C-10 Volunteers / Students / Visitors

NQS

QA. 1.1.1	Approved learning framework.
QA. 2.2.1	Supervision.
QA. 4.1	Staffing arrangements.
QA. 4.2	Professionalism.
QA. 4.2.2	Professional standards.
QA. 6.2.2	Access and participation.
QA. 6.2.3	Community Engagement.
QA. 7.1.2	Management systems.
QA. 7.1.3	Roles and responsibilities.
QA. 7.2	Leadership.

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. 145	Staff record
Reg. 147	Staff members
Reg. 149	Volunteers and students
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. 311	Additional staff members or volunteers

My Time, Our Place

LO. 1	Children feel safe, secure, and supported
LO. 2	Children are connected with and contribute to their world
	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 will ensure the safe and proper care of the children in the Centre by having clear guidelines for any person who enters the Centre or is involved with the children in any way. Specific guidelines will be in place for all volunteers, students and visitors in the Centre.

Related Policies

- ENOSHCP Policy A-4: Enrolment
- ENOSHCP Policy A-15: Role of the Management Committee
- ENOSHCP Policy A-17: Privacy and Confidentiality
- ENOSHCP Policy C-7: Grievance Procedures
- ENOSHCP Policy D-1: Dealing with Medical Conditions
- ENOSHCP Policy D-2: Hygiene
- ENOSHCP Policy D-9: Emergency Procedures
- ENOSHCP Policy D-11: Management of Incident, Injury and Trauma
- ENOSHCP Policy D-15: Allergies
- ENOSHCP Policy D-16: Asthma
- ENOSHCP Policy D-17: Anaphylaxis
- ENOSHCP Policy D-18: Diabetes
- ENOSHCP Policy D-22: Child Protection
- ENOSHCP Policy D-23: Child Management

Procedure

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

- The staff 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.

Volunteer Staff

A volunteer is defined by the Office of the Children's Guardian to be a person who does child-related work for an employer or organisation for no financial reward.

Volunteers will go through the same recruitment process as paid staff:

- All volunteer staff must be interviewed by the Director and provide two suitable references before they will be able to work in the Centre.
- All volunteers are to provide the Centre with their full name, address and date of birth. Photo ID should be viewed and a notation to that effect made on employment documentation.
- All volunteers will be required to comply with the Working with Children Check guidelines.
- A job description will be drawn up for individual volunteers, clearly outlining their duties and the expectations of the Centre.

The Director will provide a modified induction to the Centre, which will include a tour of the Centre, introductions to staff, job description for volunteers and code of conduct. The Director will ensure that they are fully aware of their duties and the Centre's expectations.

Volunteers will be given a copy of relevant policies such as Child Management, Child Protection, Hygiene, Incident, Injury and Trauma, Emergency Procedures and Privacy and Confidentiality as well as relevant policies on Medical Conditions. Volunteers will have access to the same Grievance Procedures as paid staff.

Volunteers are not to discuss children's development or other issues with parents.

Volunteers must adhere to all areas of confidentiality.

Volunteers will 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 be supernumerary when calculating basic staff: child ratios, except on excursions.

Volunteers will be invited to take part in social activities of the Centre.

Students

Placements will be offered to:

- High school students who wish to gain work experience as part of a school program
- Students attending registered training organisations and studying a relevant field, such as childcare, teaching, recreation or community services

All placements will be negotiated through the Director and will only be accepted at the discretion of the Director, based on issues such as staff ability to supervise and assist the students.

After the Director sees the placement as worthy, they will seek approval for the placement from the Management Committee.

Students will be provided with guidelines identifying their responsibilities, expectations and code of conduct while at the Centre. They will be required to comply with the Working with Children Check guidelines.

Students will be made aware of relevant policies such as Child Management, Child Protection, Hygiene, Incident, Injury and Trauma, Emergency Procedures and Privacy and Confidentiality as well as relevant policies on Medical Conditions.

Students are not to discuss a child's development or other issues with parents.

Students adhere to all policies concerning confidentiality.

Students will 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 Centre to stimulate the children's program.

Visitors could include local people or parents with a skill or ability to share with the children or staff. It may also include local community resources such as Police, Fire Brigade etc.

All other visitors must make an appointment to see the Director at a convenient time.

Professional access to the Centre will be at the discretion of the Director or Management Committee or when required by law to do so. Professionals may include union representatives, State and Federal Government Departmental Officers, Workplace Health and Safety inspectors, building inspectors and Police Officers.

Visitors will never be left alone with or in charge of any children.

Any unwelcome visitor will be calmly asked to leave the Centre. If they refuse, the Director or staff member directed by the Director will initiate the lock down procedures and call the Police for removal.

No staff member is to try to physically remove the unwelcome person, but must try to remain calm and attempt to keep the person calm and, where possible, away from children.

Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- My Time, Our Place Framework for School Age Care in Australia
- Network of Community Activities Factsheet – 'Volunteers'
- Privacy Act 1988
- Office of the Children's Guardian - NSW Working With Children Check

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