

Volunteers and Student Policy

Quality Areas: NQS 4 Staffing Arrangements

Policy Owner: Professional Learning

Why this is
important

1.0 Introduction and Purpose

At Guardian, we hold a deep appreciation for the contributions of volunteers and students within our community. Their presence enriches our environment, providing valuable learning opportunities and fostering connections with the broader community.

Our commitment to providing a safe and nurturing environment for all children is unwavering. To ensure the safety and well-being of every child entrusted to our care, we recognize the importance of establishing clear guidelines and practices for the engagement of volunteers and students.

This policy serves as a cornerstone in our efforts to maintain a safe and supportive environment for children, families, volunteers, and students alike. It outlines our commitment to upholding the highest standards of safety, professionalism, and ethical conduct in all interactions within our centres.

By adhering to the principles outlined in this policy, we reinforce our dedication to creating environments where every child can flourish, and every volunteer and student can contribute positively to their growth and development.

2.0 Who does this policy apply to:

ALL Team Members

3.0 What is our Policy:

Guardian is dedicated to implementing and upholding Child Safe Standards to ensure the well-being and safety of all children in our care. Volunteers and students are expected to adhere to all Guardian policies, including the Child Safe Organisation Policy, Code of Conduct, and Child Protection and Mandatory Reporting Policy. This includes compliance with the following requirements:

- Volunteers and students must not be included in ratio and must not be left unsupervised at any time.
- All volunteers and students must possess a valid Working with Children Check (WWCC) or its state-based equivalent before commencing their participation at the centre. This information must be verified by each centre team.
- Volunteers and students must clearly communicate their days and hours of attendance and ensure they are identifiable within the centre environment.
- By reporting any concerns related to a child's welfare or observations of conduct that breaches Guardian's Code of Conduct, Zero Tolerance Poster, or policies and procedures to a Responsible Person. Students and volunteer who witness child harm incidents must report the incident immediately. These incidents may be reported to ACECQA or to state-based reportable conduct schemes where applicable.
- Interacting positively with children and involving them in decision-making processes as appropriate, with guidance from team members.

- Maintaining confidentiality and privacy regarding children, families, and staff information, including not discussing confidential matters outside the centre and ensuring proper handling of documents.

4.0 What is our Procedure for volunteers and students' participation?

The Procedure describes the key tasks that people need to do to abide by the Policy. It is not an exhaustive list of everything that could be done but does capture the most important items. As a professional you are expected to understand this procedure and ensure you use your judgement to take any other action that may be required to deliver on the outcome delivering on the Policy objectives.

5.0 Responsibilities

The Approved Provider will

- Make sure volunteers/students and parents/guardians are always supervised well to keep children and employees safe and healthy.
- Don't let volunteers/students and parents/guardians be alone with children or groups of children.
- Keep detailed records for all volunteers/students at the centre, including their personal information and whether they have a Working with Children Check (WWCC) or its state-based equivalent.
- Set up ways to make sure volunteers/students know and follow Child Safe Standards.

Centre Managers / Nominated Supervisors will:

- Offer continuous supervision, guidance, and advice to ensure everyone follows the policy.
- Ensure volunteers/students and parents/guardians are well supervised to keep children safe and healthy.
- Conduct a thorough induction for volunteers/students, covering safety, identifying hazards, communication, and emergency procedures.
- Inform volunteers/students about children with special needs or medical conditions and offer necessary support.
- Provide access to all Centre policies, procedures, Child Protection policies, and the Code of Conduct.
- Make sure everyone follows National Regulations and Centre policies, including Centre signing in/out requirements and keeping information confidential.

Team Members will:

- Ensure volunteers/students and parents/guardians receive adequate supervision to uphold child safety.
- Maintain professionalism when interacting with volunteers/students.
- Adhere to Confidentiality and Privacy as well as the Code of Conduct policies.
- Offer guidance and support to volunteers/students whenever necessary.
- Prohibit volunteers/students and parents/guardians from being alone with children.
- Promote parental involvement and participation within the Centre.

Volunteers and Students will:

- Provide required personal information for record-keeping.
- Complete a Working with Children Check (WWCC) or state-based equivalent before starting placement.
- Respect confidentiality regarding children, staff, and families.
- Adhere to Education and Care Services National Law and Regulations, as well as Centre policies and procedures.
- Complete the induction process and checklist before starting at the Centre.
- Follow instructions from educators to maintain child safety.
- Comply with Child Protection procedures and the Code of Conduct.
- Refrain from removing confidential documents from the Centre.
- Ensure compliance with Centre sign-in/out requirements.
- Assist in promptly documenting incidents.
- Report any incidents, observation or concern where a child is harm, injured or where supervision is compromised.

Family and Community will:

- Adhere to Education and Care Services National Regulations and Centre policies while attending the Centre.
- Follow directions of Guardian Team Members to ensure child safety.
- Comply with Child Protection procedures and the Guardian's Code of Conduct.

6.0 Tools and Resources

The most important documents I need are:	Other supporting documents will include:
<ul style="list-style-type: none"> • Child Safe Organisation Policy • Code of Conduct • Child Protection and Mandatory Reporting Policy • Student Record and Induction Checklist • Volunteer Induction Checklist 	<ul style="list-style-type: none"> • Guardian Student Training Log • Student Teacher Prac Guide for Centre Leadership Teams • FAQs Student Teacher Practicum Mentor • Guardian Student Training Checklist • Student Practicum Centre Self Assessment • Student Teacher Practicum Cheat Sheet

7.0 Sources

[National Law | ACECQA](#)

[National Regulations | ACECQA](#)

[Guide to the National Quality Framework 2018](#)

VERSION CONTROL

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