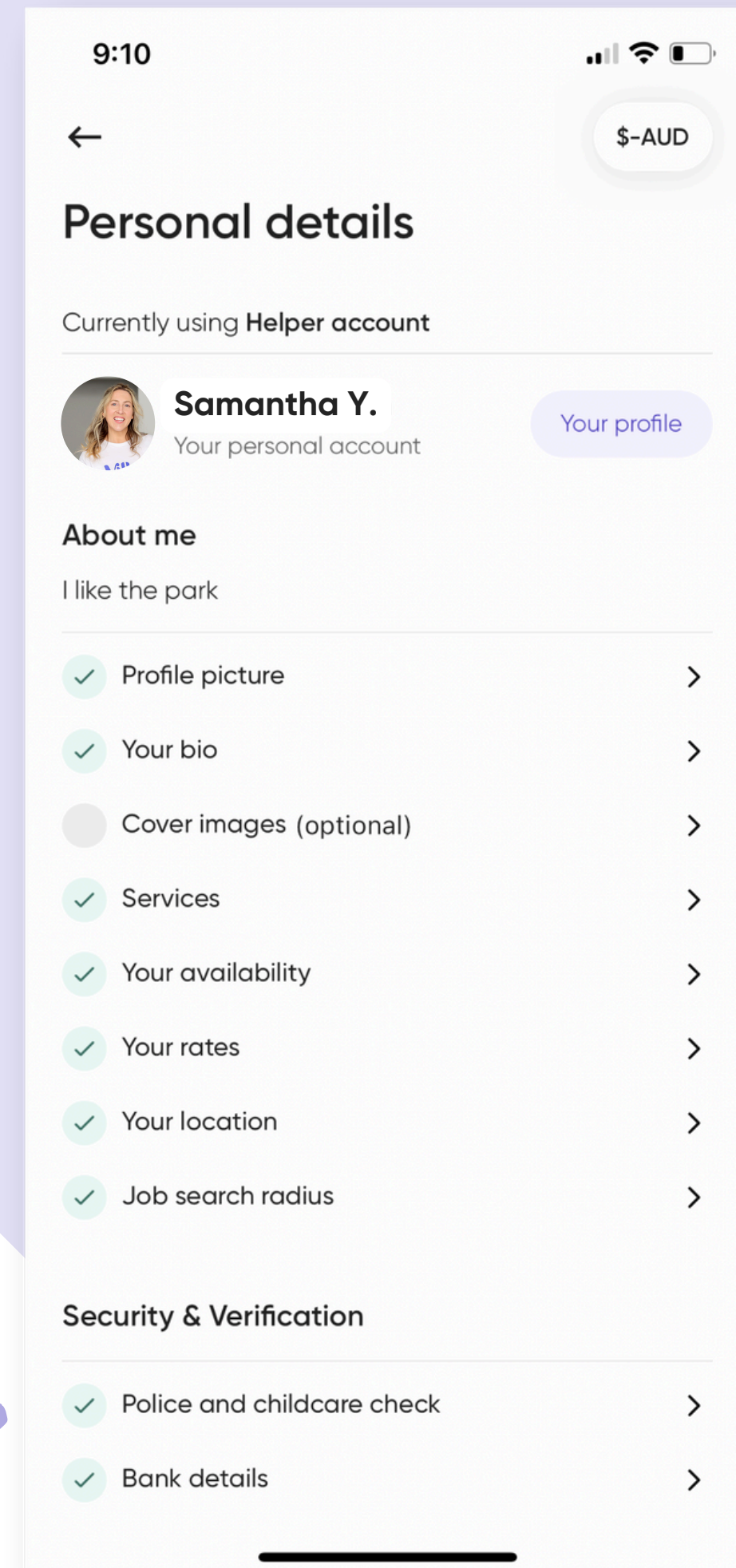
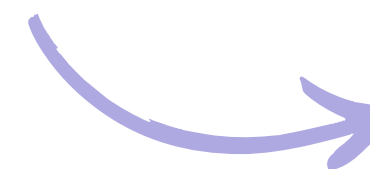
Hint: Shortcut here!



