



PARTICIPATION OF VOLUNTEERS, STUDENTS AND VISITORS POLICY

Kensington Community Children's Cooperative (KCCC) 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 KCCC; 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 Protection Child Safety and Protection (effective Jan 2026)	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect. 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.
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.
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 REGULATIONS



S. 170	Offence relating to unauthorised persons on education and care service premises
S. 175	Offence relating to requirement to keep enrolment and other documents
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

FURTHER LEGISLATION

- Child Safe Standards
- Equal Opportunity Act 2010 (Vic)
- Fair Work Act 2009 (Cth)
- Occupational Health and Safety Act 2004 (Vic)
- Worker Screening Act 2020 (Vic)
- Worker Screening Regulation 2021 (Vic)

RELATED POLICIES

Child Protection Policy	Safe Use of Digital Technologies and Online
Child Safe Environment Policy	Environments Policy
Code of Conduct Policy	Staffing Policy
Complaints and Grievances Policy	Supervision of Children Policy
Interactions with Children Policy	Tobacco, Drug and Alcohol-Free Policy
Privacy and Confidentiality Policy	Occupational Health and Safety Policy

PURPOSE

KCCC 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. KCCC 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 KCCC's daily routine and assist in accordance with their qualification level to work with children under the National Quality Framework requirements. Our Service will ensure no child or children are left alone with a visitor, student or volunteer

SCOPE

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

BACKGROUND AND IMPLEMENTATION

Students may participate in programs and activities at the service from time to time including observing and experiencing the provision of centre-based education and care. This will be encouraged and facilitated by KCCC wherever appropriate and possible.

KCCC values the participation of parents/guardians and other family members, and the voluntary contribution they make to the education and care of their own and other children. "In genuine partnerships families and educators value each other's knowledge and roles, communicate freely and respectfully and engage in shared decision making" (Early Years Learning Framework – *refer to Sources*). KCCC aims to provide a range of opportunities for family members, volunteers and students 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 (*refer to Code of Conduct Policy*). KCCC is responsible for ensuring that volunteers and students are suitable to work with children, and that children's health, safety and wellbeing is protected at all times.

Volunteers should only be engaged to complement, not replace, the work of paid staff. Accordingly, KCCC will not engage volunteers to fill the place of an employee who is ill or on leave, or to fill a vacant budgeted position.

Volunteers must not and will not be asked to perform tasks:

- that they are untrained, unqualified or too inexperienced to undertake
- that put the children or themselves in a vulnerable or potentially unsafe situation
- where there is a conflict of interest.

Prior to participation at the service, a volunteer or student (aged 18 years or over) must be in possession of a Working with Children (WWC) Clearance (*refer to Definitions*).

In line with Child Safe Standards and the Child Safe Environment Policy, prior to engaging a volunteer or student, an assessment will be undertaken of the nature of the responsibility to determine whether a position description is required and based on that whether an interview and referee checks are required. In addition, KCCC has adopted the National Model Code and Guidelines for taking images or videos of children which applies to volunteers, students and visitors.

THE APPROVED PROVIDER, PERSONS WITH MANAGEMENT OR CONTROL, NOMINATED SUPERVISOR OR PERSONS IN DAY-TO-DAY CHARGE WILL:

- Develop guidelines for accepting applications from volunteers and students to work at the service in consultation with the nominated supervisor, ECT and educators and which are aligned with the *Child Safe Environment Policy*
- Accept or reject a potential volunteer or student based on the circumstances of the service at the time, in consultation with the nominated supervisor



