



P.O. Box 1050, Woden, ACT, 2606
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VOLUNTEERS AND STUDENTS POLICY

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP

National Quality Standard (NQS)

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 Regulations

Children (Education and Care Services) National Law Act	
120	Educators who are under the age of 18 to be supervised
145	Staff Records
149	Volunteers and Students
168	Policies and Procedures
170	Policies and procedures to be followed
172	Notification of change to policies or procedures

Introduction

Visitors to Woden Early Childhood Centre (WECC) are a regular occurrence. Visitors include family members, authorised persons from Regulatory Authority, potential families visiting WECC when deciding on care for their children, students attending practicum periods, volunteers, maintenance personnel, educators and staff from other services and other authorised volunteers. The presence of visitors must be monitored and documented. WECC encourages student participation as we are committed to assisting students gain valuable experience in early childhood settings.

Scope

This policy applies to children, families, staff, management and visitors of the Centre.

Goals

- records relating to visitors and students to WECC will be maintained
- educators will abide by regulatory protocol when visitors are in the Centre

Strategies

The Nominated Supervisor, Director and Responsible Person will:

- appoint an educator to be the Student Supervisor for the duration of the placement. An orientation will be provided for the student or volunteer, informing families, children and educators when Work Experience Students and Volunteers are present at the Centre, including their role and hours they will be spending at the Centre
- ensure work placement students or volunteers are never left on their own with children or included in the ratio of adult to children
- ensure students do not discuss concerns, issues or complaints with parents, guardians and/or visitors
- discuss the student or volunteer times/hours and dates of the placement
- give the student a Work Placement Orientation (appendix 1)
- take the student or volunteer on a tour of the Centre, showing emergency exits, staff room and bathroom facilities
- introduce the student or volunteer to educators and their Room Leader
- advise students or volunteer to bring in a poster with a photo outlining the reason for their placement
- show the student or volunteer where they can access the Centres policies
- 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
- liaise with learning institutions and accept suitable student placements at the coordination unit office under the institutions supervision
- will assist learning institutions to place suitable students with individual educators
- maintain a visitor's book and request sign in of all visitors to WECC
- ensure educators understand the regulatory and ethical guidelines relating to visitors at WECC and provide an induction protocol for all educators to use with visitors
- keep a record of all volunteers and students who spend time in the Centre. The record will include: full name, address, date of birth, date and hours of each volunteer or student who participates in the program (appendix 2)
- be aware of protocols and guidance supplied by universities, TAFEs or registered training organisations (RTOs) in relation to participating students
- ensure the student completes a confidentiality agreement prior to commencing their placement (appendix 3)

Room Leaders will:

- discuss involvement of written work and performance with the student and 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 times
- maintain open communication with work experience students and volunteers along with their practicum teachers about their performance
- work as a team sharing appropriate skills and knowledge with each student and volunteer
- encourage students to seek help and advice as required
- make the student or volunteer feel welcome and a valued member of the team
- ensure that students or volunteers are not left alone with children
- encourage students to use their initiative

Educators will:

- welcome visitor to WECC and seek information on their reason for visiting
- direct visitors appropriately and make the Nominated Supervisor, Director or Educational Leader aware of a visitor presence in WECC
- welcome family and friends to visit and participate at any time

Students and Volunteers will:

- 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 employed when working in a team environment
- learn expectation assimilated by qualified educators in the Centre
- inform the Student Supervisor in writing of what will be expected of them by their training body, University or School, or any other training organisation, and provide time sheets
- keep up to date with all written work requirements
- never remove a child from direct staff supervision
- work a variety of shifts to gain knowledge of different aspects of WECC's operations
- bring in a poster introducing themselves and will include:
 - name
 - photo
 - time they will be at the Centre
 - what it is they are studying
- discuss with the Student Supervisor any problems they may be experiencing

Families will:

- be aware of who they are providing WECC access to when they enter themselves and are requested to be aware of unknown visitors and to direct them accordingly

Probity Checks:

- all students will supply identity details to the Nominated Supervisor
- all students over 18 years of age will complete a Working with Children Volunteer/Student declaration and Working with Vulnerable Persons card
- all students will have a meeting with the Nominated Supervisor so that they will receive information regarding the following service policies:
 - child protection
 - record keeping and confidentiality
 - complaints

Students at risk:

If educators feel that the student is at risk of failing their practicum, the following steps will be taken:

1. the Room Leader will alert the Student Supervisor of any concerns with the student
2. both the Student Supervisor and the Room Leader will discuss concerns with the student
3. the Student Supervisor will arrange for the student's teacher to visit the Centre and discuss concerns that have ascended
4. the student's educational institution and Nominated Supervisor will govern the outcome of the practicum

Termination of Practicum:

Termination of student's placement will occur if the student:

- harms or is at risk of harming a child in their care
- is under the influence of drugs or alcohol
- fails to notify the Centre if they will not be attending
- is observed using repeated inappropriate behaviour at the Centre
- does not comply with all policies and procedures addressed in the student package
- does not provide the photo with an introduction on commencement
- does not keep up to date with their work placement tasks

