



# Volunteer & Student Pack



# Welcome and Thank You

Thank you for choosing to volunteer or complete your student placement with our service. We appreciate your time, commitment, and contribution to supporting children, families, and educators within our kindergarten/community.

Your involvement plays an important role in helping us provide a safe, inclusive, and engaging environment for all children. We look forward to working with you and supporting you throughout your experience with us.

Please take the time to read and complete this Volunteer & Student Pack and return it to the service prior to your start date, excursion, or service event.

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## Important Information for Students and Volunteers

As a student or volunteer at the service, you are required to read, understand, and comply with relevant service policies and procedures before commencing your role.

You will also need to speak with service staff to arrange a suitable time to:

- complete your induction
- discuss expectations and responsibilities
- complete any required training

All students and volunteers are required to hold a current Working with Children Check (WWCC) prior to commencing at the service. A copy of your WWCC card and details will need to be provided to the service for verification and record keeping purposes.

All students and regular volunteers are also required to complete training modules relating to:

- Child Safety
- Child Protection

These training modules must be completed before commencing at the service.

Volunteers attending a one-off excursion or service event *will not* be required to complete these additional training modules; however, they must follow all directions provided by educators and service staff at all times.

### Before You Commence

- Completed and return Volunteer & Student Pack
- Provided Working with Children Check details
- Read relevant policies and procedures
- Completed induction
- Completed required training modules

# Policies and Procedures

The following information outlines key sections of EEYS policies and procedures relevant to students and volunteers. Please ensure you read and understand this information. Links to the full policies can be found here: <https://www.eeys.com.au/policies>

## **CODE OF CONDUCT**

### **ATTACHMENT 3. CODE OF CONDUCT FOR STUDENTS, VOLUNTEERS, CONTRACTORS AND VISITORS**

#### **I commit to contributing to creating an environment at EEYS that:**

- Respects the rights of the child and values diversity
- acknowledges the vulnerability of Aboriginal children, children from a culturally and linguistically diverse background and children with a disability and has zero tolerance of discrimination
- maintains a duty of care (refer to Definitions) towards all children at the service
- is committed to the safety and wellbeing of each child at the service
- is committed to the safety and wellbeing of all staff at the service
- provides a safe and secure environment for all at the service
- provides an open, welcoming environment in which everyone's contribution is valued and respected
- is committed to communicating openly and honestly
- is committed to continually learning how to be inclusive and respectful of cultural needs
- encourages parents/guardians, volunteers, students and community members to support and participate in the program and activities of the service.

#### **Relationships with children**

##### **In my relationships with children, I commit to:**

- being a positive role model at all times
- encouraging children to express themselves and their opinions
- allowing children to undertake experiences that develop self-reliance and self-esteem
- maintaining a safe environment for children
- speaking to children in an encouraging and positive manner
- giving each child positive guidance and encouraging appropriate behaviour
- regarding all children equally, and with respect and dignity
- having regard to each child's cultural values
- respecting individual difference including age, physical and intellectual development, and catering for the abilities of each child at the service.
- Relationships with the approved provider, persons with management and control, nominated supervisor, staff and others

##### **In my relationships with the approved provider, nominated supervisor, staff, other parents/guardians, volunteers and visitors I commit to:**

- developing relationships based on mutual respect
- working in partnership in a courteous, respectful and encouraging manner
- valuing the input of others
- sharing our expertise and knowledge in a considered manner
- respecting the rights of others as individuals
- giving encouraging and constructive feedback, and respecting the value of different professional approaches
- respecting the privacy of children and their families and only disclosing information to people who have a need to know as required under the Privacy and Confidentiality policy
- always following the directions of staff

- treating the early childhood environment with respect
- raising any concerns, including concerns about safety, as soon as possible with staff to ensure that they can be resolved efficiently
- raising any complaints or grievances in accordance with the Compliments and Complaints Policy.