- Check the status of the Working with Children (WWC) Clearance (*refer to Definitions*) of volunteers and students where required, and ensuring that the details, including identification number and expiry date are recorded in the staff record
- Ensure that the identifying number and the expiry date of a students or volunteers' current teacher registration is recorded in the staff record
- Ensure that the staff record contains the full name, address and date of birth of volunteers and students attending the service (*Regulations 145, 149(1)*).
- Request additional information on the staff records such as emergency contact/next of kin and medical conditions
- Keep a record for each day on which each student or volunteer participates with the date and the hours of participation (*Regulation 149(2)*)
- Ensure that volunteers, students and parents/guardians are adequately supervised at all times, and that the health, safety and wellbeing of children at the service is protected (*National Law, Section: 167*)
- Ensure 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*)
- Provide volunteers, students and parents/guardians with access to all service policies and procedures (*Regulation 171*), and access to the *Education and Care Services National Regulations 2011* and *Education and Care Services National Law* (*Regulation 185*)
- Ensure 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*)
- Ensure that volunteers, students and parents/guardians are aware of how to comply with child protection law and Child Safe Standards obligations
- Ensure volunteers, students and parents/guardians can identify children with medical conditions, the child's medical management plan and the location of the child's medication (*Regulations 90, 168(2)(d), 170, 171*)
- Inform volunteers, students and parents/guardians of the services *Dealing with Medical Conditions Policy* (*Regulations 90, 168(2)(d), 170, 171*)
- Inform volunteers, students and parents/guardians of the services emergency and evacuation procedures (*Regulations 97, 168 (2)(e)*)
- Develop an induction checklist for volunteers and students attending the service (*refer to Attachment 1*) in consultation with the nominated supervisor and educators.
- Ensure that volunteers and students have completed the induction checklist (*refer to Attachment 1*) and have been provided with a copy of the staff handbook, if applicable.
- Develop a range of strategies to enable and encourage the participation and involvement of parents/guardians at the service

EDUCATORS WILL:

- sign via Employment Hero to confirm they have read and understood the *Participation of Volunteers and Students Policy*
- Develop guidelines for accepting applications from volunteers and students to work at the service in consultation with the nominated supervisor, ECT and educators and which are aligned with the *Child Safe Environment Policy*
- Ensure that volunteers, students and parents/guardians are adequately supervised at all times, and that the health, safety and wellbeing of children at the service is protected (*National Law, Section: 167*)



- Ensure 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*)
- Ensure 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*)
- Ensure volunteers, students and parents/guardians can identify children with medical conditions, the child's medical management plan and the location of the child's medication (*Regulations 90, 168(2)(d), 170, 171*)
- Inform volunteers, students and parents/guardians of the services emergency and evacuation procedures (*Regulations 97, 168 (2)(e)*)
- Develop an induction checklist for volunteers and students attending the service (*refer to Attachment 1*) in consultation with the nominated supervisor and educators.
- Ensure that volunteers and students have completed the induction checklist (*refer to Attachment 1*) and have been provided with a copy of the staff handbook, if applicable.

STUDENTS, PARENTS AND VOLUNTEERS WILL:

- Obtain a valid WWC Check (*refer to Definitions*) and providing details to the service prior to commencement
- Follow the directions of staff at the service at all times to ensure that the health, safety and wellbeing of children is protected.
- Ensure 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*)
- 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*)
- Comply 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* and *Privacy and Confidentiality Policy* while attending the service
- Be aware of and comply with child protection law and Child Safe Standards obligations
- Complete the induction checklist (*refer to Attachment 1*) and have been provided with a copy of the staff handbook, if applicable.

STUDENTS AT RISK

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

- the Lead Educator will alert the student's training institution Supervisor of any concerns regarding the student.
- both the Student Supervisor and the Lead Educator will discuss concerns with the student.
- the Lead Educator will arrange for the student's supervisor/assessor to visit the Service and discuss concerns that have ascended.
- the student's educational institution and nominated supervisor will govern the outcome of the practicum.

TERMINATION OF STUDENT PRACTICUM OR VOLUNTEER PLACEMENT

Termination of a student's or volunteer's placement will/may occur if the student or volunteer

- harms or is at risk of harming a child in their care



- is under the influence of drugs or alcohol
- fails to notify KCCC if they will not be attending placement
- 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
- removes any child or children from the direct supervision of an educator
- is unable to maintain or hold a current Working with Children Check

DEFINITIONS

The terms defined in this section relate specifically to this policy.

Child-related work: In relation to the WWC Check (*refer to Definitions*), child-related work includes work with children which may involve physical contact, face-to-face contact, oral, written or electronic communication.

