

C-10 Volunteers/ Students/ Visitors

National Quality Standards (NQS)

1.1.1	Curriculum decision-making contributes to each child's learning and development outcomes in relation to their identity, connection with community, wellbeing, confidence as learners and effectiveness as communicators.
2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
4.1	Staffing arrangements enhance children's learning and development.
4.1.1	The organisation of educators across the service supports children's learning and development.
4.2	Management, educators and staff are collaborative, respectful and ethical.
4.2.2	Professional standards guide practice, interactions and relationships.
5.1	Respectful and equitable relationships are maintained with each child.
5.1.1	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included.
5.1.2	The dignity and rights of every child are maintained.
6.1	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions.
6.1.2	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing
6.2	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.2	Effective partnerships support children's access, inclusion and participation in the program.
6.2.3	The service builds relationships and engages with its community.
7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.
7.2	Effective leadership builds and promotes a positive organisational culture and professional learning community.

Education and Care Services National Regulations

Reg. 77	Health, hygiene and safe food practices
Reg. 84	Awareness of child protection Law
Reg. 85	Incident, injury, trauma and illness policies and procedures
Reg. 90	Medical conditions policy
Reg. 97	Emergency and evacuation procedures
Reg. 120	Educators who are under the age of 18 to be supervised
Reg. 145	Staff records
Reg. 147	Staff members
Reg. 149	Volunteers and students
Reg. 155	Interactions with children
Reg. 168	Education and care service must have policies and procedures

Reg. 177	Prescribed enrolment and other documents to be kept by approved provider
Reg. 181	Confidentiality of records by approved provider
Reg. 311	Additional staff members or volunteers

My Time, Our Place

1.1	Children feel safe, secure, and supported
2.	Children are connected with and contribute to their world
2.1	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation

Policy Statement

We aim to ensure the safety and wellbeing of the children at the Service along with the consistency of care standards. This will be achieved by developing specific guidelines for all volunteers, students and visitors to the Service.

Related Policies

- Allergies Policy
- Anaphylaxis Management Policy
- Asthma Management Policy
- Child Management / Behaviour Guidance Policy
- Child Protection Policy
- Communication Policy
- Dealing with Medical Conditions Policy
- Diabetes Management Policy
- Emergency Procedures Policy
- Grievance Procedures Policy
- Hygiene Policy
- Interactions with Children Policy
- Management of Incident, Injury and Trauma Policy
- Privacy and Confidentiality Policy
- Role of Management Committee Policy
- Staff Child Ratios Policy
- Staff Orientation and Induction Policy
- Staff Professionalism and Code of Conduct Policy
- Work Health and Safety Policy

Procedure

An educator record will be kept by the Centre in accordance with Division 9 of the National Regulations. The educator record will include information on volunteers and students as set out in Regulation 149:

- The educator record must include the full name, address and date of birth of each student or volunteer who participates in the centre-based service.
- The approved provider of a centre-based service must also keep a record for each day on which the student or volunteer participates in the service, the date and the hours of participation

Volunteers

All volunteers must be interviewed by the Director and provide a Working with Children Check number in accordance with the WWCC guidelines. They will also be required to provide suitable references.

The Director will provide a modified induction to the Service. This will include a tour of the Service, introduction to staff and children, their job description, and Code of Conduct while volunteering. Volunteers will be given a copy of the staff handbook and relevant policies such as, Child Protection Policy, Emergency Procedures Policy, Work Health and Safety Policy and Privacy Policy.

Volunteers will be made fully aware of their duties. They will always be accompanied by an Educator and will not be left alone with the children at the Service. Volunteers will not be included in Staff Child ratios, except on excursions.

All volunteers will be required sign in and out of the Service on arrival and departure. Volunteers will not discuss children's development or other incidents with families. Staff will not unnecessarily share confidential information about children and families to volunteers.

Volunteers will not be required to undertake tasks that the employed staff normally do. Volunteers will be invited to take part in social activities within the Service.

Students

Placement will be considered for High School students who wish to gain work experience as part of a school program and childcare/ teaching students from a registered training organisation. All placements will be negotiated through the Director and acceptance will be based on suitability of the student and availability of qualified staff to supervise the student. The Director will then contact the management committee to gain approval for the placement to commence.

The school/ training organisation must initiate the work experience and provide appropriate documentation. This will include authorisation for the student to undertake work experience and insurance details. All this information will be kept on file along with the student's identification and induction paperwork.

The Director will organise a meeting with the student to discuss tasks to be completed whilst undertaking work experience at the Service. The student will be made aware of their duties, guidelines, and Code of Conduct while at the Service. Relevant Policies and Procedures will be provided during an induction process.

Students will always be accompanied by an Educator and will not be left alone with the children at the Service. Students will not be included in Staff Child ratios.

Students will be required sign in and out of the Service on arrival and departure.

Students will not discuss children's development or other incidents with families and must adhere to all areas on confidentiality.

Visitors

Visitors may be invited to the Service to contribute to the Educational Program. These include family members or people within the community who have a skill or ability to share with the children and staff.

Professional access to the Service will be at the discretion of the Director or management team. Visitors may be asked to make an appointment with the Director and return at a time when the children are not in attendance.

Visitors will be required to sign in and out of the Service on arrival and departure. Visitors must never be left alone with the children.

Unwelcome visitors will calmly be asked to leave the Service. Police will be notified if they refuse. No staff member is to try to physically remove the unwelcome person. Staff will follow emergency procedures where relevant.

Sources

- Early Childhood Australia (ECA) Code of Ethics
- Education and Care Services National Regulations 2011
- Framework for School Age Care in Australia – My Time, Our Place
- National Quality Standard – Australian Children's Education and Care Quality Authority
- Privacy Act 1988
- Working with Children Check NSW
- Work Health and Safety Act 2011

Date Endorsed: 3/8/2022

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Version Control			
Version	Changes Made	Initiated By	Director Sign-off
v.2.202208	<ul style="list-style-type: none"> - Updated NQS and National Regulations - Updated Related Policies - Added educator record in procedures sections 	Staff	
v.2.202006	<ul style="list-style-type: none"> - Modified wording throughout - Updated links to NQS, National Regulations - Updated Induction description - Added related policies 	Regulation requirement	