



Rotary Australia World Community Service Ltd

Volunteer Team Registration

Child Safeguarding Processes

22 May 2025

Overview

Rotary Australia World Community Service (RAWCS) has recently introduced enhanced team registration processes to further enhance the safety of children where team members may have contact with children.

Under Australia's child safeguarding framework, 'contact with children' generally refers to any interaction or engagement with children in the course of work, volunteering, or service delivery. This can include direct physical or face-to-face contact, as well as indirect forms of interaction, such as communication through digital platforms or being in a position to influence a child's environment or wellbeing.

The framework emphasizes the importance of safeguarding children from harm and ensuring their best interests are a primary consideration in all decisions and actions. It applies to individuals and organizations involved in activities or services that may impact children, including education, healthcare, community services, and more.

During the team registration process, team leader's must indicate whether their team is likely to have contact with children, as defined above. If they do, RAWCS will request further information from each team member, including an online interview of referees for each team member.

This document outlines the changes to the team registration process introduced as a part of this child safeguarding. It is divided into four sections:

1. Changes affecting all teams.
2. Changes affecting members of teams who will have contact with children.
3. Referee questionnaire.
4. New processes for RAWCS Regional Volunteer Supervisors and Regional Coordinators.

1. Changes affecting all teams

There are two changes which apply to the registration process for all teams, neither of which are too onerous.

Firstly, all teams must indicate if team members will have contact with children. This is done as a part of the registration process:

Contact with children: ☐ Yes ☐ No

Will members of this team interact or engage with children in the course of volunteering? This can include direct physical or face-to-face contact, as well as indirect forms of interaction, such as communication through digital platforms or being in a position to influence a child's environment or wellbeing.

The second change is to the process of uploading Working With Children Check (WWCC) documentation. All team members have always been required to upload a copy of their WWCC card or documentation. This process now displays in a pop-up dialogue box of your web browser:

Child Protection Details for Samwise Finn

WWCC: Information: [Info](#)

WWCC Card: [Upload](#)

[Close](#)

That's it – there's no other changes for teams where there's no contact with children.

2. Changes affecting members of teams who will have contact with children

Members of teams where the team leader has indicated that there will be contact with children must supply the following information:

- WWCC card or documentation (as they do currently).
- The name, phone number and email address of two referees.
- Answers to six questions relating their experience and approach to working with children.

This information is entered by each team member using the same pop-up dialogue as they use to upload their WWCC documentation, although now the pop-up is much larger:

Child Protection Details for John Roberson

WWCC: Information: [Info](#)

WWCC Card: [Upload](#) [View](#)

Referees: Please nominate two referees. The referees will be asked to complete a brief questionnaire containing questions on general conduct, reliability and where relevant, experience working with children or vulnerable people.

Referee 1: Name:

Email:

Phone:

Referee 2: Name:

Email:

Phone:

and

As part of meeting our obligations under the Australian Council for International Development (ACFID) Code of Conduct, we ask all volunteers to respond to the following questions.

These questions help us understand how your experience and approach align with the responsibilities of volunteering overseas, particularly when working with children or vulnerable people. Please answer using examples from your personal, professional, or community experience—even if you haven't volunteered internationally before.

Your responses help us ensure that RAWCS-supported activities are delivered safely, respectfully, and in line with our safeguarding responsibilities.

- 1: What motivates you to be involved in overseas humanitarian work, and how have your life or work experiences prepared you for this role?
- 2: Describe a time when you had to adjust to an unfamiliar environment or situation. What helped you respond effectively?
- 3: What do you understand by 'child safeguarding' and why is it important in overseas volunteering? How might you apply these principles in your role?
- 4: Describe a time when you needed to set or maintain clear boundaries in a personal or professional situation. How did you manage it?
- 5: What would you do if you became aware of a concern about the treatment of a child or vulnerable person while volunteering?
- 6: Volunteering overseas can present unexpected challenges. How do you plan to keep learning and adapting to stay effective and respectful in this kind of work?

Each team member must supply all referee details and complete all six questions.

Each answer is not limited to the two lines displayed – the boxes will automatically expand to accommodate longer answers (up to 2,000 characters each).

Answers supplied by team members are reviewed by RAWCS supervisors and coordinators (see section 4, below).

3. Referee questionnaire

Once identified, each of the two referees is sent an email asking them to complete a questionnaire. The email reads:

Dear Bob Hawke

RAWCS (Rotary Australia World Community Service) supports a wide range of overseas humanitarian and development projects. As part of our due diligence, we are seeking referee input to help confirm the suitability of individuals involved in this work.

You have been nominated as a referee for **Bilbo Baggins**, and we would appreciate it if you could complete a brief questionnaire. The questions focus on general conduct, reliability, and—where relevant—experience working with children or vulnerable people. Most require only a yes, no, or I don't know response and should take no more than 5–10 minutes to complete.

Please complete the questionnaire here:

<https://volunteers.rawcs.com.au/ChildProtectionQuestionnaire.aspx?Referee=AiXVbKmAwmbUcKmAw>

If you would prefer to provide your feedback by phone or have any questions, please feel free to contact the RAWCS office on [02 8833 8306](tel:0288338306).

