



Volunteers, Students and Visitors Policy

POLICY STATEMENT

Coowarra OOSH aims to 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. As a child safe organisation, we embed the National Principles for Child Safe Organisations and implement child safe policies and procedures to ensure child safety is paramount.

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 all educators, staff, students, volunteers and visitors have knowledge of and adhere to this policy
- ensure all volunteers, students and visitors are aware of guidelines adopted by the service around the use of personal electronic devices whilst education and care is provided for children
- request visitors who are supporting children at the service (NDIS funded support professionals, Inclusion Support professionals) gain written consent from the approved provider to capture images or video of a child for observation/documentation purposes only



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- ensure a *Visitor Register* is maintained, including
 - date
 - reason for visit
 - full name
 - time of arrival and departure
 - company (if applicable)
 - Working With Children Check
- ensure visitors provide ID if required
- ensure the *Visitor Register* is kept in a safe and secure location
- ensure all visitors complete and sign the *Visitor Register*
- 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
- ensure visitors who may come into direct contact with children submit their Working with Children Check to be verified by the approved provider
- appoint an educator to be the ‘Student Supervisor/mentor’ for the duration of student placements
- conduct an orientation for the student, volunteer or visitor including taking the student, volunteer or visitor on a tour of the OSHC Service, showing emergency exits, staff room and bathroom facilities
- negotiate with the student or volunteer the times/hours to be worked, and dates of the placement
- ensure work placement students or volunteers are never included in the ratio of adult to children
- ensure students or volunteers are aware that they must not discuss concerns, issues or complaints with parents, guardians and/or visitors
- show the student, volunteer or visitor where they can access the service’s 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 of potential issues



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- liaise with learning institutions and accept suitable student placements under the institution's supervision
- assist learning institutions to place suitable students with individual educators
- ensure student's/volunteer's paperwork and insurances are current
- ensure each student or volunteer holds a current Working with Children Check prior to commencing their placement
- record and verify each student or volunteers Working with Children Check where required
- ensure that no student, volunteer or visitor is affected by or under the influence of drugs or alcohol while on the service premises when children are being educated and cared for

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
- encourage students or volunteers to seek help and advice as required
- be a positive role model, showing appropriate behaviour and conduct themselves in a professional manner
- guide the students or volunteers throughout the day
- make the student or volunteer feel welcome and a valued member of the team
- 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

THE SUPERVISING EDUCATOR WILL:

- discuss the progress of written work and performance with the student or volunteer



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- discuss any concerns raised by the student with the Student Supervisor
- encourage students/volunteers to use their initiative
- ensure the student/volunteer remains up to date with their assessments/tasks to be completed
- discuss concerns with student/volunteer with management
- never leave the student/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 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 strategies for working in a team environment
- learn and accommodate the expectations of qualified educators in the service
- 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 the Student Supervisor
- adhere to all service policies and procedures
- never remove a child from direct staff supervision

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:



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- Child Protection
- Child Safe Environment
- Privacy and Confidentiality
- Dealing with Complaints
- Work, Health and Safety
- Code of Conduct
- Safe Transportation
- Photograph
- Social Media

TERMINATION OF PRACTICUM OR VOLUNTEER PLACEMENT

Termination of student's or volunteer's placement will occur if the student/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 OSHC Service
- 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
- removes any child or children from the direct supervision of an educator.

Volunteers

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 or local community resources such as police, fire brigade etc.
- Professional access to the centre will be at the discretion of the Nominated supervisor at a convenient time.



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- Professionals include union representatives, State and Federal Government Departmental Officers, Occupational Health and Safety inspectors, building inspectors and police officers.
- Any unwelcome visitor will be calmly asked to leave the centre. If they refuse the centre will go into lock down mode and the Nominated supervisor or educator as directed by the Nominated supervisor will call the police for removal.
- No educator is to try and physically remove the unwelcome person, but try to remain calm and keep the person calm and defuse any conflict to ensure safety of children and educators at the service.
- Visitors are to email management to seek approval to visit prior to visiting the service. The approval needs to include date of visit, anticipated time and purpose of visit.
- Visitors will need to provide a valid WWCC that will be verified by the nominated supervisor

CONSIDERATIONS

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 LAW AND REGULATIONS

S. 170	Offence relating to unauthorised persons on education and care service premises
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S. 175	Offence relating to requirement to keep enrolment and other documents
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	Policies and Procedures
170	Policies and procedures to be followed
172	Notification of change to policies or procedures

RELATED POLICIES

Code of Conduct Policy Child Protection Policy Child Safe Environment Policy Dealing with Complaints Policy Communication Policy Interactions with Children, Families and Staff Policy	Confidentiality Policy Staffing Policy Supervision Policy Work, Health and Safety Policy
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UPDATED AND ENDORSED: August 2025

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