Conflict of interest: (In relation to this policy) refers to an interest that may affect, or may appear reasonably likely to affect, the judgement or conduct of the volunteer, or may impair their independence or loyalty to the service. A conflict of interest can arise from avoiding personal losses as well as gaining personal advantage, whether financial or otherwise, and may not only involve the volunteer, but also their relatives, friends or business associates

Student: A person undertaking a practicum placement as part of a recognised early childhood qualification. This student will be supported by an educational institution in the completion of their placement.

Volunteer: A person or parent (who's child attends the service) who willingly undertakes defined activities to support the education and care programs at a service in an unpaid or honorary capacity. These activities may include child-related work (*refer to Definitions*), administrative tasks, or preparing materials or food.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Participation of Volunteers, Students 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 and notification of any change to policies will be made to families within 14 days.

SOURCES

- Australian Children's Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)
- Australian Government Department of Education. [Belonging, Being and Becoming: The Early Years Learning Framework for 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.](#)
- Education and Care Services National Law Act 2010. (Amended 2023).
- Education and Care Services National Regulations. (Amended 2023).
- *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.*



- A Guide for Creating a Child Safe Organisation (The Commission for Children and Young People) www.ccyp.vic.gov.au
- Working with Children Check; www.service.vic.gov.au

REVIEW

POLICY REVIEWED BY	Colleen Koch Megan Newton	General Manager Business Support Manager	02/09/2025
POLICY REVIEWED	SEPTEMBER 2025	NEXT REVIEW DATE	SEPTEMBER 2028
ENDORSED BY	KCCC Board	ENDORSEMENT DATE	24/09/2025
VERSION NUMBER	V5.09.25		
MODIFICATIONS	• policy maintenance • reformatted • inclusion of National Model Code and Guidelines • minor edits within policy • sources checked for currency and updated as required		



ATTACHMENT 1: INDUCTION CHECKLIST FOR VOLUNTEERS AND STUDENTS

Name:

Date:

To be completed by all volunteers and students participating at KCCC and returned to the nominated supervisor prior to commencing at the service.

Volunteer/Student	Please tick
I have been given access to all the policies and procedures of KCCC,	
I understand the content of service policies and procedures, including those relating to:	
conduct while at the service (<i>Code of Conduct Policy</i>)	
emergency, evacuation, fire and safety, including locations of fire extinguishers and emergency exits (<i>Emergency and Evacuation Policy</i>)	
accidents at the service (<i>Incident, Injury, Trauma and Illness Policy</i>)	
dealing with medical conditions (<i>Dealing with Medical Conditions Policy, Asthma Policy, Anaphylaxis and Allergic Reactions Policy, Diabetes Policy, Epilepsy and Seizures Policy and Administration of Medication Policy</i>)	
good hygiene practices (<i>Hygiene Policy and Food Safety Policy</i>)	
dealing with infectious diseases (<i>Dealing with Infectious Diseases Policy</i>)	
first aid arrangements for children and adults, including the location of the nearest first aid kit (<i>Administration of First Aid Policy</i>)	
daily routines	
the importance of OHS and following safe work practices (<i>Occupational Health and Safety Policy</i>)	
interacting appropriately with children (<i>Interactions with Children Policy</i>)	
reporting of serious incidents and notifiable incidents at the service (<i>Incident, Injury, Trauma and Illness Policy, Compliments and Complaints Policy and Occupational Health and Safety Policy</i>)	
reporting hazards in the workplace (<i>Occupational Health and Safety Policy</i>)	
handling complaints and grievances (<i>Compliments and Complaints Policy</i>)	



Volunteer/Student	Please tick
child safety and wellbeing and child protection including how to respond to concerns (<i>Child Safe Environment and Wellbeing Policy</i>)	
privacy and confidentiality of information (<i>Privacy and Confidentiality Policy</i>)	
I am aware of the non-smoking policy of the service and not be affected by alcohol or drugs (including prescription medication) that would impair my capacity to complete my tasks (<i>Tobacco, E-Cigarettes, Alcohol, and other Drugs Policy</i>)	
The expectations of my placement/engagement, my role and responsibilities (including attending to the requirements of children with additional needs) have been clearly explained to me by my supervisor	
I am aware that I am expected to participate in general tasks, including maintaining the environment in a clean, safe and tidy condition	

Volunteer or student name: _____

Signature: _____ Date: _____

Nominated Supervisor's name: _____

Signature: _____ Date: _____