Each referee will click on their unique link to be taken to the online questionnaire:



RAWCS Team - Child Protection Referee Questionnaire

RAWCS (Rotary Australia World Community Service) supports a wide range of overseas humanitarian and development projects. As part of our due diligence, we are seeking referee input to help confirm the suitability of individuals involved in this work.

You have been nominated as a referee for **Mrs Patricia Margaret Davies**, and we would appreciate it if you could complete the brief questionnaire below. The questions focus on general conduct, reliability, and — where relevant — experience working with children or vulnerable people. Most require only a yes, no, or I don't know response and should take no more than 5–10 minutes to complete.

If you would prefer to provide your feedback by phone or have any questions, please feel free to contact the RAWCS office on [02 8833 8306](tel:0288338306).

Online Reference Questionnaire

Please answer each question by selecting one option. If you answer 'Yes' to any question where further explanation may be relevant, you may be asked to provide more detail.

The thirteen questions are:

1. Did you work directly with the applicant in a supervisory or managerial capacity?
2. Was the applicant in a role that involved interaction with vulnerable individuals or children?
3. Was the applicant reliable and trustworthy in their role?
4. Did the applicant demonstrate respectful behaviour toward others, including colleagues and service users?
5. Were you confident in the applicant's ability to work independently?
6. Are you aware of any concerns about the applicant's behaviour toward children or young people? (If yes, you may be asked to provide further detail)

7. Are you aware of any incidents where the applicant breached child safety guidelines or your organisation's code of conduct? (If yes, you may be asked to provide further detail)
8. To your knowledge, has the applicant ever been the subject of a child protection investigation or disciplinary process? (If yes, you may be asked to provide further detail)
9. Would you feel comfortable with the applicant working one-on-one with a child or young person?
10. Have you ever observed the applicant respond appropriately to a concern involving a child's safety or wellbeing? (If yes, you may be asked to describe the situation briefly)
11. Would you recommend this person for a volunteer role in a humanitarian or community setting?
12. Would you be comfortable placing this person in a role where they may encounter vulnerable people or children?
13. Knowing what you know about them, would you want them on your team again?

Answers supplied by the referees are reviewed by RAWCS supervisors and coordinators (see section 4, below).

Volunteer supervisors and coordinators can re-send emails to referees at any time.

4. New processes for Regional Volunteer Supervisors and Regional Coordinators

For RAWCS Regional Volunteer Supervisors and Regional Coordinators there is now an additional action added for each team:

Regional Supervisor Actions	
Amend details:	Edit
Team member details:	Review
Child protection:	Review 
Sponsor club pres approval:	Review 

The new action – Child Protection – is the third action and only appears for teams where the team leader has indicated that the team will have contact with children.

Clicking on the 'Review' button to the right of 'child protection' takes you to the following page:

Team member details							
Team Member	Role	WWCC	Member Questions	Ref 1 Details	Ref 1 Questions	Ref 2 Details	Ref 2 Questions
John Roberson	Team Leader	✓	✓	✓	 ✗	✓	 ✗
Bilbo Baggins	Volunteer	✓	✗	✓	 ✗	✓	 ✗
Cameron McKern	Volunteer	✓	?	✓	?	✓	?

A description of each of the columns and functions available to supervisors and coordinators:

Column	Icon	Meaning / action	Action
WWCC		WWCC card or document has not yet been uploaded.	
	✓	WWCC card or document has been uploaded.	Click on the icon to display the uploaded image.
Member Questions		The team member has not answered their six child protection questions.	
	?	The team member has answered their six questions, although they have not yet been reviewed.	Click on the icon to display the six answers given and to review them. You can then tick 'All Okay' or 'I have concerns'.
		The team member has answered the six questions but the reviewer has concerns with the responses supplied.	Click on the icon to display the six answers given and to further review them.
	✓	The team member has answered the six questions and the reviewer has marked the responses supplied as 'all okay'.	Click on the icon to display the six answers given.
Ref 1 Details		The team member has not yet supplied details of their first referee.	
	✓	The team member has supplied details of their first referee.	Click on the icon to display the referee's details.
Ref 1 Questions			Re-send the questionnaire email to the team member's first referee.
		The first referee has not yet completed the questionnaire.	
	?	The first referee has completed the questionnaire, although the answers given have not yet been reviewed.	Click on the icon to display the thirteen answers given and to review them. You can then tick 'All Okay' or 'I have concerns'.
		The referee has answered the six questions but the reviewer has concerns with the responses supplied.	Click on the icon to display the thirteen answers given and to further review them.
	✓	The referee has answered the thirteen questions and the reviewer has marked the responses supplied as 'all okay'.	Click on the icon to display the thirteen answers given.
Ref 2 Details		As per 'Ref 1 Details', but for the second referee.	
Ref 2 Questions		As per 'Ref 1 Details', but for the second referee.	

For a team to be successfully registered, all columns must display a green tick.

More information

If you have a query about this policy or need more information, you can contact us via:

- email: info@rawcs.org.au
- phone: +61 2 8833 8306
- post: Rotary Australia World Community Service Ltd

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