STEP TWO: POLICE AND CHILDCARE CHECK

The following steps will guide you through the security checks.

Click **'Police and Childcare Check'** to begin.



STEP THREE: REGISTERING

At Villey, it is **mandatory** for all helpers to have a valid National Police Check. All checks must be recent at the time of registering as a helper, and **no previous checks will be accepted.**

It is **optional** to select jobs that work with or around children. Therefore, it is optional to verify a Working With Children Check (WWCC).

Only helpers with a WWCC will be able to apply for jobs with children present.

Don't have a WWCC? Please see the ACIC website for more information - [Click here!](#)

9:10

← Edit profile

Security Verification

Keeping the Villey community safe is our highest priority. Verify your credentials to become a trusted and vetted helper.

Please complete a National Police Check to activate your helper profile. This process is quick and easy to do. Please have 100 points of ID ready. You cannot submit any previously obtained Police Checks.

Police Check

Only Villey helpers with a valid Working with Children Check can access jobs with children present. Please upload your current WWCC or simply [apply with your state's issuing authority](#). This process is quick and easy to do. Please note: Villey is unable to issue Working With Children Checks.

Working With Children Check

You will now be directed to the Cited platform to complete your security checks.

Back Apply

9:10

← Edit profile

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Working With Children Check

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Back Apply

Hint: Clicking Apply will navigate to the Cited flow. Either with, or without the WWCC flow.

