

Participation of Volunteers, Students and Visitors Policy

Policy Statement

Fun 4 U Helensburgh encourages volunteer, student and visitor participation. We are committed to encourage family participation and to assisting students to gain valuable experience in Out of School Hours Care services. The presence of visitors, volunteers and students at the centre will be monitored and documented, records relating to visitors, volunteers and students at the centre will be maintained and educators will abide by regulatory protocol when volunteers, students and visitors are at the centre.

Links Education and Care Centres National Regulations 2018, National Quality Standard 2018

Regs

- S. 2A Paramount consideration—safety, rights and best interests of children
- S. 3A Paramount consideration [NSW]
- S.5AA Meaning of inappropriate conduct [NSW]
- S. 162A Child protection training
- S. 162B Child safety training [commencing 2026]
- S.165 Offence to inadequately supervise children
- S. 166 Offence to use inappropriate discipline
- S.166A Offence to subject child to inappropriate conduct [NSW]
- Offences relating to inappropriate conduct
- S. 167 Offence relating to protection of children from harm and hazards
- S. 170 Offence relating to unauthorised persons on education and care service premises
- S. 174 Offence to fail to notify certain information to Regulatory Authority
- S.174AA Educators and other staff members of education and care service to notify certain information [NSW]
- S. 174AB Approved provider must notify Regulatory Authority of event under section 174AA [NSW]
- S.175 Offence relating to requirement to keep enrolment and other documents
- Part 6A Devices in education and care services
- S. 178 Suspension of education and care by certain persons [NSW]
- S. 178A Supervision of certain persons providing education and care [NSW]
- S. 188 Offence to engage person to whom prohibition notice applies
- S. 188A Offence to give false or misleading information to approved provider about prohibition notice [NATIONAL]
- False or misleading information about certain notices [NSW]
- S. 269B National Early Childhood Worker Register
- S. 269E Approved provider must give information to the National Authority for the National Early Childhood Worker Register
- 82 Environment to be free from tobacco, vaping devices, vaping substances, drugs and alcohol
- 83 Staff members and family day care educators not to be affected by alcohol or drugs
- 84 Awareness of child protection law
- 120 Educators who are under the age of 18 to be supervised
- 145 Staff record
- 149 Volunteers and students
- 168 Education and care services must have policies and Procedures
- 170 Policies and procedures to be followed
- 171 Policies and procedures to be kept available
- 172 Notification of change to policies or procedures
- 168 Education and care services must have policies and procedures

QA

- 2: Childrens Health and Safety (2.2.1, 2.2.3)
- 4: Staffing Arrangements (4.1.1)
- 7: Governance and Leadership (7.1, 7.1.1, 7.1.2, 7.1.3, 7.2, 7.2.2, 7.2.3)

IMPLEMENTATION

We have a strong commitment to provide a range of opportunities for volunteers, students and visitors to participate in programs and activities while adhering to clear guidelines regarding appropriate interactions and communication with staff, and other adults and children at the OSHC Service. As a child safe organisation, we embed the National Principles for Child Safe Organisations

and implement child safe policies and procedures to ensure the safety and wellbeing of children is paramount.

Our OSHC Service adopts and aligns with the [National Model Code](#) and guidelines for taking images or videos of children, which applies to volunteers, students and visitors. (See *Safe Use of Digital Technologies and Online Environments Policy*.)

A visitor may include, but is not limited to:

- Families looking to enrol their child/ren and are provided with an opportunity to view the service
- Inclusion support workers/ Allied Health Workers
- Trades person (plumber, carpenter, electrician)
- Community members contributing to the educational program such as through story or music
- Authorised Officer (Department of Education, regulatory authority, SafeWork, Police)
- Students or Volunteers
- Educators visiting from another service
- Tafe/Uni/RTO Teachers
- Performers/ Entertainers/ Presenters

Procedure

The Approved Provider/Management/ Nominated Supervisors will:

