



PLAYSAFE IN PLAYHQ

BEST PRACTICE GUIDE
FOR ASSOCIATIONS
AND CLUBS

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PlaySafe
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PlaySafe Dashboard – Best Practice Guide for Associations and Clubs

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Purpose

The PlaySafe Dashboard provides organisations with a central view of the Working with Children Check (WWCC), Victorian Institute of Teaching (VIT) and Member Protection Declaration (MPD) status of participants in positions of trust.

This guide outlines Basketball Victoria's recommended approach to using PlaySafe to monitor child safety compliance, identify participants requiring follow-up and maintain accurate records.

The recommendations in this guide are **best practice guidance and are not intended to replace an organisation's own child safety policies, legal obligations or risk management procedures**.

What is PlaySafe?

PlaySafe is a service integrated into PlayHQ to support the verification and ongoing monitoring of WWCC and VIT credentials.

Rather than relying solely on spreadsheets, downloaded reports and individual manual checks, PlaySafe provides organisations with a centralised view of a participant's child safety status.

The system:

- validates WWCC and VIT details against the relevant verification service;
- monitors validated credentials;
- identifies participants whose details require follow-up;
- provides visibility of child safety status through the PlayHQ profile and PlaySafe Dashboard;
- provides notifications relating to invalid or revoked credentials; and
- records the Member Protection Declaration within the registration process.

Best practice recommendation: Organisations should use the PlaySafe Child Safety Dashboard as their primary tool for monitoring participant child safety status within PlayHQ.

Legal and Compliance Responsibility

The responsibility for ensuring that any person appointed to a child-related role holds a valid Working with Children Check (WWCC) rests with the **association or club that appoints or engages that person**. This obligation arises under the Worker Screening Act and is not an additional requirement imposed by Basketball Victoria or PlayHQ.

PlaySafe does not transfer, replace or assume this responsibility. **It is a tool provided by Basketball Victoria to assist associations and clubs to meet their existing child safety and worker screening obligations more efficiently.** Associations and clubs remain responsible for reviewing the information available to them, identifying any issues and taking appropriate action to ensure that individuals in child-related roles hold the required valid clearance. The use of PlaySafe does not remove or delegate this obligation to Basketball Victoria, PlayHQ or the

PlaySafe platform. The organisation appointing the individual remains accountable for ensuring the person is appropriately cleared before undertaking a child-related role.

When should you use the PlaySafe Dashboard in PlayHQ?

The PlaySafe Dashboard should form part of your organisation's regular child safety administration.

Basketball Victoria recommends:

- **During peak registration periods**
Review the dashboard **at least weekly**.
This allows administrators to identify issues early and follow up with participants while registrations are still being processed.
- **After the peak registration period**
Review the dashboard **at least every 30 days**.
- **At other times**
Organisations should continue to monitor the dashboard regularly and should not rely solely on participant registration activity to identify changes to child safety status.

A simple routine:

Dashboard → Need to Follow Up → Investigate → Contact participant → Resolve → Recheck

The aim is to make child safety monitoring a routine administrative activity rather than a reactive process.

Understanding the PlaySafe Dashboard

The **Need to Follow Up** section provides administrators with an at-a-glance view of participants requiring attention.

Depending on the participant's status, this section may include:

- **Invalid**
- **Not Provided**
- **Expiring in 90 Days**
- **Expired**
- **Name Mismatch**

Important

The default **Need to Follow Up** view does **not** include:

- Valid; or
- In Progress.

If you want to see the complete picture of your organisation's child safety status, use **How your organisation is tracking**.

This provides visibility across all status categories.

Understanding the different statuses

Status	What it means	Action	Can the participant participate?
Valid	The credential has successfully validated	No follow-up required	Yes
In Progress	The validation has not yet successfully completed	Investigate and follow up	No
Invalid	The credential details have not validated	Contact participant and resolve before participation	No
Not Provided	Required credential information has not been provided	Contact participant	No
Expired	The credential has expired	Contact participant and request updated details	No
Expiring in 90 Days	The credential is approaching expiry	Notify participant and encourage early renewal	Yes
Name Mismatch	The name entered does not align with the relevant profile/credential information	Investigate and resolve where appropriate	Yes, but only once participant has been confirmed as the card holder by the organisation.