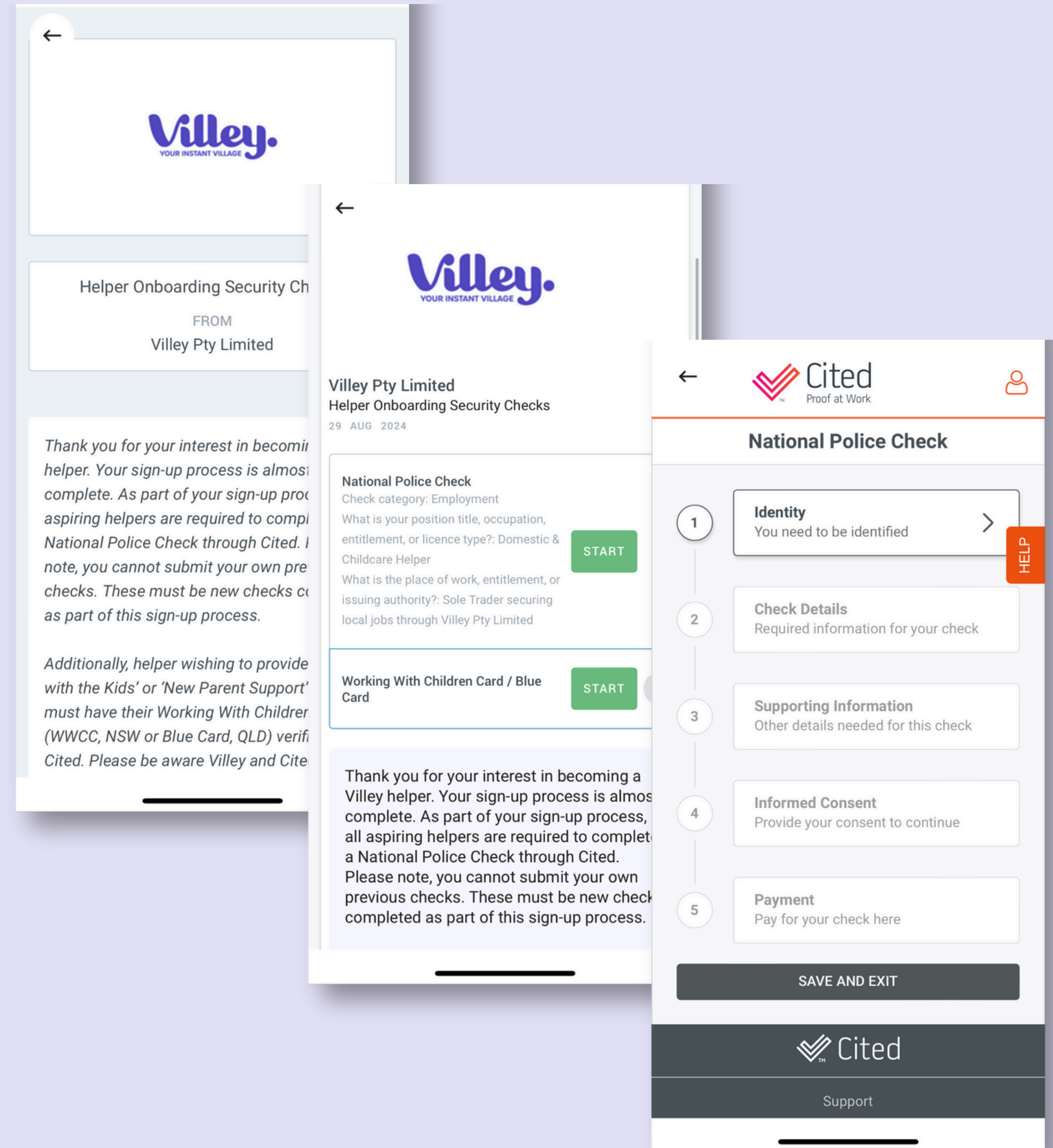
STEP FOUR: SUPPLY IDENTIFICATION

Villey has partnered with Cited, an nationally accredited body authorised to issue National Police Checks (or Nationally Coordinated Criminal History Checks).

Cited will also verify all Australian Working With Children Checks (WWCC) to ensure they are valid, legitimate and within their expiry date.

At this point in the Security Check process you will navigate to the Cited platform. Have your ID ready.

Please note: Cited does not issue Working With Children Checks (WWCC) **Don't have a WWCC?** **Simply apply through your state's authorising body.**



FAQS

How do I troubleshoot a glitch or problem with the app?

With all things technical, from time to time you may come across a glitch, white or frozen screen. In the unlikely event this happens on your phone, we recommend first deleting and redownloading the app (you won't lose your data). If this doesn't work - please get in touch with us as via email (info@villey.co) as we are eager to investigate any and all issues faced by our users.

I have done a Police Check before, with a former employer.

Can I use it to join Villey?

National Police Checks (or Nationally Coordinated Criminal History Checks) are known as a 'point in time' reference check. Meaning, they check on the applicants status at the time of application. To be a helper on Villey, we need to have the most up-to-date security information and therefore can only accept Police Checks conducted by Cited on the Villey app. We understand this is an out-of-pocket expense, so we have worked hard to negotiate a competitive price for Villey helpers to obtain this security check.



FAQS

I only recieved an email with my WWCC ID number. I didn't receive a certificate.

How can I upload it?

When you applied for your WWCC (or Blue Card), you would have received a confirmation email containing your WWCC ID Number. This number would be a combination of numbers and letters. Simply screenshot your email and save the image to your photos. Return to the Cited page and upload the screenshot image where requested.

I've already paid for my Working With Children Check (WWCC), why is there another fee?

The safety of our users and their children is of utmost importance to us. It is a legal requirement for all persons working with and around children under the age of 18 to hold a valid WWCC. As WWCC applicants receive an ID number, we need to be absolutely sure this certificate is valid and legitimate. For a small fee, on behalf of Villey, Cited checks the validity of your WWCC ID number to be absolutely sure the WWCC ID matches the user.





Villey.

GOT A QUESTION?

We are here to help!

For Cited process enquiries:
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or call (02) 8004 7832

For all other inquiries:
info@villey.co

