



Volunteers/ Students/ Visitors Policy

Includes - STUDENT AND VOLUNTEER ACKNOWLEDGMENTS CHECKLIST

POLICY STATEMENT:

Grays Point Activity Centre (GPAC) values the participation of students and volunteers. Having students and voluntary workers within the Service helps to inform the community about our program and the value of the work we do. Students and voluntary workers are welcome at the Service; however, the children's care and safety are our first priority.

Our Service aims to ensure the safety and wellbeing of all children enrolled at the Service by having a process in place to accurately and securely record information about visitors, students and volunteers. To ensure a professional and pleasurable learning experience, students and volunteers will be encouraged to participate in the Centre's daily routine and assist in accordance with their qualification level to work with children under the National Quality Framework requirements.

PROCEDURE

Our Service aims to ensure the safety and wellbeing of all children enrolled at the Service by having a process in place to accurately and securely record information about visitors, students and volunteers. Our OSHC Service will ensure no child or children are left alone with a visitor, student or volunteer.

IMPLEMENTATION

We have a strong commitment to provide a range of opportunities for volunteers, students and visitors to participate in programs and activities while adhering to clear guidelines regarding appropriate interactions and communication with staff, and other adults and children at the Service. As a child safe organisation, we embed the National Principles for Child Safe Organisations and implement child safe Policies and procedures to ensure the safety and wellbeing of children is paramount.

Our Service adheres to and aligns with legislative requirements for taking images or videos of children, which applies to volunteers, students and visitors. (See *Safe Use of Digital Technologies and Online Environments Policy*.)

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 that obligations under the Education and Care Services National Law and National Regulations are met
- ensure all Educators, staff, students, volunteers and visitors have knowledge of and adhere to this Policy and associated procedure
- ensure students and volunteers are aware of current child protection law, mandatory reporting obligations, National Principles for Child Safe Organisations/ Child Safe Standards and their duty of care to ensure that reasonable steps are taken to prevent harm to children
- ensure students, volunteers and visitors understand their obligations as a mandatory reporter, and can explain how and when a report regarding child safety concerns is made
- ensure students, volunteers and regular visitors complete Child Safety Training approved by ACECQA
- ensure each student or volunteer holds a current Working with Children Check (WWCC) prior to commencing their placement
- record and verify each student or volunteers WWCC
- ensure visitors who may come into direct contact with children submit their WWCC to be verified by the Approved Provider
- update the National Early Childhood Worker Register within 14 days when a student or volunteer commences engagement or ends an engagement, with the Service, including all prescribed information as requested under S. 269B
- ensure the National Early Childhood Worker Register is updated within 14 days following any changes about a student or volunteer engaged in the Service
- ensure the student or volunteer is assessed as fit and proper to be engaged in child related activities including:
 - ensuring students and volunteers sign a Compliance History Statement and a Prohibition notice declaration prior to engagement
 - checking the [NQA ITS portal](#) during the induction process for any prohibition notices issued
 - ensuring the student or volunteer is not engaged at the Service if the person is prohibited from working with children, including a prohibition notice in force provided under the National Law in any state or territory in Australia
 - requiring students and volunteers to notify the Approved Provider within 72 hours of the event, or within 24 hours of becoming aware of the event, of any changes to their WWCC status, changes to their teacher registration or fit and proper status (including show cause notice, suspension notice, supervision notice, disciplinary notices/orders or prohibition notices)

- notifying the Regulatory Authority within 24 hours of becoming aware of the event or becoming aware of changes to a student or volunteer WWCC status including negative notices or changes to teacher accreditation or registration.
- ensure all volunteers, students and visitors are aware of and strictly adhere to legislative requirements for taking images or video of children including:
 - adhering to the *Safe Use of Digital Technologies and Online Environments Policy*
 - only Service-issued/approved devices are to be used when taking images or videos of children
 - personal electronic devices that can take images or videos (such as tablets, phones, digital cameras, smart watches, META glasses) and personal storage and file transfer media (such as SD cards, USB drives, hard drives and cloud storage) are not in the possession of any staff member, Educator, visitor or volunteer while providing education and care and working directly with children
 - visitors who are supporting children at the Service (NDIS funded support professionals, Inclusion Support Professionals) obtain written authorisation from parents/guardians to capture images or video of a child for observation/documentation purposes only.
- ensure no student, volunteer or visitor subjects a child or children to inappropriate conduct
- ensure any allegations, concerns or suspicions of inappropriate conduct are investigated and reported to the Regulatory Authority
- ensure students, volunteers and visitors are informed of their responsibilities and obligations relating to inappropriate conduct including:
 - that the induction process includes the recognition, prevention and reporting of inappropriate conduct
 - expected conduct and behaviour whilst engaging directly with children
 - that any breach of inappropriate conduct will result in immediate removal from the Service and may lead to termination of placement or engagement
 - that any breaches of inappropriate conduct will be reported to the Regulatory Authority
- cooperate with the Regulatory Authority and comply with any directions or orders issued by the Regulatory Authority regarding a show cause, suspension or supervision notice provided to a student, volunteer or visitor, including removing the person from engagement with children immediately
- inform students, volunteers and visitors it is an offence to provide false or misinformation relating to any suspension, supervision or prohibition notices
- 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 all visitors complete and sign the *sign in book*
 - ensure visitors provide ID
 - 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
 - conduct an orientation for the student, volunteer or visitor including taking the student, volunteer or visitor on a tour of the Service, showing emergency exits, staff room and bathroom facilities
 - provide the student/volunteer with a *Student/Volunteer Handbook*
 - negotiate with the student or volunteer the times/hours to be worked, and dates of the placement
 - inform families, children, and Educators when work experience students and volunteers are present at the Service, including their role and hours they will be attending the Service.
 - 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
 - introduce the student or volunteer to Educators (and their supervising Educator if appropriate)
 - show the student, volunteer or visitor where they can access the Service's policies
 - ensure the student or volunteer has signed a confidentiality agreement prior to commencing their placement
 - 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
 - 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 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