Statuses

Valid

A **Valid** status indicates that the participant's credential has successfully passed the PlaySafe validation process.

Recommended process/action:

- **No follow-up is required.**

Organisations should still maintain their regular dashboard monitoring process because a credential that is valid today may subsequently expire or become invalid.

In Progress

A **In Progress status** requires investigation.

It should not be assumed that the participant's check will resolve automatically.

An **In Progress** status may indicate that something in the information provided during registration requires attention.

Recommended process/action:

1. **Check the dashboard**
 - a. Review the participant's information and confirm:
 - b. first name.
 - c. middle name.
 - d. last name; and
 - e. WWCC/VIT details.
 - f. The dashboard can also help identify the name entered by the participant during registration.
2. **Check the name**
 - a. Pay particular attention to the name entered during registration. For example:
 - i. WWCC Card: **John Bob Smith**
Name entered during registration: **John B Smith**
 - b. The participant should be asked to return to the Child Safety section of their PlayHQ account and update the middle name to **Bob**.
3. **Check the WWCC number, valid from and expiry dates**
 - a. Check that the participant has entered the correct WWCC number, valid from and expiry dates.
4. **Open the participant's profile**
 - a. Click the **profile link** from the dashboard.
 - b. Scroll to the participant's **Child Safety tile**.
 - c. Review the information displayed there and look for an error or reason explaining why the validation has not completed.
5. **Contact participant to update required changes**
6. **Recheck**
 - a. Once the participant has corrected their details, allow the PlaySafe validation process to run and then recheck their status.
 - b. If you are unable to locate the error, please submit a support request [HERE](#) and PlayHQ can assist you.

Best practice:

Do not simply leave participants sitting in **In Progress** without investigation. If the status remains unresolved, contact the participant and work through the information with them or contact [PlayHQ support](#).

Participation:

Where a participant does not have a valid child safety credential, they should **not undertake a role requiring the relevant clearance until the matter has been resolved**.

This includes **not allocating participants to teams** in coaching and team management roles.

Invalid

An **Invalid** status indicates that the credential has not successfully validated.

Recommended process/action:

Contact the participant and advise them that their child safety credential requires attention.

Before contacting them, review:

- first name;
- middle name;
- last name;
- WWCC/VIT number;
- expiry information; and
- any error information available within their profile.

The participant should be asked to correct their details where required.

Participation:

Where a participant does not have a valid child safety credential, they should **not undertake a role requiring the relevant clearance until the matter has been resolved**.

This includes **not allocating participants to teams** in coaching and team management roles.

Not Provided

A **Not Provided** status indicates that the required WWCC/VIT information has not been provided.

Recommended process/action:

Contact the participant and request that they complete the required child safety information in PlayHQ.

Once they have entered their details, administrators should recheck the dashboard to confirm the status has progressed appropriately.

Best practice:

Do not assume that the participant does not require a WWCC simply because information has not been entered.

Where there is uncertainty about a person's child safety requirements, seek clarification through the [Basketball Victoria Child Safety advisor](#)

Participation:

Where a participant does not have a valid child safety credential, they should **not undertake a role requiring the relevant clearance until the matter has been resolved**.

This includes **not allocating participants to teams** in coaching and team management roles.

Expired

An **Expired** status indicates that the credential has passed its expiry date.

Recommended process/action:

Contact the participant and advise them that their credential requires renewal or updating.

Ask them to update their details in PlayHQ once their new credential is available.

Participation:

Where a participant does not have a valid child safety credential, they should **not undertake a role requiring the relevant clearance until the matter has been resolved**.

This includes **not allocating participants to teams** in coaching and team management roles.

