

Frequently Asked Questions (FAQs)

Volunteer Reference Checking with Veremark



For Applicants

Who can I put down as a referee?

- We ask that at least one of your referees is a current or former Supervisor, Team Leader, or Manager. Your second referee may be a personal reference, provided they are not an immediate family member or spouse.

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

- You have 14 days to respond with referee details, unless you supply them on the A1/A2 form.

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

- If you supplied your referee details on the A1/A2 form, you will not receive an email from Veremark.
- Email membership@sa.scouts.com.au to have it re-sent, consider supplying an alternative email address.

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

- You will be contacted by the Member Services team if there is an issue, alternatively you can email 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's

How long do I have to complete the reference survey?

- You have 14 days to complete the survey.

How long will it take me to complete?

- The survey consists of 9 questions, combining multiple choice and open text responses. It should take approximately 10-20 minutes to complete, depending on the level of detail you provide.

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

- Email membership@sa.scouts.com.au to have it re-sent, consider supplying an alternative email address.

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General

How secure are personal details provided to Veremark?

- Access the [Veremark Data Protection Policy](#) for more details.

Who can view a referee's responses?

- All responses are confidential and will not be shared with applicants. Veremark provides the results to designated Head Office staff, who may share them with senior volunteers only if negative outcomes arise that could impact the applicant's suitability as a Scouts SA volunteer and require further review.

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

- Email membership@sa.scouts.com.au

For Groups

Who is covering the cost for the Online Reference Checks?

- The cost for reference checks will be covered by the Branch

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

Access to the system is restricted to designated Head Office staff; however, you may support the individual by assisting with emails or helping them complete 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 at the same time the WWCC and NPC applications are initiated.

What happens if my prospective volunteer is deemed not suitable? What happens next?

- Upline managers will be notified, and a letter will be mailed to the applicant advising them of their unsuccessful outcome, alongside their NPC and WWCC results.

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