# STUDENT, VOLUNTEER AND VISITORS POLICY

Our Service values the participation of students undertaking practicum placements and volunteers. Having students and volunteers can contribute to the Service's program, add value to the work we do, and gain knowledge, skills and experience in early childhood education and care.

Students, volunteers and visitors are welcome at the Service. Students and volunteers will be encouraged to participate in the Service's daily routines in accordance with their role, level of experience, qualifications and the requirements of the National Quality Framework. Visitors will be appropriately supervised and are expected to comply with the Service's policies and procedures.

## NATIONAL QUALITY STANDARD (NQS)

| **QUALITY AREA 2:** CHILDREN'S HEALTH AND SAFETY | | |
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| 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. |
| 7.1.2 | 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. |
| 7.2.3 | Development of professionals | Educators, coordinators 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 | |
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| S. 2A | Paramount consideration—safety, rights and best interests of children |
| S. 3A | Paramount consideration |
| S. 162A | Child protection training |

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| S. 162B | Child safety training |
| S. 165 | Offence to inadequately supervise children |
| S. 166 | Offence to use inappropriate discipline |
| S. 166A | Offence to subject child to inappropriate conduct<br>Offences relating to inappropriate conduct |
| S. 167 | Offence relating to protection of children from harm and hazards |
| S. 174 | Offence to fail to notify certain information to Regulatory Authority |
| S. 175 | Offence relating to requirement to keep enrolment and other documents |
| PART 6A | Devices in education and care services |
| S. 178 | Suspension of education and care by certain persons |
| S. 178A | Supervision of certain persons providing education and care |
| S. 188 | Offence to engage person to whom prohibition notice applies |
| S. 269B | National Early Childhood Worker Register |
| S. 269E | Approved provider must give information to the National Authority for the National Early Childhood Worker Register |
| 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 |
| 145 | Staff record |
| 149 | Volunteers |
| 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 |
| 176B | Nominated supervisor, staff member or volunteer must notify approved provider of changes |
| 176C | Approved providers must notify Regulatory Authority of changes |
| 183 | Storage of records and other documents |

## RELATED POLICIES

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| Bullying, Discrimination and Harassment Policy<br>Child Protection Policy<br>Child Safe Environment Policy<br>Code of Conduct Policy<br>Dealing with Complaints Policy<br>Early Childhood (ECIP) Intervention Practitioner Management Policy<br>Family Communication Policy<br>Interactions with Children, Families and Staff Policy | Managing an Aggressive Person or Visitor Policy<br>Privacy and Confidentiality Policy<br>Protected Disclosures (Whistleblower) Policy<br>Respect for Children Policy<br>Safe Use of Digital Technologies and Online Environments Policy<br>Staffing Arrangements Policy<br>Supervision Policy<br>Tobacco, Drug and Alcohol-Free Policy<br>Work, Health and Safety Policy |

## PURPOSE

The purpose of this policy is to outline the requirements and responsibilities for the participation of students, volunteers and visitors at the Service. It supports safe participation by guiding induction, supervision and conduct.

## SCOPE

This policy applies to children, families, staff, educators, management, approved provider, nominated supervisor, students, volunteers and visitors of the 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 Service. Children's safety, rights and best interests are the paramount consideration and underpin all Service operations, decisions and practices.

As a child safe organisation, we embed the National Principles for Child Safe Organisations through our child safe policies and procedures.

The Service maintains processes to accurately and securely record information about visitors, students and volunteers and ensures that no child is left alone with a visitor, student or volunteer. Our Service adheres to and aligns with legislative requirements for capturing images or videos of children, which

applies to volunteers, students and visitors. (See *Safe Use of Digital Technologies and Online Environments Policy*.)

## THE APPROVED PROVIDER/MANAGEMENT/NOMINATED SUPERVISOR RESPONSIBILITIES:

### Governance and Compliance

- meet obligations under the Education and Care Services National Law and Education and Care Services National Regulations
- ensure educators, staff, students, visitors and volunteers have access to, understand and adhere to this policy and other related policies and procedures
- 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, where required
- ensure work placement students or volunteers are never included in the educator to child ratios.