Evaluation

- auditing of the visitors' book shows that educators and staff are completing records for WECC
- all educators will maintain a safe and secure environment for other staff, the children, families and visitors to WECC

Related policies /documents

- *Harassment-free workplace*
- *Privacy and confidentiality statement*
- *Smoke-free environment*
- *Staff code of conduct*
- *Supervision*

Sources and references

- Department of Social Services – www.dss.gov.au
- Early Childhood Australia – www.earlychildhoodaustralia.org.au
- Early Years Learning Framework
- Work Health and Safety Act 2011
- Fair Work Act

Policy Reviewed	November 2025	Ratified Date	Next Review Date
Modifications	<ul style="list-style-type: none">• Added to education and care services national regulations• Added to room leaders' responsibilities• Minor wording edits• Addition of modifications table	Nov 2022	Nov 2025
Policy Reviewed	May 2018	Ratified Date	Next Review Date
Modifications	<ul style="list-style-type: none">• Existing policy	May 2018	May 2020

Policy Reviewed	May 2013	Ratified Date	Next Review Date
Modifications	<ul style="list-style-type: none">Existing policy	May 2013	May 2015

Authorisation

Paul Halloran

President

2021-22 WECC Management Committee

Woden Early Childhood Centre

Student and Volunteer Orientation Checklist

Student and volunteer information

Full Name:	
Room of Placement:	
Date of Placement:	to

CHECKLIST

Area	Person Responsible	Date Completed	Student/Volunteer Initials	Responsible Person Initials
Overview of the Centre <input type="checkbox"/> Vision and Philosophy <input type="checkbox"/> Management Structure <input type="checkbox"/> Policy Development				
Student/Volunteer information sheet				
Attendance schedule				
Relevant policies discussed including: <input type="checkbox"/> Behaviour Guidance Policy <input type="checkbox"/> Child Protection Policy <input type="checkbox"/> Workplace Health and Safety Policy <input type="checkbox"/> Harassment Free Workplace Policy <input type="checkbox"/> Complaints and Feedback Policy <input type="checkbox"/> Employee Misconduct Policy <input type="checkbox"/> Manual Handling Policy <input type="checkbox"/> Asthma Management Policy <input type="checkbox"/> Anaphylaxis Management Policy				
Centre communication strategies				
Communicating with parents\ families and confidentiality				
Evacuation/Lockdown policies and procedures				
Performance Expectations: <input type="checkbox"/> Notifying absences <input type="checkbox"/> Being on time <input type="checkbox"/> Resolving conflict				
Signing in and out and timesheets				
Relevant Records: <input type="checkbox"/> Information Sheet <input type="checkbox"/> Working with Vulnerable People Card				
Use of Centres phone and mobiles				

If the student/volunteer has any questions or concerns about anything to do with their placement; they should speak with the Lead Educator in the Room they are doing placement in.

The Room Leader will speak to the Director if they are unable to assist the student/volunteer

Woden Early Childhood Centre

STUDENT AND VOLUNTEERS INFORMATION SHEET

Student Placement and Volunteers Sheet

Room Leaders please ensure you:

- Explain emergency and lockdown procedures
- Draw students' attention to the Medical Notice Board in the Programming Room – All Children
- Discuss any allergies/food preferences or medical conditions for children in their care
- Get student to sign any appropriate communication plans of children in the room the student is completing their placement

Student and Volunteer Information

Full Name: _____ Contact Number: _____

Address: _____ Date of Birth: _____

_____ Next of Kin: _____

_____ Contact Number: _____

Placement Details

Reason for being in the Centre (please tick): Work experience Certificate III Diploma

Company Making Placement: _____

Contact Person: _____

Date of Placement: _____ to _____

Room of Placement (please tick): Nursery Toddlers Introduction to Preschool Preschool

Supervisor at Centre: _____

Placements will be made by the Director and Senior Educators

Working with Vulnerable People Check

Photocopy of Working with Vulnerable People Registration taken? Yes No

Student/Volunteer Signature _____ Date _____



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CONFIDENTIALITY AGREEMENT

I, _____, agree with the following statements:

I have read and understood Woden Early Childhood Centre's Privacy and Confidentiality Policy.

I understand that I may come in contact with confidential information during my time at Woden Early Childhood Centre. As part of the condition of my placement with Woden Early Childhood Centre I hereby undertake to keep in strict confidence any information regarding any client, employee or business of Woden Early Childhood Centre or any other organization that comes to my attention while at Woden Early Childhood Centre.

I will do this in accordance with the Woden Early Childhood Centre's Privacy and Confidentiality Policy and applicable laws, including those that require mandatory reporting.

I also agree to never remove any confidential material of any kind from the premises of Woden Early Childhood Centre unless authorized as part of my duties, or with the express permission or direction to do so from Woden Early Childhood Centre.

(Student/ Volunteer Name)

(Signature of Student/ Volunteer Name)

(Signature of witness)

Dated this _____ day of _____, 2_____