

STUDENT, VOLUNTEER AND VISITORS POLICY

Our Service values the participation of students and volunteers. Having students and voluntary workers within the Service helps to inform the community about our program and the value of the work we do. Students and voluntary workers and visitors are welcome at the Service; however, the children's care and safety are our first priority.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.3	Child Protection Child Safety and Protection (effective Jan 2026)	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect. Management, educators and staff are aware of their roles and responsibilities regarding child safety, including the need to identify and respond to every child at risk of abuse or neglect
QUALITY AREA 4: STAFFING ARRANGEMENTS		
4.1.1	Organisation of educators	The organisation of educators across the service supports children's learning and development.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service.
7.1.1	Service philosophy and purposes	A statement of philosophy guides all aspects of the service's operations.
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined and understood and support effective decision-making and operation of the service.
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.
7.2.2	Educational leadership	The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle.
7.2.3	Development of professionals	Educators, co-ordinations and staff members' performance is regularly evaluated and individual plans are in place to support learning and development.

EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS	
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
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 Records
149	Volunteers and Students
168	Education and care service 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

RELATED POLICIES

Bullying, Discrimination and Harassment Policy	Privacy and Confidentiality Policy
Child Protection Policy	Respect for Children Policy
Child Safe Environment Policy	Safe Use of Digital Technologies and Online
Code of Conduct Policy	Environments Policy
Dealing with Complaints Policy	Staffing Arrangements Policy
Family Communication Policy	Supervision Policy
Interactions with Children, Families and Staff	Tobacco, Drug and Alcohol-Free Policy
Policy	Work, Health and Safety Policy

PURPOSE

Our Service supports participation of work placement students (including work experience students) and volunteers wanting to develop professional skills and knowledge in their effort to become Early Childhood Professionals. Our service aims to ensure the safety and wellbeing of all children enrolled at the service by having a process in place to accurately and securely record information about visitors, students and volunteers. To ensure a professional and pleasurable learning experience, students and volunteers will be encouraged to participate in the service's daily routine and assist in accordance with their qualification level to work with children under the National Quality Framework requirements. Our Service will ensure no child or children are left alone with a visitor, student or volunteer.

SCOPE

This policy applies to children, families, staff, educators, management, Approved Provider, Nominated Supervisor, students, volunteers and visitors of the Service.

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 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 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

THE APPROVED PROVIDER/MANAGEMENT/NOMINATED SUPERVISOR 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 each student or volunteer holds a current Working with Children Check prior to commencing their placement [see *Child Protection Policy*]
- record and verify each student, volunteer or visitors Working with Children Check where required
- 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
- conduct a thorough induction program to provide information about the Service's policies and procedures and use of personal devices [National Model Code]
- ensure all volunteers, students and visitors are aware of and strictly adhere to the National Model Code for taking images or video of children including:
 - adhering to the *Safe Use of Digital Technologies and Online Environments Policy*
 - only service-issued/approved devices are to be used when taking images or videos of children
 - 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
- 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 a *Visitor Log* is maintained on OWNA, including
 - date
 - full name
 - time of arrival and departure
 - company (if applicable)
 - Working With Children Check
- ensure all visitors complete and sign in as a visitor on OWNA
- 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 Service, showing emergency exits, staff room and bathroom facilities
- complete the *Student and Volunteer Induction Checklist* with the student or volunteer
- provide the student/volunteer with a *Student and Volunteer Handbook*
- inform families and educators when work experience students and volunteers are present at the 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 and 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 the Lead Educator/ Supervisor
- 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
- refer to the service *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 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 to seek help and advice as required

- be positive role model, showing appropriate behaviour and conduct themselves in a professional manner
- guide the students or volunteer throughout the day
- make the student or volunteer feel welcome and a valued member of the team
- ensure all visitors sign in as a visitor on OWNA
- ensure the student, volunteer or visitor is not left alone with a child or children whilst at the 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 service
- refer to the service *Managing an Aggressive Person or Visitor Policy* for guidance if a visitor becomes hostile or aggressive.

THE LEAD EDUCATOR WILL

- discuss the progress of written work and performance with the student or volunteer
- discuss any concerns raised by the student with the Student Supervisor
- ensure students or volunteers are directly supervised at all times during children's nappy change
- encourage students and volunteers to use their initiative
- discuss concerns with student or volunteer with management
- never leave the student or volunteer alone with a child or children
- provide honest and accurate feedback to the student's training institution supervisor as required

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 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
- 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 Early Childhood profession
- learn strategies for working in a team environment
- learn and accommodate the expectations of qualified educators in the Service
- inform their room leader in writing of what will be expected of them by their training body, University or School, or any other training organisation, and provide evaluation forms

- keep up to date with all written work requirements
- work a variety of shifts to gain knowledge of different aspects of Service operations
- discuss any problems the student may be experiencing with their room leader.
- adhere to all Service policies and procedures
- never remove a child from direct staff supervision
- participate in the induction process

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 service a Working with Children 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
 - 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 Lead Educator will alert the student's training institution Supervisor of any concerns regarding the student.
2. both the Student Supervisor and the Lead Educator will discuss concerns with the student.
3. the Lead Educator will arrange for the student's supervisor/assessor to visit the 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 STUDENT PRACTICUM OR VOLUNTEER PLACEMENT

Termination of a student’s or volunteer’s placement will occur if the student or 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 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 Service
- does not comply with all policies and procedures addressed in the student package
- removes any child or children from the direct supervision of an educator.
- is unable to maintain or hold a current Working with Children Check

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.

SOURCES

Australian Children’s Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)
 Australian Government Department of Education. [Belonging, Being and Becoming: The Early Years Learning Framework for 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](#)

REVIEW

POLICY REVIEWED BY	Kelsey Pearce	Management Support Officer	
POLICY REVIEWED	SEPTEMBER 2025	NEXT REVIEW DATE	OCTOBER 2026
VERSION NUMBER	V12.09.25		
MODIFICATIONS	<ul style="list-style-type: none"> • policy reviewed out of regular calendar review due to legislation changes for child safety- National Model Code (NMC) • added reference to new mandatory policy- <i>Safe Use of Digital Technologies and Online Environments Policy</i> • minor edits within policy • sources checked for currency and updated as required 		