### Student and Volunteer Requirements

- ensure the students and volunteers are suitable to be engaged in child-related activities, and meet applicable requirements, including:
    - holding a current (WWCC), if required, before commencing their placement or engagement, subject to jurisdictional requirements and exemptions (see *Child Protection Policy*)
    - ensuring the student or volunteer is not engaged at the Service if a prohibition notice under the National Law is in force
    - checking the National Quality Agenda IT System (NQA ITS) register of prohibited persons and suspended educators for any prohibition notices or suspended educator status and retaining a record of the check
    - ensuring the student or volunteer is not engaged at the Service where the Service knows, or ought reasonably to know, that a prohibition notice is in force
    - asking the student or volunteer if they are prohibited from providing education and care or are aware of any enforcement action against them; and asking them to sign a declaration confirming their prohibition status
- record and verify each student, volunteer or visitor's WWCC, if applicable
- require students and volunteers to notify the approved provider of any changes to their

WWCC or teacher registration status (if applicable) within the timeframe required by applicable legislation, and notify the regulatory authority of changes to a person's WWCC or teacher registration status (if applicable) (see *Child Protection Policy*)

- ensure the student or volunteer completes a *Student and Volunteer Application Form* prior to commencement of their placement or engagement, recording their full name, address, and date of birth
- ensure staff record includes information in relation to each volunteer, including their name, address, date of birth, relevant WWCC or teacher registration details, and the date and hours they participate at the Service
- conduct a thorough orientation and induction for students and volunteers, including:
    - providing a copy of the *Student and Volunteer Handbook*
    - providing access to the Service's policies and procedures and helping students and volunteers understand relevant policies, including the *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 of Children and Social Media* policies
    - completing the *Student and Volunteer Induction Checklist*
    - outlining the recognition, prevention and reporting of inappropriate conduct
    - explaining expected conduct and behaviour whilst engaging directly with children
    - advising of the consequences of inappropriate conduct
    - outlining reporting procedures under the *Protected Disclosures (Whistleblower) Policy and Child Protection Policy*
    - obtaining a signed confidentiality agreement from students prior to commencement of placement
    - discussing relevant information about specific children (e.g. court orders, additional needs, dietary needs, medical conditions etc.) where appropriate
    - providing guidance on confidentiality requirements and procedures for managing concerns, issues or complaints.
- ensure students and volunteers promote a child safe culture and are aware of the National Principles for Child Safe Organisations
- require students and volunteers to understand and comply with their reporting obligations and respond appropriately to incidents, disclosures and suspicions of child abuse or harm
- ensure students and volunteers understand the current child protection law and can explain their child protection obligations, including when a report must be made, who must make a report and

how to make a report

- ensure students and volunteers complete the required child safety and child protection training within the prescribed timeframes
- update the National Early Childhood Worker Register within 14 days of a student or regular volunteer commencing or ending their engagement, or following any changes to their details, such as their contact details, name, role, qualifications, training or background checks.

## Visitor Management

- ensure visitors are appropriately informed of the Service's expectations and relevant child safety, conduct, confidentiality and supervision requirements
- require all visitors to complete and sign the *Visitor Register* or a similar record that includes their name, date, arrival and departure times and reasons for the visit, and verify their identity where appropriate
- ensure visitors who, as part of their visit, may be working directly with children, or be visiting the Service on a regular basis, meet the WWCC requirements, where required
- where there is reason to believe that a visitor, such as a tradesperson, may be prohibited, check the NQA ITS register of prohibited persons and suspended educators and retain a copy of the check

## Supervision, Conduct and Child Safety

- ensure students, volunteers and visitors are appropriately supervised at all times while at the Service
- ensure students, volunteers and visitors are never left alone with a child while at the Service
- ensure no student, volunteer or visitor subjects a child or children to inappropriate discipline or inappropriate conduct
- ensure all volunteers, students and visitors are aware of and strictly adhere to legislative requirements for taking images or video of children (see *Safe Use of Digital Technologies and Online Environments Policy*)
- ensure any third-party professionals obtain written authorisation from parents/guardians before capturing images or video of a child for observation or documentation purposes using a device that is issued by their business or organisation (See *ECIP Confidentiality Agreement*)
- ensure that no student, volunteer or visitor is affected by or under the influence of drugs or alcohol while on the Service premises, and that they understand and comply with our *Tobacco, Drug and Alcohol-Free Policy*
- inform students, volunteers and visitors that it is an offence to provide false or misleading information relating to any suspension, supervision or prohibition notices.