Expiring in 90 Days

An **Expiring in 90 Days** status provides an opportunity for proactive follow-up. Automated notifications may be issued through Services Victoria and PlayHQ.

However, **best practice is for the organisation to also proactively contact the participant**.

Recommended action/message:

Advise the participant that:

- their WWCC/VIT is approaching expiry;
- they have approximately 90 days to address the expiry; and
- they should update their details in PlayHQ once their renewed credential is available.

Early follow-up reduces the risk of the participant reaching an expired status and subsequently being unable to undertake their role.

Name Mismatch

A **Name Mismatch** occurs where the name in their PlayHQ profile does not match the Name on Card details added at the point of registration.

Administrators should first review the information displayed in the dashboard and compare:

- PlayHQ profile name;
- first name;
- middle name;
- last name; and
- name associated with the WWCC/VIT information.

Common examples

A mismatch may occur because:

- a middle name has been abbreviated;
- a full middle name has not been entered;
- punctuation differs;
- a participant has entered an English or preferred name;
- the participant has changed their name; or
- the information has simply been entered incorrectly.

What should the administrator do?

First, determine whether the person can reasonably be identified as the same individual.

For example, an individual may use an English name or preferred name in their PlayHQ profile while their legal name appears on their WWCC.

If the administrator is satisfied that the person is the same individual, this should still be treated as an opportunity to correct the profile information.

Basketball Victoria's preferred approach

Where appropriate, ask the participant to update their PlayHQ profile to reflect their **legal name**.

If the participant requires assistance changing their profile name, they can submit a PlayHQ support request.

This provides a clearer and more consistent record and will assist with future validation.

Important: Administrators should not make assumptions where the identity of the participant cannot be confidently established. Where there is uncertainty, seek advice through Basketball Victoria's appropriate [child safety](#) or [support channels](#).

Using the "How Your Organisation Is Tracking" section of the PlaySafe section of the dashboard

The **How your organisation is tracking** section provides a broader view of the organisation's PlaySafe position.

This view is particularly useful for:

- reviewing overall compliance;
- understanding how many participants are **Valid**;
- identifying In Progress participants;
- preparing for peak registration periods; and
- checking whether follow-up actions are reducing outstanding records.

Recommended approach:

Use **Need to Follow Up** for your routine action list.

Use **How your organisation is tracking** when you want the **full picture**.

A simple distinction is:

Need to Follow Up = Who needs my attention?

How Your Organisation Is Tracking = What is the overall position?

Recommended PlaySafe – PlaySafe Dashboard Filters

Filters can make the dashboard significantly easier to manage, particularly for larger organisations.

Recommended filters include:

Status

Use status filtering to isolate a particular category, such as:

- In Progress;
- Invalid;
- Expired;
- Not Provided;
- Name Mismatch; or
- Expiring in 90 Days.

Season / Program

Where available, filter to the relevant season or program to avoid reviewing participants who are not relevant to the current administration period.

Organisation / Club

For associations managing multiple clubs, use organisation-level filtering where available to identify which club requires follow-up.

Best practice:

Do not attempt to work through the entire dashboard every time. Start with:

Need to Follow Up → filter by status → season → investigate → action → recheck.

Member Protection Declaration

The **Member Protection Declaration (MPD)** forms part of the registration process and is also visible through the PlaySafe Dashboard alongside participant information.

Administrators should monitor MPD responses as part of their regular child safety administration.

You can obtain the MPD information by going to the PlaySafe dashboard, selecting the relevant season filters. In the **How your organisation is tracking** section, scroll the report until the MPD column is visible, click on the column heading to sort the column by response, this will display all 'cannot agree' and 'existing exemption' responses in order.

The key response requiring follow-up is:

- Unable to Agree
- Existing exemption

A participant selecting **Unable to Agree** or **Existing exemption** should not be ignored or treated as an administrative error.