## **PARTICIPATION OF VOLUNTEERS AND STUDENTS**

Students and Volunteers are expected to:

- following the directions of staff at the service at all times to ensure that the health, safety and wellbeing of children is protected.
- Maintaining open communication with work experience and placement students, as well as with the students' course supervisor, about their performance
- Ensuring volunteers and students on placement at the service are not affected by alcohol or drugs (including prescription medication) that would impair their capacity to supervise or provide education and care to children (Regulation 83) (refer to Tobacco, Alcohol and other Drugs Policy
- Ensuring that volunteers, students and parents/guardians comply with the Education and Care Services National Regulations 2011 and Education and Care Services National Law and all service policies and procedures (Regulations 170)
- Complying with the requirements of the Education and Care Services National Regulations 2011, Education and Care Services National Law (Regulation 185) and with all service policies and procedures, including the Code of Conduct Policy, Child Safe Environment and Wellbeing Policy, Interactions with Children, Safe Use of Digital Technologies and Online Environment and Privacy and Confidentiality Policy while attending the service
- obtaining a valid WWC Check (refer to Definitions) and providing details to the service prior to commencement
- Ensuring that volunteers and students do not carry their personal electronic devices (refer to Definitions) while providing education and care to children, except for authorised essential purposes (refer to Definitions)
- Immediately declaring to the nominated supervisor any changes that mean they do not meet the requirements relating to being a volunteer or student, such as ceasing their studies or if their WWCC has been revoked

## **ESAFETY FOR CHILDREN AND SAFE USE OF DIGITAL TECHNOLOGIES AND ONLINE ENVIRONMENTS**

### **ATTACHMENT 5. PARENT/GUARDIAN AUTHORISATION FOR UNDER-AGE ACCESS TO THE EEYS DIGITAL TECHNOLOGY FACILITIES**

Students and volunteers are expected to:

- Act in accordance of the policy
- Only use service/business devices – not personal devices with children
- Following processes and procedures for taking, storing and sharing photos online
- Asking children's permission before taking photos/videos
- Mitigate online risk, including data breaches
- Engage in professional learning about online safety education and teaching children about safe online engagement
- Ensure risk assessment are completed prior to any online apps being used with children
- Use digital technology in a safe, respectful, and professional manner at all times.
- Maintain the privacy and confidentiality of all children, families, educators, and staff.
- Not photograph, film, or record children, families, staff, or service environments on personal devices.
- Only use service-approved devices and applications when authorised by staff.

- Not share confidential or identifying information about children, families, staff, or the service online or through digital platforms.
- Follow all service policies relating to privacy, confidentiality, social media, and child safety.
- Ensure any digital communication is respectful, appropriate, and professional.
- Immediately report any concerns relating to inappropriate online behaviour, cyber safety, or breaches of privacy to the Nominated Supervisor or relevant staff member.
- Not access inappropriate, offensive, or non-work/study-related content while at the service.
- Protect passwords, login details, and confidential information from unauthorised access.
- Use technology in ways that support children's safety, wellbeing, and learning.
- Comply with all directions provided by educators and service staff regarding the use of digital technologies.
- Understand that breaches of privacy, confidentiality, or child safety requirements may result in the placement or volunteering arrangement being discontinued

## **PRIVACY AND CONFIDENTIALITY**

Students and volunteers are expected to:

- Keeping information on children, families, staff, the service and organisation confidential
- Ensuring that images of children are treated with the same respect as personal information, and as such are protected by privacy laws in the same way
- Asking children for permission before taking their photo or video and explain how it will be used. Respecting the child when they say no
- Providing notice to children and parents/guardians when photos/video recordings are going to be taken at the service
- Abiding by laws, policies and procedure

## **INTERACTIONS WITH CHILDREN**

Students and volunteers are expected to:

