

# Frequently Asked Questions (FAQs)

## Volunteer Reference Checking with Veremark



### For Groups:

Who is covering the cost for the new Online Reference Checks?

- The cost for the Veremark online system will be covered by Branch and is approved by The Board.

Do I need to do anything at group level to prepare for the new reference check process?

- No, simply continue to ensure all A1 and A2 forms are filled in correctly, noting that the reference check section on the current forms is no longer required.

I was happy to do the reference checks for new volunteers myself. Why are we moving to a new process where someone else does it?

- We are required to undertake checks and document the process. Veremark allows us to do so with a central management/record system, that allows us to ensure that we are compliant.

How do I manage the Online Reference Checks for prospective volunteers at my group?

- They can't access the system, support the individual with emails and filling in details online.

Does the Group need to contact Scouts SA Head Office to get a reference started?

- No, the process will be initiated once an A1 or A2 form has been received as the WWCC and NPCs currently are initiated.

What happens if my prospective volunteer is deemed not suitable to Volunteer - what happens next?

- Team Leaders will be informed, and a standardized letter will be mailed to the applicant informing them that they are unsuccessful in conjunction with their NPC and WWCC results.

### General:

How secure are personal details provided to Veremark?

- Access the [Veremark Data protection policy](#) for more information.

Who can view a referee's responses?

- Referee's responses are confidential and will not be shared with applicants. Veremark provides the results to selected Scouts SA staff who will only share results with senior volunteers in the event of negative results that may affect an applicant's viability as a Scouts SA volunteer and require review.

I have questions that aren't covered on the FAQ's, who can I talk to?

- Leader Development Officer (Bek Marshall): [membership@sa.scouts.com.au](mailto:membership@sa.scouts.com.au)
- Deputy Chief Commissioner (Greg Warnes): [dcc@sa.scouts.com.au](mailto:dcc@sa.scouts.com.au)

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## Volunteer Reference Checking with Veremark



### For Applicant:

How long do I have to submit my referee's details?

- An applicant has 14 days to respond with referee details.

I haven't received an email to supply referee details from Veremark and I have checked both spam/junk folders in their inbox - what do I do?

- Email [membership@sa.scouts.com.au](mailto:membership@sa.scouts.com.au) to have it resent, consider an alternative email address.

Who can I put down as a referee?

- We request that one or both of your referees are a current or previous Supervisor/Team Leader/Manager. Your second referee can additionally be a personal reference that is NOT a direct family member.

How do I know if there is an issue with my referees? (e.g. incorrect details or no response received)

- You will be contacted by the Member Services team if there is an issue, alternatively you can email [membership@sa.scouts.com.au](mailto:membership@sa.scouts.com.au) with any corrections or alternative referee details.

Do I receive a notification to inform me that my reference check is completed?

- Your application will not be considered finalised until your WWCC, NPC and Reference checks are completed and cleared. Following this you will receive a welcome pack in the mail.

### For Referee:

How long do I have to complete the reference survey?

- A referee has 14 days to complete their survey.

I haven't received an email to complete the reference survey from Veremark and I have checked both spam/junk folders in their inbox - what do I do?

- Email [membership@sa.scouts.com.au](mailto:membership@sa.scouts.com.au) to have it resent, consider an alternative email address.

How long will the survey take me to complete?

- The survey is a total of 9 Questions, with a mixture of multiple choice and text responses. It will take approximately 10-20mins depending on the level of detail you provide.

# veremark.