### Placement Coordination, Communication and Oversight

- liaise with learning institutions and accept suitable student placements under the institution's supervision, and ensure placement arrangements are agreed before the placement commences
- negotiate and confirm with the student or volunteer the dates, times and hours they will attend the Service
- ensure students' required paperwork is current before the placement commences
- appoint an educator to be the 'student supervisor/mentor' for the duration of the student's placement
- inform families, children, and educators when work experience students and volunteers are present at the Service, including their role and the days and hours they will be attending the Service
- introduce the student or volunteer to relevant staff and educators
- provide appropriate supervision, guidance and support to students and volunteers throughout their placement or period of volunteering, including responding appropriately to any concerns or incidents.

### Incident and Review

- ensure any allegations, concerns or suspicions of inappropriate discipline or conduct are responded to in accordance with applicable legislation (see *Child Protection Policy*) and reported to the regulatory authority in accordance with the *Management of Inappropriate Conduct Procedure*
- refer to relevant Service policies and procedures when managing incidents involving students, volunteers or visitors, including *Managing an Aggressive Person or Visitor Policy* for guidance if a person or a visitor becomes hostile or aggressive
- review and reflect on practice following an incident involving a student, volunteer or visitor, including an assessment of areas for improvement.

### Recordkeeping

- keep all documentation and records relating to students and volunteers for a period of 3 years after the last day of attendance/engagement
- maintain records of visitors for a period of 3 years after the record was made.

## EDUCATORS WILL:

### Mentoring, Support and Supervision

- work collaboratively as a team, sharing appropriate skills and knowledge with each student and volunteer

- be aware of student and volunteer expectations and have the capacity and skills to support them during their placement or period of volunteering
- guide and support students and volunteers throughout the day, encouraging them to seek help and advice as required
- encourage students and volunteers to use their initiative and develop their skills and knowledge through appropriate interaction and practical experience
- ensure all colleagues are provided with relevant information about the tasks the student is required to complete as part of the practicum
- support students to remain up to date with their assessments and tasks and discuss the progress of written work and performance as required
- provide honest and accurate feedback to the student's training institution supervisor as required
- discuss any concerns raised by the student or volunteer with the student supervisor/mentor, or management, as appropriate
- promote a positive and inclusive environment, ensuring students and volunteers feel welcome and valued
- act as a positive role model by demonstrating appropriate behaviour and professional conduct
- ensure students, volunteers and visitors are appropriately supervised at all times while at the Service
- ensure students and volunteers are directly supervised when assisting with personal care routines, including nappy changes
- ensure students, volunteers and visitors are never left alone with a child or children
- ensure students, volunteers and visitors do not remove a child from the direct supervision of an educator
- ensure work experience students and volunteers are never included in educator to child ratios
- ensure all visitors complete and sign the *Visitor Register*
- refer to the Service's *Managing an Aggressive Person or Visitor Policy* for guidance if a person becomes hostile or aggressive.

## Child Safety and Professional Conduct

- ensure students, volunteers and visitors adhere to the Service's policies and procedures and understand their responsibilities for maintaining a child safe environment
- ensure students, volunteers and visitors do not engage in inappropriate discipline or other inappropriate conduct towards children
- report any allegations, observations or suspicions of inappropriate conduct to the approved provider and regulatory authority, where required

- ensure students, volunteers and visitors adhere to legislative requirements for the safe use of digital technologies and do not use personal electronic devices to capture, store or transmit images of children.

## WORK EXPERIENCE STUDENTS AND VOLUNTEERS WILL:

- complete the *Student and Volunteer Application Form* prior to the commencement of their placement or engagement
- provide WWCC details prior to commencing their placement or engagement, where required
- participate in the induction process and assist with completing the *Student and Volunteer Induction Checklist*
- adhere to all Service policies and procedures
- be aware it is an offence to provide false or misleading information in relation to their identity, qualification, clearances, or suitability to work 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 person at the Service involving children or young people to the approved provider in accordance with Service procedures and applicable legislation
- adhere to legislative requirements for the safe use of digital technologies and online environments and Service policies and procedures
- dress appropriately for the Service and comply with the Service's dress code and footwear requirements
- remain under the supervision of educators and never remove a child from the direct supervision of an educator
- discuss any concerns or difficulties with their student supervisor/mentor, or management, as appropriate
- understand that their placement or engagement may be terminated where they fail to comply with the Service's policies, procedures, requirements or reasonable directions, or where their conduct or circumstances indicate that continuing the placement is not appropriate or may pose a risk to children, educators or others.