- Actively supporting and facilitating the participation and inclusion of Aboriginal children, young people, and their families.
- Ensuring children are adequately supervised
- Support children to feel safe, express themselves, are offered positive encouragement and guidance and have their rights and dignity maintained
- Use positive communication and engagement
- Ensuring appropriate physical contact is maintained at all times
- Work collaboratively with staff to support children's interactions
- Maintaining confidentiality

## **CHILD SAFE ENVIRONMENT AND WELLBEING**

Students and volunteers are expected to:

- Following laws, policies and procedure to keep children safe
- contributing to an organisational culture of child safety
- Ensure students are not under the influence of drugs or alcohol
- Follow risk assessment within the service to keep children safe
- Identifying and mitigating risks in the online and physical environments without compromising a child's right to privacy, access to information, social connections and learning opportunities
- Be familiar with child safety standards
- Complete any necessary child safety training

- Report any mandatory reporting or reportable conduct concerns to the supervisor or CEO
- Actively discouraging discrimination against children, families and educators on the basis of culture, gender, age, sexuality, disability or religion.
- Notifying the approved provider or person with management or control immediately on becoming aware of a concern, complaint or allegation regarding the safety, health and welfare of a child at EEYS
- Maintaining confidentiality at all times
- Ensuring children are always actively supervised

## **SOCIAL MEDIA AND PUBLICITY**

Students and volunteers are expected to:

- Follow the service's Social Media and Publicity Policy, Child Safe Standards, and Victorian privacy legislation at all times.
- Respect children's rights to privacy, dignity, and safety in all online and public communications.
- Do not photograph, film, record, or share images of children.
- Ensure any use of children's images aligns with the approved media consent permissions provided by parents/guardians. (students on placement)
- Personal phones, tablets, and social media accounts must not be used to capture or share images, videos, or information about the children or staff.
- Maintain confidentiality regarding children, families, educators, volunteers, and service operations both online and offline.
- Do not post comments, photos, videos, or information that may identify a child, family, or staff member connected to the service.
- Only authorised staff may upload content to the service's website, newsletters, or social media platforms.
- Use respectful, inclusive, and professional language when representing the kindergarten or early childhood program publicly.
- Report any concerns regarding inappropriate online behaviour, breaches of privacy, or unsafe digital practices immediately to the Program Coordinator or Nominated Supervisor.
- Support safe online environments in line with the Victorian Child Safe Standards and the National Model Code for Taking Images or Videos of Children.
- Understand that breaches of privacy, confidentiality, or social media expectations may result in disciplinary action or removal from placement/volunteering.

## CHILD SAFETY COMMITMENT

Emerge Early Years Services (EEYS) are committed to the safety and wellbeing of all children and this will be the primary focus of our education, care and decision making. Our commitment will be enacted through the implementation and monitoring of the Child Safe Standards.

EEYS has a zero tolerance for child abuse.

EEYS are committed to providing a child safe environment where children feel safe, secure and empowered and their voices are heard about decisions that affect their lives. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, as well as the safety of children with a disability.

**CHILD SAFETY OFFICER CONTACT DETAILS**  
Name: Elicia Napoli    Phone: 0418 526 975    Email: ceo@eeys.com.au



<b>Students and Volunteer Details Form</b>	
<b>Placement Dates:</b>	<p>..... / ..... / ..... To ..... / ..... / .....</p> <p>Type:    <input type="radio"/> 0-2 years    <input type="radio"/> 3-5 years    <input type="radio"/> Kindergarten/ Pre Prep</p>
<b>Employer/ Placement Host:</b>	<p><b>Emerge Early Years Services.</b> <b>22 McLachlan Street, Horsham, VIC</b></p> <p><b>Early Years location:</b> .....</p>
<b>Student/ Volunteer Details:</b>	<p>Given Names: .....</p> <p>.....</p> <p>Last Name: .....</p> <p>Date of Birth: ..... / ..... / .....</p>
<b>Residential Address:</b>	<p>Address: .....</p> <p>.....</p> <p>Town: ..... Postcode: .....</p>
<b>Student/ Volunteer Contact Details:</b>	<p>Mobile: .....</p> <p>Email Address: .....</p> <p>Work Hours Phone No: .....</p> <p>After Hours Phone No: .....</p>
<b>Emergency Contact Details:</b>	<p><b>1)</b> Name: .....</p> <p>Relationship: .....</p> <p>Mobile: .....</p> <p>Work Phone No: .....</p> <p>A/H Phone No: .....</p> <p><b>2)</b> Name: .....</p> <p>Relationship: .....</p> <p>Mobile: .....</p> <p>Work Phone No: .....</p> <p>A/H Phone No: .....</p>
<b>Pre-existing Injury or Illness or Medical Condition:</b>	<p>Do you have a pre-existing injury, illness or medical condition that may affect your ability to undertake your placement?</p>

