

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. 170 Offence relating to unauthorised persons on education and care service premises
S. 175 Offence relating to requirement to keep enrolment and other documents
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 Policies and Procedures
170 Policies and procedures to be followed
172 Notification of change to policies or procedures

QA 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 child safety is paramount. In addition, our Service has adopted the National Model Code and Guidelines for taking images or videos of children which applies to volunteers, students and visitors.

Approved Provider / Management / Nominated Supervisor will:

- Ensure all educators, staff, students, volunteers, and visitors are aware of and follow this policy.
- Inform volunteers, students, and visitors of OSHC Service guidelines regarding personal electronic devices while children are in care.
- Require written consent from the Approved Provider before visitors (such as NDIS or Inclusion Support professionals) capture images or video of children for documentation purposes.
- Ensure students/volunteers provide the following information prior to placement, including full name, address, and date of birth to the director of Fun 4 U.
- Maintain a Visitor Register recording:
 - Date and reason for visit

- Full name
 - Time of arrival and departure
 - Company (if applicable)
 - Working With Children Check details (where required).
- Sight visitor ID when required and ensure the Visitor Register is stored securely.
 - Conduct a visitor induction, covering relevant policies, procedures, and use of personal devices.
 - Ensure all visitors sign in and out of the Service.
 - Ensure students, volunteers, and visitors are always under direct supervision of an approved provider, nominated supervisor, responsible person, or educator, and never left alone with children.
 - Provide information on Child Protection Law and mandatory reporting obligations.
 - Verify Working With Children Checks for any visitor who may have direct contact with children.
 - Appoint a supervising educator/mentor for each student or volunteer placement.
 - Conduct an orientation including a Service tour, emergency exits, staff facilities, and key procedures.
 - Complete a Student and Volunteer Induction Checklist with the student/volunteer.
 - Provide a Student and Volunteer Handbook.
 - Negotiate placement hours, dates, and expectations.
 - Encourage students/volunteers to create an introductory poster with their photo, role, and placement details.
 - Inform families, children, and educators when volunteers or students are attending, outlining their role and schedule.
 - Ensure students/volunteers are not counted in educator-to-child ratios.
 - Make clear that students/volunteers must not discuss issues, complaints, or concerns directly with parents, guardians, or visitors.
 - Introduce students/volunteers to educators and policies relevant to their role.
 - Ensure confidentiality agreements are signed prior to placement.
 - Provide students/volunteers with relevant information about specific children (e.g., additional needs, court orders, dietary needs) where necessary.
 - Liaise with educational institutions to arrange suitable placements and ensure required paperwork/insurance is current.
 - Confirm all students/volunteers hold a valid Working With Children Check (or state/territory equivalent) prior to commencing.
 - Remove from the Service any student, volunteer, or visitor affected by drugs or alcohol.

Educators will:

- Maintain open communication with students, volunteers, and their placement supervisors.
- Support students/volunteers in meeting practicum requirements.
- Share knowledge and skills, ensuring clear guidance on tasks and expectations.
- Encourage students/volunteers to seek assistance and advice as needed.
- Act as positive role models, demonstrating professional conduct.
- Make students/volunteers feel welcome and valued.
- Ensure students/volunteers are never left alone with children and remain under direct supervision at all times.

Supervising Educator will:

- Monitor and discuss the student/volunteer's progress and written work.
- Raise and discuss concerns with the Student Supervisor and management.
- Encourage initiative and support completion of assessment tasks.
- Provide honest and constructive feedback to the student's training institution when required.
- Never leave a student/volunteer unsupervised with children.

Students and Volunteers will:

- Complete a Student and Volunteer Application Form and provide Working With Children Check details (unless exempt by law).
- Follow Service rules regarding personal electronic devices.
- Participate in induction and complete the Induction Checklist.
- Introduce themselves with a poster including name, photo, course, institution, placement dates/times, and focus of study.
- Interact with children to build knowledge and skills through practical experience.
- Learn and apply teamwork strategies, professional conduct, and educator expectations.
- Provide documentation from their training body (e.g., timesheets, evaluation forms).
- Work varied shifts to gain broader OSHC experience.
- Keep up to date with all written and practical placement requirements.
- Discuss issues or concerns with their Student Supervisor.
- Follow all OSHC Service policies and procedures, including confidentiality and supervision requirements.
- Never remove a child from direct educator supervision.

Probity Checks

- All students, volunteers, and visitors must provide ID and a valid Working With Children Check (state/territory equivalent) prior to placement.
- Students/volunteers must meet with the Nominated Supervisor to review key policies, including:
 - Child Protection
 - Child Safe Environment
 - Privacy & Confidentiality
 - Dealing with Complaints
 - Work Health & Safety
 - Code of Conduct
 - Safe Transportation
 - Photography & Social Media

Students at Risk

If a student is at risk of failing placement:

1. The supervising educator alerts the Student Supervisor.
2. Concerns are discussed with the student.
3. The Student Supervisor arranges a meeting with the training institution.
4. The training institution and Nominated Supervisor determine the practicum outcome.

Termination of Placement

A student/volunteer's placement may be terminated if they:

- Harm or risk harming a child.
- Attend under the influence of drugs or alcohol.
- Fail to notify the Service of absences.
- Consistently fail to adhere to Service hours, policies, or expectations.
- Engage in repeated inappropriate behaviour.
- Fail to complete work placement tasks or requirements.
- Do not provide an introductory poster at commencement.
- Remove children from direct educator supervision.

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.

A visitor may include (but it 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

Continuous Improvement/Reflection

Our *Participation of Student, Volunteer and Visitor Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

Sources:

- Australian Children's Education & Care Quality Authority. (2024). [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](#).
- Education and Care Services National Law Act 2010. (Amended 2023).
- Education and Care Services National Regulations. (Amended 2023).
- *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*.

Comments:

Date created: July 2015

Date reviewed: October 2024

Due: October 2025