STUDENT, VOLUNTEER AND VISITORS POLICY

Our OSHC Service 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, voluntary workers and visitors are welcome at the Service; however, the children's care and safety are our first priority.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.3	Child Safety and Protection	Management, educators and staff are aware of their roles and responsibilities regarding child safety, including the need to identify and respond to every child at risk of abuse or neglect
QUALITY AREA 4: STAFFING ARRANGEMENTS		
4.1.1	Organisation of educators	The organisation of educators across the service supports children's learning and development.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service that is child safe.
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 that is child safe.
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 NATIONAL REGULATIONS	
S. 2A	Paramount consideration—safety, rights and best interests of children (commencing 2026)
S. 3A	Paramount consideration [NSW]
S.5AA	Meaning of inappropriate conduct [NSW]

S. 162A	Child protection training Offence relating to child protection training [NSW] [due to commence 2026]
S. 162B	Child safety training [commencing 2026]
S.165	Offence to inadequately supervise children
S. 166	Offence to use inappropriate discipline
S.166A	Offence to subject child to inappropriate conduct [NSW] Offences relating to inappropriate conduct [commencing 2026 Nationally]
S. 167	Offence relating to protection of children from harm and hazards
S. 170	Offence relating to unauthorised persons on education and care service premises
S. 174	Offence to fail to notify certain information to Regulatory Authority
S. 174AA	Educators and other staff members of education and care service to notify certain information [NSW]
S. 174AB	Approved provider must notify Regulatory Authority of event under section 174AA [NSW]
S. 175	Offence relating to requirement to keep enrolment and other documents
Part 6A	Devices in education and care services [commencing 2026]
S. 178	Suspension of education and care by certain persons [NSW] [commencing 2026]
S. 178A	Supervision of certain persons providing education and care [NSW] [commencing 2026]
S. 188	Offence to engage person to whom prohibition notice applies
S. 188A	Offence to give false or misleading information to approved provider about prohibition notice [NATIONAL] False or misleading information about certain notices [NSW]
S. 269B	National Early Childhood Worker Register [commencing 2026]
S. 269E	Approved provider must give information to the National Authority for the National Early Childhood Worker Register [commencing 2026]
82	Environment to be free from tobacco, vaping devices, vaping substances, drugs and alcohol
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	Education and care service must have policies and procedures
170	Policies and procedures to be followed

171	Policies and procedures to be kept available
172	Notification of change to policies or procedures

RELATED POLICIES

Bullying, Discrimination and Harassment Policy Code of Conduct Policy Child Protection Policy Child Safe Environment Policy Dealing with Complaints Policy Family Communication Policy Interactions with Children, Families and Staff Policy	~~Photograph Policy~~ Privacy and Confidentiality Policy Respect for Children Policy Safe Use of Digital Technologies and Online Environments Policy Staffing Arrangements Policy Supervision Policy Work, Health and Safety Policy

PURPOSE

Our OSHC Service supports participation of work placement students (including work experience students) and volunteers wanting to develop professional skills and knowledge in their effort to become Early Childhood Professionals. Our OSHC 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. Our OSHC Service will ensure no child or children are left alone with a visitor, student or volunteer.

SCOPE

This policy applies to children, families, staff, educators, management, approved provider, nominated supervisor, students, volunteers and visitors of the OSHC Service.

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 OSHC Service. As a child safe organisation, we embed the National Principles for Child Safe Organisations [or insert Child Safe Standards applicable in your state/territory] and implement child safe policies and procedures to ensure the safety and wellbeing of children is paramount.

Our OSHC 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 (or Child Safe Standards in your state/territory) 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 [commencing February 2026]
- ensure each student or volunteer holds a current Working with Children Check (WWCC)/Vulnerable Person Check [or similar in each state/territory- exemptions may apply for students younger than 18 in NSW or under 14 in SA] prior to commencing their placement [see *Child Protection Policy]*
- record and verify each student or volunteers WWCC/ Vulnerable Person Check

- ensure visitors who may come into direct contact with children submit their WWCC to be verified by the approved provider (best practice)
- ensure the student or volunteer completes a *Student and Volunteer Application Form* prior to commencement of work placement recording their full name, address, and date of birth
- 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 OSHC 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) [mandatory for NSW]
    - 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. [mandatory for NSW]
- 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. (See *ECIP Confidentiality Agreement*)

- ensure no student, volunteer or visitor subjects a child or children to inappropriate children
- ensure any allegations, concerns or suspicions of inappropriate conduct are investigated and reported to the regulatory authority in accordance with the *Management of Inappropriate Conduct Procedure*
- 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 [mandatory for NSW Services, commencing in 2026 for other states/territories]
- 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 (where applicable, best practice)
- ensure all visitors complete and sign the *Visitor Register*
- ensure the *Visitor Register* is kept in a safe and secure location
- ensure visitors provide ID if required

- 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
- appoint an educator to be the 'Student Supervisor/mentor' for the duration of the placement
- 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
- complete the *Student and Volunteer Induction Checklist* with the student or volunteer, providing assistance as required
- provide the student/volunteer with a *Student and Volunteer Handbook*
- negotiate with the student or volunteer the times/hours to be worked, and dates of the placement
- advise students or volunteer to bring in a poster with a photo introducing themselves and outlining the reason for their placement
- inform families, children, and educators when work experience students and volunteers are present at the OSHC 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 (best practice)
- 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 OSHC 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
- refer to the Service's *Managing an Aggressive Person or Visitor Policy* for guidance if a visitor becomes hostile or aggressive

- 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.

