

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 85	Incident, injury, trauma and illness policies and procedures
90	Medical conditions policy
97	Emergency and evacuation procedures
145	Staff record
149	Volunteers and students
171	Policies and procedures to be kept available
168	Education and care services must have policies and procedures
185	Law and regulations available

- QA 4.2.1 Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognizing each other's strengths and skills.
- 4.2.2 Professional standards guide practice, interactions and relationships

Procedure

The Director/ Nominated Supervisors will:

- Interview volunteers before they commence work at the centre.
- Provide a modified induction to the centre which will include a tour of the centre, introductions to staff, a job description and code of conduct.
- Maintain a visitors' book and request sign in and out of all visitors to the centre.
- Keep records of all visitors, volunteers and students who spend time at the centre. The record will include: full name, date and hours spent at the centre.
- Be aware of protocols and guidelines supplied by colleges and training organisations in relation to participating students.
- Have each volunteer complete the appropriate Working with Children check form in accordance with *NSW Commission for Children and Young People* guidelines.
- Ensure that volunteers, visitors and students are made aware of the existence of relevant centre policies and procedures.
- Ensure that volunteers, visitors and students are made aware that they are to maintain confidentiality at all times.
- Ensure that volunteers, visitors and students are never left alone with or in charge of children. They must always be under the supervision of a qualified educator.
- Ensure that volunteers, visitors and students are not included in staff ratios.

Volunteers:

- Will be required to sign in and out in the Visitors' Book.
- Wear a name badge or label.
- Read all policies and procedures relating to centre practice.
- Will not discuss children's development, behaviour or other issues relating to the children with parents.

- Must adhere to all areas of confidentiality.
- Will not work alone with or be left in charge of children.

Students: Placements may be offered to:

- 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.

Comments:

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