- all documentation and records relating to students and volunteers are kept safe and secure for a period of 3 years following the last day of engagement
- a review of practices is conducted following an incident involving a student or volunteer, including an assessment of areas for improvement.

Volunteers

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 developed for all volunteers, students and visitors in the Centre.

All volunteers must be interviewed by the Centre Manager/ Team Leader and provide two suitable referees and where possible references, before they will be able to work in the Centre. All volunteers will be required to comply with the Working With Children Check (WWCC) guidelines.

A Job Description will be drawn up for volunteers, clearly outlining their duties and expectations of the Centre.

The Centre Manager/ Team Leader 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.

Volunteers will:

- provide WWCC prior to placement [exemptions may be applicable if student is under the age of 18 in NSW]
- not be in possession of any personal electronic devices that can take images or videos while providing education and working directly with children
- refrain from any behaviour that may be considered inappropriate conduct, including behaviour that is threatening, intimidating, humiliating, degrading, hostile or otherwise inappropriate
- report any concerns they may have about inappropriate actions of any persons engaged at the Service that involves children or young people to the Approved Provider as per the Reportable Conduct Scheme
- report any allegations, observations or suspicions they may have about inappropriate conduct of any persons engaged at the Service that involves children or young people to the Approved Provider and Regulatory Authority
- adhere to legislative requirements for taking images or videos of children

The Centre Manager/ Team Leader will ensure that they are fully aware of their duties and the Centre's expectations.

- All volunteers will be required to sign in and out.
- Volunteers will be given a copy of relevant Policies such as Behaviour Guidance.
- Volunteers are not to discuss children's development, concerns or complaints or other issues with parents/guardians.
- 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 be supernumerary when calculating basic staff: child ratios, except on excursions.
- Volunteers will be invited to take part in social activities at the Centre.

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 student's suitability and work with the Centre Manager/ Team Leader in relation to times and expectations.

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 Centre Manager/ Team Leader in relation to times and expectations. The training organisation must provide written authorisation for the student and a copy of their insurances. This will be kept on file. All placements will be negotiated through the Centre Manager and placement be only accepted on the discretion of the Centre Manager/ Team Leader based on issues such as staff ability to supervise and be available to help the students.

After the Centre Manager/ Team Leader sees the placement as worthy they will seek approval for the placement from the GPAC Committee at the next meeting or if unable to do so prior to the meeting, get approval from the President or other delegated management member.

- Students will be provided with guidelines identifying their responsibilities, expectations and Code of Conduct while at the Centre.
- Students should be made aware of relevant Policies such as Behaviour Guidance.
- Students will adhere to all Service Policies and procedures.
- 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.
- Students will learn strategies for working in a team environment.

Work experience and student volunteers may not proceed or be denied based on the resources and operations at the time of application or commencement.

STUDENTS AT RISK

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

1. the Educator supervising the student/volunteer will alert the Team Leader or Centre Manager of any concerns regarding the student
2. both the Leader/Manager and the Educator will discuss concerns with the student
3. The Students Supervisor or coordinator will be contacted

GPAC Policy and Procedures – Volunteers/ Students/ Visitors Policy (Service Management)

4. the Student Supervisor will arrange for the student's training institution teacher to visit the Service and discuss concerns that have ascended

5. the student's educational institution and Nominated Supervisor will govern the outcome of the practicum.

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 Service
- does not comply with all Policies and procedures addressed in onboarding and ongoing
- does not keep up to date with their work placement tasks
- removes any child or children from the direct supervision of an Educator.

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. All other visitors must make an appointment to see the Centre Manager/ Team Leader at a convenient time.

Professional access to the Centre will be at the discretion of the Centre Manager/ Team Leader or GPAC Committee or when required by law to do so.

Professionals include, union representatives, State and Federal Government Departmental Officers, Work 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 Manager/ Responsible Person or staff member directed by the Centre Manager/ Responsible Person will call the Police for removal.