	<p>YES / NO (please circle applicable)</p> <p>Please provide details of pre-existing injury:</p> <p>.....</p> <p>.....</p> <p>What duties, position requirements or abilities may be affected by your pre-existing injury, illness?</p> <p>.....</p> <p>.....</p> <p>Do you have a plan for modification of duties from your GP or medical specialist?</p> <p>YES / NO (please circle applicable)    If YES please attach a copy to this form.</p> <p>Do you have any allergies, anaphylaxis, asthma, diabetes that the service needs to be aware if?</p> <p>YES / NO (please circle applicable)</p> <p>Please provide details and how we can support your medical condition:</p> <p>.....</p> <p>.....</p>
<p><b>Child Safe Policies:</b></p>	<p>All EEYS policies are located on our website.</p> <p>Please read and become familiar with the following:</p> <p><a href="#">Child Safe Environment &amp; Wellbeing</a></p> <p><a href="https://irp.cdn-website.com/5162f454/files/uploaded/QA4+Code+of+Conduct+Policy+V3.pdf">https://irp.cdn-website.com/5162f454/files/uploaded/QA4+Code+of+Conduct+Policy+V3.pdf</a></p> <p><a href="#">Participation of Volunteers and Students</a></p> <p><a href="#">Safe Use of Digital Technologies and Online Environments</a></p> <p><a href="#">Privacy and Confidentiality</a></p> <p><a href="#">Interaction with Children</a></p>
<p><b>Working with children's check:</b></p>	<p>Number:</p> <p>Expiry:</p>
<p><b>Students and Regular Volunteer Child Safety Training</b></p>	<p><b>National child safety training Completed:</b></p> <p><b>Child Protection Training Completed:</b></p>
<p><b>Current School/Tafe/Uni completing studies:</b></p>	<p>Name of Tafe/ University/ other:.....</p> <p>Qualification Studying: .....</p> <p>Contact/ Supervisor Name: .....</p> <p>Contact/ Supervisor Contact details: .....</p>

### Declaration

- I declare that the above information supplied by me is true and correct and that if at any time there is a change to this information, I will supply EEYS with written confirmation.
- I also agree that in case of an emergency you have my permission to call an ambulance, and any associated costs will be borne by me.
- I declare that all information herein and any matters relating to EEYS and/or its member sites during my student placement will remain confidential and that I will comply with the policies of the association, statutory rules and regulations applicable to kindergartens and under which the association operates.
- I have read and understood the policies in the link above
- I am aware that I cannot use my personal phone whilst in the program or to take recordings of children
- I am aware that I must not be left alone with children
- I am aware that EEYS is a child safe organisation
- I will abide by the code of conduct
- I am aware that I must maintain privacy and confidentiality
- I am aware that I must not use my personal devices while at the service/ excursion.
- I am aware that I need to discuss permissions and taking photos for the purpose of assignments with my placement supervisor prior to doing this (to ensure correct permissions are taken and children's faces are blurred out) and only on a service or business device.