- ensure that obligations under the *Education and Care Services National Law and National Regulations* are met
- ensure all educators, staff, students, volunteers and visitors have knowledge of and adhere to this policy and associated procedure
- ensure students and volunteers are aware of current child protection law, mandatory reporting obligations, National Principles for Child Safe Organisations and their duty of care to ensure that reasonable steps are taken to prevent harm to children
- ensure students, volunteers and visitors understand their obligations as a mandatory reporter, and can explain how and when a report regarding child safety concerns is made
- ensure students, volunteers and regular visitors complete Child Safety Training approved by ACECQA
- ensure each student or volunteer holds a current Working with Children Check/ Vulnerable Person Check prior to commencing their placement, in NSW under 18 requires an exemption, prior to commencing their placement.
- record and verify each student or volunteers Working with Children Check/Vulnerable Person Check
- ensure visitors who may come into direct contact with children submit their Working with Children Check to be verified by the approved provider
- ensure the student or volunteer completes a *Student and Volunteer Application Form* prior to commencement of work placement recording their full name, address, and date of birth
- update the National Early Childhood Worker Register within 14 days when a student or volunteer commences engagement or ends an engagement, with the Service, including all prescribed information as requested under S. 269B
- ensure the National Early Childhood Worker Register is updated within 14 days following any changes about a student or volunteer engaged in the OSHC Service
- ensure the student or volunteer is assessed as fit and proper to be engaged in child related activities including:

- o ensuring students and volunteers sign a Compliance History Statement and a Prohibition notice declaration prior to engagement
- o checking the NQA ITS portal during the induction process for any prohibition notices issued

- o ensuring the student or volunteer is not engaged at the Service if the person is prohibited from working with children, including a prohibition notice in force provided under the National Law in any state or territory in Australia

- o requiring students and volunteers to notify the approved provider within 72 hours of the event, or within 24 hours of becoming aware of the event, of any changes to their WWCC status, changes to their teacher registration or fit and proper status (including show cause notice, suspension notice, supervision notice, disciplinary notices/orders or prohibition notices)

- o notifying the regulatory authority within 24 hours of becoming aware of the event or becoming aware of changes to a student or volunteer WWCC status including negative notices or changes to teacher accreditation or registration.

- conduct a visitor induction program to provide information about the Service's policies and procedures and use of personal devices
- ensure all volunteers, students and visitors are aware of and strictly adhere to the National Model Code and [Guidelines](#) for taking images or video of children including:
 - o adhering to the *Safe Use of Digital Technologies and Online Environments Policy*
 - o only service-issued/approved devices are to be used when taking images or videos of children
 - o personal electronic devices that can take images or videos (such as tablets, phones, digital cameras, smart watches, META glasses) and personal storage and file transfer media (such as SD cards, USB drives, hard drives and cloud storage) are not in the possession of any staff member, educator, visitor or volunteer while providing education and care and working directly with children
 - o visitors who are supporting children at the Service (NDIS funded support professionals, Inclusion Support Professionals) obtain written authorisation from parents/guardians to capture images or video of a child for observation/documentation purposes only. (See *ECIP Confidentiality Agreement*)
- ensure no student, volunteer or visitor subjects a child or children to inappropriate conduct
- ensure any allegations, concerns or suspicions of inappropriate conduct are investigated and reported to the regulatory authority in accordance with the Management of Inappropriate Conduct Procedure
- ensure students, volunteers and visitors are informed of their responsibilities and obligations relating to inappropriate conduct including:
 - o that the induction process includes the recognition, prevention and reporting of inappropriate conduct
 - o expected conduct and behaviour whilst engaging directly with children
 - o that any breach of inappropriate conduct will result in immediate removal from the Service and may lead to termination of placement or engagement
 - o that any breaches of inappropriate conduct will be reported to the regulatory authority [mandatory for NSW Services, commencing in 2026 for other states/territories]

- cooperate with the regulatory authority and comply with any directions or orders issued by the regulatory authority regarding a show cause, suspension or supervision notice provided to a student, volunteer or visitor, including removing the person from engagement with children immediately
- inform students, volunteers and visitors it is an offence to provide false or misinformation relating to any suspension, supervision or prohibition notices
- ensure a *Visitor Register* is maintained, including
 - date
 - reason for visit
 - full name
 - time of arrival and departure
 - company (if applicable)
 - Working With Children Check
- ensure all visitors complete and sign the *Visitor Register*
- ensure the *Visitor Register* is kept in a safe and secure location
- ensure visitors provide ID if required
- ensure students, volunteers and/or visitors are under the direct supervision of the approved provider, nominated supervisor, responsible person or educator at all times whilst at the Service
- ensure students, volunteers and/or visitors are never left alone with a child whilst at the Service under any circumstance
- appoint an educator to be the 'Student Supervisor/mentor' for the duration of the placement
- conduct an orientation for the student, volunteer or visitor including taking the student, volunteer or visitor on a tour of the OSHC Service, showing emergency exits, staff room and bathroom facilities
- complete the *Student and Volunteer Induction Checklist* with the student or volunteer, providing assistance as required
- provide the student/volunteer with a *Student and Volunteer Handbook*
- negotiate with the student or volunteer the times/hours to be worked, and dates of the placement
- advise students or volunteer to bring in a poster with a photo introducing themselves and outlining the reason for their placement
- inform families, children, and educators when work experience students and volunteers are present at the OSHC Service, including their role and hours they will be attending the Service.
- ensure work placement students or volunteers are never included in the ratio of adult to children
- ensure students or volunteers are aware that they must not discuss concerns, issues or complaints with parents, guardians and/or visitors
- introduce the student or volunteer to educators (and their supervising educator if appropriate)