No staff member is to try to physically remove the unwelcome person but try to remain calm and keep the person calm as far as possible.

All Volunteers and Students volunteers will supply identity details to the Nominated Supervisor.

CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard (NQS)	Other Service Policies/documentation	Other
S2A, S3A, S5AA, S162A, S162B, S165, S166A, S167, S170, S174, S174AA, S174AB, S175, Part 6A, S178, S178A, S188, S188A, S269B, S269E, 82, 83, 84, 120, 145, 149, 168, 170, 171, 172, 175	2.2.1, 2.2.3, 4.1.1, 7.1, 7.1.1, 7.1.2, 7.1.3, 7.2, 7.2.2, 7.2.3	<ul style="list-style-type: none"> • Child Protection Policy • Code of Conduct Policy • Workplace Anti-Bullying, Anti-Harrassment Policy • Providing a Child Safe Environment Policy • Communication with Families Policy • Interactions with Children, Families and Staff Policy • Confidentiality Policy • Staffing and Staffing Arrangements Policy • Supervision of Children Policy • Workplace Health and Safety Policy • Management of Complaints Grievance Handling Policy • Safe Use of Digital Technologies and Online Environments Policy • Child Safety and Wellbeing Policy 	<p>Australian Children’s Education & Care Quality Authority. (2026). Guide to the National Quality Framework</p> <p>Australian Government Department of Education. My Time, Our Place- Framework for School Age Care in Australia.V2.0, 2022</p> <p>Australian Children’s Education & Care Quality Authority. (2024). Taking Images or Videos of Children While Providing Early Childhood Education and Care. Guidelines for the National Model Code.</p> <p>Australian Children’s Education & Care Quality Authority. (2024). Taking Images or Videos of Children While Providing Early Childhood Education and Care. Guidelines for the National Model Code.</p> <p>Children (Education and Care Services) National Law (NSW)</p> <p>Education and Care Services National Law Act 2010.</p> <p>Education and Care Services National Regulations. (Amended 2025)</p> <p><i>Fair Work Act 2009</i> (Cth).</p> <p>Fair Work Commission: Anti-bullying jurisdiction.</p> <p>Safe Work Australia. (2016). Guide for preventing and responding to workplace bullying</p> <p>TAFE NSW Student responsibilities in work placement Work Health and Safety Act, 2011.</p>

ENDORSEMENT BY THE SERVICE:

Approval date: _____ March 2026 _____
Date for review: _____ April 2027 _____

Revised 17/07/2020 JH 30/7/2020 KG
 Revised 6/6/2023 Revised 25/6/2024 KG 13/3/2026 Added mandatory training and digital devices
MANDATORY

Appendix 1:

STUDENT AND VOLUNTEER ACKNOWLEDGMENTS CHECKLIST

NAME	
INSTITUTION	
PLACEMENT DATES	

ORIENTATION PACK	INCLUDED
Volunteer Students Visitor Policy	
Student/Volunteer Detail Form	
Working With Children Check Information	
Immunisation status (including COVID-19 vaccination, if required)	
Student and Volunteer Handbook	
Student/Volunteer sign in/sign out register	
Centre Philosophy	

Introduced to educators	
Shown where & how to sign in/out	
Explained breaks and shown a place to take breaks	
Shown the toilet and bathroom facilities	
Explained hand washing procedure – how and when	
Shown all storerooms and sheds	

Shown around the indoor and outdoor environment	
Shown the meeting point and location of all evacuation procedures	
Shown how to use kitchen appliances. e.g., microwave, oven, kettle etc	
Reinforced dress policy	
Communicated routines and shown where this is displayed in each room	
Gone through student handbook, underlining the Service Philosophy and expectations	
Explained qualifications highlighting fundamental duties and responsibilities	
Clarified management structure within the Service	
Reinforced the Service's privacy and confidentiality agreement	
Explained opening and closing procedures	
Shown where copies of the Policies are situated for future access and referral	
Explained the role of the Regulatory Authority	
Explained the Assessment and Rating process and National Quality Standards	
Discussed NO Smoking, vaping or drugs in the workplace	
Phones and photography	
OUT OF SCHOOL HOURS CARE SERVICE POLICIES AND PROCEDURES	
Dealing with Complaints	
Supervision	
Child Protection	
Child Safe Environment	
Emergency Evacuation	
Sun Safety	

Behaviour Guidance	
Privacy and Confidentiality	
Code of Conduct	
Social Media	
Safe Transportation	
PROCEDURES	
Cleaning Procedure	
Sick Leave	
Supervision	
Closing Procedure	

YOUR SUPERVISOR IS:			
<input type="checkbox"/> I have read and agree to abide by the Out of School Hours Care Service policies and procedures outlined in the acknowledgement checklist.			
STUDENT'S NAME:			
STUDENT'S SIGNATURE:		DATE:	
SUPERVISOR NAME:			
SUPERVISOR'S SIGNATURE:		DATE:	