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 OSHC Service as part of their practicum
- be aware of student and volunteer expectations
- have the time and proficiencies to support each student and volunteer in their placement
- 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
- report any allegations, observations or suspicions of inappropriate conduct to the approved provider and regulatory authority [mandatory for NSW Services, commencing in 2026 for other states/territories]
- 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 OSHC 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 OSHC Service
- refer to the Service's *Managing an Aggressive Person or Visitor Policy* for guidance if a visitor becomes hostile or aggressive.

THE SUPERVISING EDUCATOR AT OSHC WILL:

- discuss the progress of written work and performance with the student or volunteer
- 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 WWCC/Vulnerable Person Check details prior to placement
- 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 [mandatory for NSW Services, commencing in 2026 for other states/territories]
- adhere to legislative requirements for taking images or videos of children
- 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 School Aged education and care professional
- learn strategies for working in a team environment
- learn and accommodate the expectations of qualified educators in the OSHC Service
- 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 and evaluation forms
- keep up to date with all written work requirements
- work a variety of shifts to gain knowledge of different aspects of OSHC Service operations
- bring in a poster introducing themselves that will include:
    - Name

  - Photo
  - Course they are studying
  - RTO/university they are studying with
  - Dates and times, they will be at the OSHC Service
  - The focus of their study.
- discuss any problems the student may be experiencing with the Student Supervisor
- adhere to all OSHC Service policies and procedures
- be aware it is an offence to provide false or misleading information in relation to their identity, qualifications, clearances, or any matter relevant to their suitability to work with children
- never remove a child from direct staff supervision
- participate in the induction process and assist to complete the *Student and Volunteer Induction Checklist*

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 OSHC Service a WWCC/
- All students and volunteers will have a meeting with the Nominated Supervisor to receive information regarding the following service policies:
  - Child Protection
  - Child Safe Environment
  - Safe Use of Digital Technologies and Online Environments
  - Privacy and Confidentiality
  - Dealing with Complaints
  - Work, Health and Safety
  - Code of Conduct
  - Safe Transportation
  - Social Media

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 Student Supervisor of any concerns regarding the student
2. both the Student Supervisor and the educator will discuss concerns with the student

3. the Student Supervisor will arrange for the student's training institution teacher to visit the OSHC Service 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 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 OSHC 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.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Student, Volunteer and Visitor Policy* will be reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days.

CHILDCARE CENTRE DESKTOP - RELATED RESOURCES

Childcare Centre Desktop- Human Resources Student and Volunteer Handbook Student and Volunteer Application Form Student and Volunteer Induction Checklist	Student and Volunteer Register Visitor Induction Procedure Visitor Register

SOURCES

Australian Children's Education & Care Quality Authority. (2026). *Guide to the National Quality Framework*
Australian Government Department of Education. *My Time, Our Place- Framework for School Age Care in Australia.V2.0, 2022*
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.*

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.*
Children (Education and Care Services) National Law (NSW)
Education and Care Services National Law Act 2010.
Education and Care Services National Regulations. (Amended 2025)
Fair Work Act 2009 (Cth).
Fair Work Commission: Anti-bullying jurisdiction.
Safe Work Australia. (2016). Guide for preventing and responding to workplace bullying
TAFE NSW Student responsibilities in work placement
Work Health and Safety Act, 2011.

REVIEW

POLICY REVIEWED BY	Marty Gray	Principal	Feb 26
POLICY REVIEWED	Feb 26	NEXT REVIEW DATE	Feb 2027
VERSION NUMBER	V12a.09.25		
MODIFICATIONS	JANUARY • updated policy to include amendments to Children (Education and Care Services) National Law (NSW) • included additional points to strengthen child safe practices including inappropriate conduct • New National Early Childhood Worker Register details added (commencing 2026) • New Child Safety Training added (commencing 2026) • New requirement for students/volunteers to complete Child Protection Training added (commencing 2026) • SEPTEMBER • policy reviewed out of regular calendar review due to legislation changes for child safety- National Model Code (NMC) • added reference to new mandatory policy- *Safe Use of Digital Technologies and Online Environments Policy* • minor edits within policy • sources checked for currency and updated as required		

POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
OCTOBER 2024	• annual policy maintenance • inclusion of National Model Code and Guidelines (optional) • minor edits within policy • sources checked for currency and updated as required	OCTOBER 2025