- show the student, volunteer or visitor where they can access the OSHC Service's policies
- ensure the student or volunteer has signed a confidentiality agreement prior to commencing their placement
- discuss any relevant important information about specific children to the student or volunteer (i.e., court orders, additional needs, dietary needs) so that the student or volunteer is aware of potential issues
- liaise with learning institutions and accept suitable student placements under the institution's supervision
- assist learning institutions to place suitable students with individual educators
- ensure student's/volunteer's paperwork and insurances are current
- ensure that no student, volunteer or visitor is affected by or under the influence of drugs or alcohol while on the service premises when children are being educated and cared for
- refer to the Service's *Managing an Aggressive Person or Visitor Policy* for guidance if a visitor becomes hostile or aggressive
- all documentation and records relating to students and volunteers are kept safe and secure for a period of 3 years following the last day of engagement
- a review of practices is conducted following an incident involving a student or volunteer, including an assessment of areas for improvement.

EDUCATORS WILL:

- maintain open communication with work experience students and volunteers along with their practicum teachers about their performance
- support all student's and volunteer's practicum requirements to the best of their ability during the placement
- work as a team sharing appropriate skills and knowledge with each student and volunteer
- ensure all colleagues are provided with relevant information about tasks the student is required to complete in the OSHC Service as part of their practicum
- be aware of student and volunteer expectations
- have the time and proficiencies to support each student and volunteer in their placement
- encourage students or volunteers to seek help and advice as required
- be a positive role model, showing appropriate behaviour and conduct themselves in a professional manner
- report any allegations, observations or suspicions of inappropriate conduct to the approved provider and regulatory authority
- guide the students or volunteers throughout the day
- make the student or volunteer feel welcome and a valued member of the team

- ensure the student, volunteer or visitor is not left alone with a child or children whilst at the OSHC Service under any circumstance
- ensure students, volunteers and/or visitors are under the direct supervision of the approved provider, nominated supervisor, responsible person or educator at all times whilst at the OSHC Service
- refer to the Service's *Managing an Aggressive Person or Visitor Policy* for guidance if a visitor becomes hostile or aggressive.

Work Experience Students and Volunteers Will:

- complete the *Student and Volunteer Application Form* prior to the commencement of work placement
- provide Working with Children Check/Vulnerable Person Check details prior to placement
- not be in possession of any personal electronic devices that can take images or videos while providing education and working directly with children
- refrain from any behaviour that may be considered inappropriate conduct, including behaviour that is threatening, intimidating, humiliating, degrading, hostile or otherwise inappropriate
- report any concerns they may have about inappropriate actions of any persons engaged at the Service that involves children or young people to the approved provider as per the Reportable
- Conduct Scheme (check state/territory requirements)
- report any allegations, observations or suspicions they may have about inappropriate conduct of any persons engaged at the Service that involves children or young people to the approved provider and regulatory authority
- adhere to legislative requirements for taking images or videos of children
- learn about the children through interaction and practical experience
- develop the skills and knowledge needed to care for and educate children
- learn about the importance of working as part of a team in the School Aged education and care professional
- learn strategies for working in a team environment
- learn and accommodate the expectations of qualified educators in the OSHC Service
- inform the Student Supervisor in writing of what will be expected of them by their training body, University or school, or any other training organisation, and provide time sheets and evaluation forms
- keep up to date with all written work requirements
- work a variety of shifts to gain knowledge of different aspects of OSHC Service operations
- bring in a poster introducing themselves that will include:
 - Name
 - Photo
 - Course they are studying

- RTO/university they are studying with
- Dates and times, they will be at the OSHC Service
- The focus of their study.
- discuss any problems the student may be experiencing with the Student Supervisor
- adhere to all OSHC Service policies and procedures
- be aware it is an offence to provide false or misleading information in relation to their identity, qualifications, clearances, or any matter relevant to their suitability to work with children
- never remove a child from direct staff supervision
- participate in the induction process and assist to complete the *Student and Volunteer Induction Checklist*

Placements may be offered to:

Students:

