

Volunteers, Students & Visitors

Policy Statement

We aim to ensure the safe and proper care of the children in the Service by having clear guidelines for any person who enters the Service or is involved with the children in any way. Acceptance of students and volunteers will be at the discretion of the Coordinator who will be responsible for the delegation of their supervision. Specific guidelines and conditions while at the Service will be communicated to the volunteers, students and visitors by the Coordinator.

Policy Considerations

- National Quality Standards/Elements: 2.2 (Safety)
- Prohibited Employment Legislation

Procedure

Volunteers

- All volunteers will be required to undertake appropriate employment screening, including; a Working with Children Check and Prohibited Employment Declaration.
- A job description will be drawn up for volunteers, clearly outlining their duties and expectations of the Service.
- The Team Leader will provide a modified induction to the Service, which will include a tour of the Service, introductions to staff, job description and information regarding the operations of the Service.
- All volunteers will be required to sign in and out of the Service, and note down any relevant information (e.g. reason for visit, WWVP card number).
- Volunteers will be given a copy of the staff handbook and all relevant policies such as behaviour management.
- Volunteers will be supported by staff members to adhere to all policies and procedures.
- Volunteers are not to discuss children's development or other issues with parents.
- Volunteers must adhere to all areas of confidentiality.
- Volunteers should never be left alone with or in charge of any children.
- Volunteers will not be used to do tasks that the employed staff normally do.
- Volunteers will not be included when calculating basic 'staff: child ratios'.

Students

Placements will be offered to:

- High school students who wish to gain work experience as part of a school program. The participating school must initiate the work experience, identify the students suitability and work with the Coordinator and Team Leader in relation to times and expectations. The school must provide written authorisation for the student, by way of a statement stating the expectations and intended outcomes of the experiences, and a copy of their insurance. This will be kept on file.
- Students attending other registered training organisations and studying a relevant field, such as childcare, teaching, recreation or community services. 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, intended outcomes of the experiences and a copy of their

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insurance. This will be kept on file. All placements will be negotiated through the Coordinator and placement only accepted on the discretion of the Coordinator, based on issues such as staff ability to supervise and be available to help the students.

- Students will be provided with guidelines identifying their responsibilities, expectations and code of conduct while at the Service.
- Students will be given a copy of the staff handbook and should be made aware of relevant policies such as behaviour management.
- Students are not to discuss a child's development or other issues with the parents.
- Students should adhere to all policies concerning confidentiality.
- Students should never be left alone with or in charge of any children.
- Students will not be used to do tasks that the employed staff normally do.

Visitors

- Visitors may be invited to the Service to stimulate the program.
- Visitors could include entertainers, community members or local organisations such as police, fire brigade etc.
- Professional access to the Service will be at the discretion of the Coordinator or when required by law to do so.
- Professionals include union representatives, State and Federal Government Departmental Officers, Occupational Health and Safety inspectors, building inspectors and police officers.

Unwelcome Visitors

- Any unwelcome visitor will be calmly asked to leave the Service. If they refuse the Team Leader or staff member directed by the Coordinator will call the police for removal.
- No staff member is to try to physically remove the unwelcome person. Try to remain calm and keep the person calm as far as possible.

Document Version Control

Version Date	Changes
05/12/2018	Full review
27/08/2019	Document version history added
14/07/2020	Full review

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