**Name:** .....

**Signature:** .....

**Date:** ..... / ..... / .....

### If under 18 years of age:

#### Parent/Guardian

**Name:** .....

**Signature:** .....

**Date:** ..... / ..... / .....

## Excursions & Service Events

*(Excursion/Event Volunteers Only)*

Thank you for volunteering to assist with the following excursion or service event:

Excursion/Service Event: \_\_\_\_\_

Early Years Service: \_\_\_\_\_

Date: \_\_\_\_\_

As a volunteer participating in this excursion or service event, you are required to acknowledge and comply with the following conditions:

1. You will remain under the direct supervision of a qualified educator, staff member, or approved provider at all times during the excursion/service event.
2. Prior to the excursion/service event, staff will provide you with information regarding:
  - the educational purpose of the excursion/event
  - your role and responsibilities
  - supervision and safety requirements
  - relevant details for the day, including contact numbers, staff names, meeting points, and the schedule of activities.
3. All volunteers, students, and family members are expected to comply with service policies and procedures, including but not limited to:
  - Volunteers and Students Policy
  - Child Safe Environment Policy
  - Privacy and Confidentiality Policy
  - SunSmart Policy
  - Participation and Supervision requirements.

Copies of these policies are available at the service or via the EEYS website.

4. You will be required to provide emergency contact details prior to the excursion/service event and authorise staff to seek emergency medical treatment and/or ambulance transport on your behalf if required.
5. You must follow all directions and instructions provided by staff during the induction process and throughout the excursion/service event.
6. A current Working with Children Check (WWCC) must be provided to the service prior to participating in the excursion/service event where required.

## Volunteer Declaration

I, \_\_\_\_\_, understand and accept the responsibilities and conditions outlined above and agree to volunteer for the excursion/service event listed in this document.

I understand that I will remain under the supervision of staff members responsible for the excursion/service event and authorise the staff member in charge to seek emergency medical treatment and/or ambulance transport on my behalf if required.

### Volunteer Details:

Print Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Emergency Contact 1 Details

Emergency Contact Name: \_\_\_\_\_

Relationship to Volunteer: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

### Emergency Contact 2 Details

Emergency Contact Name: \_\_\_\_\_

Relationship to Volunteer: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

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### **Please Note**

A Risk Assessment and Excursion/Service Event Management Plan has been completed for this excursion/service event and is available for viewing at the Early Years Service.

Thank you for your contribution to helping EEYS maintain an open, safe, welcoming, and supportive environment for children, families, staff, students, and volunteers.

Please return all completed Volunteer/Student forms to the service prior to attendance.

## Student & Volunteer Records Checklist (to be completed by the nominated supervisor)

The Nominated Supervisor is responsible for ensuring all required documentation and induction requirements have been completed prior to a student or volunteer commencing at the service or attending an excursion/service event.

A staff file must be created and maintained at the service for all students and regular volunteers.

For one-off excursion or service event volunteers, the completed Volunteer & Student Pack must be kept with staff during the excursion/service event.

Documentation Required	Tick or N/A
Student placement paperwork completed and filed (where applicable)	
Staff file created for student/ regular Volunteer	
Current Working with Children Check (WWCC) verified and copy placed in staff file	
Status checked of WWCC every 6 months and documented below.	
Volunteer & Student Pack completed and placed on staff file	
Copy of Volunteer & Student Pack available for excursions/service events	
Relevant medical information provided by student/volunteer (if applicable)	
All relevant Policies as per Volunteer and Student Pack read and acknowledged.	
Induction completed and filled in staff file	
Copy of child safe and child protection certificates placed on file (students and regular volunteers)	

### Important Information

- Staff files must be maintained at the service for all students and regular volunteers.
- Copies of all relevant documentation must accompany staff on excursions/service events where students or volunteers are attending.
- One-off excursion/service event volunteers are only required to complete the Volunteer/Student Pack unless otherwise directed by the service.

### This student/volunteers' WWCC were checked on:

Date	Person Completing Check	Signature