- High school students who wish to gain work experience as part of a school program. Liaising with a school representative will occur. The participating school must initiate the work experience, identifying the student's suitability and work with the Nominated Supervisor/Certified Supervisors in relation to times and expectations. The school must provide written authorisation for the student and a copy of their insurance details. These will be kept on file.
- Students attending other registered training organisations and studying a relevant field. The training organisation must initiate the placement, identify the student's suitability and work with the coordinator in relation to times and expectations. The training organisation must provide written authorisation for the student and a copy of their insurance details. These will be kept on file. All placements will be negotiated through the coordinator and placement accepted at the discretion of the coordinator based on issues such as staff availability to supervise and assist the students.
- Students will be provided with guidelines identifying their responsibilities, expectations and code of conduct while at the centre. Students will be made aware of relevant policies.
- Students are not to discuss a child's development or other issues with parents.
- Students must adhere to all policies concerning confidentiality.
- Students must never be left alone with or in charge of children.

Visitors

- Visitors may be invited to the centre to further enrich the children's program. Visitors may include local people or parents with a skill or ability to share with the children and staff, or local community resources such as police, fire brigade or WIRES.
- All other visitors must make an appointment to see the coordinator at a convenient time.
- Professional access to the centre will be at the discretion of the coordinator or management committee or when required by law.
- Professionals include union representatives, state and federal government departmental officers, WHS inspectors, building inspectors and police officers.
- Any unwelcome visitor will be calmly asked to leave the centre. If they refuse, the coordinator or staff member directed by the coordinator will call the police. The unwelcome visitor will be invited into the office away from the children. No staff member is to try to physically remove the unwelcome person, but must try to remain calm and keep the visitor as calm as possible.

PROBITY CHECKS

- All students, volunteers and visitors will supply identity details to the nominated supervisor
- All students, volunteers and visitors will complete and provide to the OSHC Service a Working with Children Check/ Vulnerable Person Check
- All students and volunteers will have a meeting with the Nominated Supervisor to receive information regarding the following service policies:
 - Child Protection
 - Child Safe Environment
 - Safe Use of Digital Technologies and Online Environments
 - Privacy and Confidentiality
 - Dealing with Complaints
 - Work, Health and Safety
 - Code of Conduct
 - Safe Transportation
 - Photograph
 - Social Media

STUDENTS AT RISK

If educators feel that the student is at risk of failing their practicum, the following steps will be taken:

1. the educator supervising the student/volunteer will alert the Student Supervisor of any concerns regarding the student
2. both the Student Supervisor and the educator will discuss concerns with the student
3. the Student Supervisor will arrange for the student's training institution teacher to visit the OSHC Service and discuss concerns that have ascended
4. the student's educational institution and nominated supervisor will govern the outcome of the practicum.

TERMINATION OF PRACTICUM OR VOLUNTEER PLACEMENT

Termination of student's or volunteer's placement will occur if the student/volunteer:

- harms or is at risk of harming a child in their care
- is under the influence of drugs or alcohol
- fails to notify the OSHC Service if they will not be attending the Service

- does not adhere to starting times or break times
- is observed using repeated inappropriate behaviour at the OSHC Service
- does not comply with all policies and procedures addressed in the student package
- does not provide the photo with an introduction on commencement
- does not keep up to date with their work placement tasks
- removes any child or children from the direct supervision of an educator.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Student, Volunteer and Visitor Policy* will be reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days.

Comments:

Sources :

- Australian Children's Education & Care Quality Authority. (2026). [Guide to the National Quality Framework](#)
- Australian Government Department of Education. My Time, [Our Place- Framework for School Age Care in Australia.V2.0, 2022](#)
- Australian Children's Education & Care Quality Authority. (2024). [Taking Images or Videos of Children While Providing Early Childhood Education and Care. Guidelines for the National Model Code.](#)
- Australian Children's Education & Care Quality Authority. (2024). [Taking Images or Videos of Children While Providing Early Childhood Education and Care. Guidelines for the National Model Code.](#)
- [Children \(Education and Care Services\) National Law \(NSW\)](#)
- Education and Care Services National Law Act 2010.
- [Education and Care Services National Regulations. \(Amended 2025\)](#)
- Fair Work Act 2009 (Cth).
- Fair Work Commission: Anti-bullying jurisdiction.
- Safe Work [Australia](#). (2016). [Guide for preventing and responding to workplace bullying](#)
- TAFE NSW Student responsibilities in work placement
- Work Health and Safety Act, 2011.

Date created: July 2015

Date reviewed: 24th April 2026