## WORK EXPERIENCE STUDENTS WILL:

- advise the Service of any requirements or visits from their education or training provider
- participate in discussions with the student supervisor/mentor and education or training provider

where there are concerns about their progress or ability to successfully complete their placement

- keep up to date with all written work, assessment and work placement requirements
- work a variety of shifts to gain knowledge of different aspects of Service operations
- 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 education and care profession
- develop strategies for working effectively in a team environment
- learn and accommodate the expectations of the relevant staff and educators in the Service
- wear a name badge and display an identification poster where required, including the relevant course, education provider, and placement information.

### VISITORS WILL:

The requirements below apply to visitors as relevant to their role, purpose and activities at the Service. Different or additional requirements may apply to particular visitors, including tradespersons or contractors, inclusion and early intervention professionals and authorised officers of the regulatory authority.

- comply with the Service's visitor requirements, policies, procedures and reasonable directions
- complete the *Visitor Register* or a similar record on arrival and departure
- provide identification and WWCC details, where required
- comply with supervision requirements and remain appropriately supervised while at the Service
- maintain confidentiality and respect the privacy of children, families and the Service
- not use personal electronic devices to capture, store or transmit images of children
- report any concerns about the safety or wellbeing of children to an educator, nominated supervisor or management
- conduct themselves appropriately and respectfully while at the Service
- understand that they may be asked to leave the Service or not return if they do not comply with Service requirements.

## CONTINUOUS IMPROVEMENT/REFLECTION

Our *Student, Volunteer and Visitors 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. All families will be notified 14 days before any policy change that may have a significant impact on the provision of education and care to any child enrolled at the Service or the family's ability to utilise the Service, or earlier in line with the *Governance*

*Policy*.

## RELATED RESOURCES

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| ECIP Confidentiality Agreement<br>Management of Inappropriate Conduct Procedure<br>Student and Volunteer Handbook<br>Student and Volunteer Application Form | Student and Volunteer Induction Checklist<br>Student and Volunteer Register<br>Visitor Induction Procedure Checklist<br>Visitor Register |

## SOURCES


Australian Children's Education & Care Quality Authority. *Approved learning frameworks*
Australian Children's Education & Care Quality Authority. (2023). *Embedding the National Child Safe Principles*
Australian Children's Education & Care Quality Authority. (2026). *Guide to the National Quality Framework*
Australian Children's Education & Care Quality Authority. (2026). *Information sheet - Inappropriate conduct*
Australian Children's Education & Care Quality Authority. (2026). Safe use of devices in education and care services
Education and Care Services National Law Act 2010
Education and Care Services National Regulations 2011
Queensland Government. Early Childhood Education and Care. (2026). Enforcement action
TAFE NSW. (n.d.). Work placement


## REVIEW

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|---|---|---|---|
| POLICY REVIEWED BY | Allana Young | Service Manager, Board of Management, Staff and Families | 4/11/26 |
| POLICY REVIEWED | OCTOBER 2026 | NEXT REVIEW DATE | OCTOBER 2027 |
| VERSION NUMBER | V13a.10.26 | | |
| MODIFICATIONS | • annual policy review<br>• removed a definition section<br>• reorganised the policy to combine requirements for students and volunteers and separate requirements for visitors, where appropriate<br>• combined requirements that apply to both students and volunteers, with a separate section for student-specific placement requirements<br>• removed standalone 'lead educator'; 'prohibited checks' and 'students at risk' sections and incorporated relevant information elsewhere<br>• removed duplicated reporting and supervision requirements<br>• added a short visitor requirements section<br>• checked and updated references as required | | |

| PREVIOUS MODIFICATIONS | |
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| JANUARY 2026 | • updated policy to include amendments to Children (Education and Care Services) National Law<br>• included additional points to strengthen child safe practices, including inappropriate conduct<br>• New National Early Childhood Worker Register details added (commencing 2026)<br>• New Child Safety Training added (commencing 2026)<br>• New requirement for students/volunteers to complete Child Protection Training added (commencing 2026) |