What to do when someone selects "Unable to Agree" or "Existing Exemption"

1. Confirm the participant understood the declaration

- a. Contact the participant and ask whether they understood what they were selecting.
- b. In some circumstances, a participant may select **Unable to Agree** or **Existing exemption** accidentally or without understanding the declaration.

2. If the selection was accidental

- a. If the participant confirms that they should have selected **Agree**, the existing registration should be cancelled, and the participant asked to register again and select the correct response.
- b. The participant cannot amend the response once the registration is completed; a new registration is required. The participant is unable to participate until this is amended and the correct response is reflected in the profile.

3. If the participant genuinely cannot agree

- a. If the participant confirms that **Unable to Agree** or **Existing exemption** was the correct response, contact the [Basketball Victoria Child Safety Advisor](#) or [submit a support ticket](#).
- b. The participant may be required to complete the relevant **Member Protection Declaration Exemption Request Form**, which is assessed by the Basketball Victoria Integrity team to determine whether an exemption can be granted.

4. Confirm the outcome

- a. Before allowing the participant to undertake the relevant role, confirm with Basketball Victoria that the appropriate exemption or approval process has been completed.

Recommended Weekly Administration Process

For organisations looking to establish a simple routine, Basketball Victoria recommends the following workflow during peak periods.

1. Open PlayHQ

Go to the **PlaySafe Dashboard**.

2. Review "Need to Follow Up"

- a. Invalid.
- b. Not Provided.

- c. Expired.
- d. Expiring in 90 Days; and
- e. Name Mismatch.

3. Review "In Progress"

Use **How Your Organisation Is Tracking** to identify participants currently sitting In Progress.

4. Investigate

Open the participant profile and review the Child Safety section on the right-hand side.

5. Contact

Contact the participant where information needs to be corrected or action is required.

6. Monitor

Return to the dashboard and confirm that the participant's status has been updated.

7. Review MPDs

Check for any **Unable to Agree** or **Existing exemption** responses and follow the MPD process outlined above.

What good PlaySafe administration looks like

A mature PlaySafe process should mean that administrators are:

- **Monitoring rather than manually checking every credential.**
- **Investigating exceptions rather than reviewing every participant.**
- **Following up proactively rather than waiting for an issue.**
- **Using PlayHQ as the central source of participant child safety information.**
- **Keeping sensitive information within secure systems wherever possible.**
- **Maintaining a regular review cycle.**

The objective is not to create another administrative task. The objective is to make child safety compliance **more visible, consistent and manageable**.

Privacy and Information Management

One of the benefits of using PlaySafe is the reduced need for organisations to download, store and circulate WWCC information through spreadsheets and locally saved reports.

Manual processes can result in sensitive personal information being:

- downloaded onto local devices;
- stored in spreadsheets;

- emailed between volunteers;
- retained after it is no longer required; or
- stored in environments with varying levels of security.

Using PlaySafe as the central compliance workflow can reduce the need for this information to be stored outside the platform.

Best practice:

Where PlaySafe provides the information required to manage compliance, organisations should avoid creating unnecessary local copies of sensitive WWCC information.

Legal and Compliance Responsibility

The responsibility for ensuring that any person appointed to a child-related role holds a valid Working with Children Check (WWCC) rests with the **association or club that appoints or engages that person**. This obligation arises under the Worker Screening Act and is not an additional requirement imposed by Basketball Victoria or PlayHQ.

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When to seek assistance

Administrators should seek assistance where:

- the reason for an In Progress status cannot be identified;
- a participant's identity cannot be confidently established;
- a name mismatch cannot reasonably be resolved;
- a participant disputes an Invalid status;
- a participant genuinely cannot agree to the MPD;
- an exemption may be required; or
- the administrator is unsure whether a participant can undertake their role.

Support can be sought through the appropriate [Basketball Victoria Child Safety Advisor](#) or [submit a support ticket](#)

The PlaySafe Best Practice Model

The recommended approach can be summarised as:

PLAYSAFE BEST PRACTICE MODEL

