

Student, Volunteer and Visitors

OSHC Policy & Procedure

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1. Policy

1.1 Policy Statement

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

1.2 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 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.

1.3 Background

The Education and Care Services National Regulations requires approved providers to ensure services have policies and procedures in place for Student, volunteer and visitor’s.

1.4 Scope

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

1.5 Legislation & Standards

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.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.

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		
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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 REGULATIONS

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

1.6 Key Terms

Term	Meaning	Source

2 Procedure

2.1

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 and implement child safe policies and procedures to ensure child safety is paramount.

Our OSHC Service adopts and aligns with the National Model Code and guidelines 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

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.

2.2 Roles and Responsibilities

Role	Responsibilities
Approved Provider / Nominated Supervisor / Manager	<ul style="list-style-type: none"> • 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 and their duty of care to ensure that reasonable steps are taken to prevent harm to children • 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 • ensure a Visitor Register is maintained, including: <ul style="list-style-type: none"> - date - reason for visit - full name - time of arrival and departure - company (if applicable) - Working With Children Check (where applicable, best practice) (state/territory equivalent) - conduct a visitor induction program to provide information about the Service's policies and procedures and use of personal devices [National Model Code] - ensure all volunteers, students and visitors are aware of and strictly adhere to the National Model Code and Guidelines for taking images or video of children including: <ul style="list-style-type: none"> - 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

	<p>support professionals, Inclusion Support Professionals) obtain written authorisation from parents/guardians to capture images or video of a child for observation/documentation purposes only.</p> <ul style="list-style-type: none"> • ensure the visitor register is kept in a safe and secure location • ensure all visitors complete and sign the Visitor Register • 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 • ensure work placement students or volunteers are never included in the ratio of adult to children (best practice) • ensure visitors who may come into direct contact with children submit their Working with Children Check to be verified by the Approved Provider (best practice) • appoint an educator to be the 'Student Supervisor/mentor' for the duration of the placement • conduct an orientation for the student, visitor or volunteer including taking the student, visitor or volunteer 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 • 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 left alone with children or 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, visitor or volunteer 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 each student or volunteer holds a current Working with Children Check [or similar in each state/territory] prior to commencing their placement • record and verify each student or volunteers Working with Children Check where required
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	<ul style="list-style-type: none"> • 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. •
Educators	<ul style="list-style-type: none"> • 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 • 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 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 service •
Work experience students and volunteers	<ul style="list-style-type: none"> • complete the Student and Volunteer Application Form prior to the commencement of work placement • provide Working with Children 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 • 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 <p>bring in a poster introducing themselves that will include:</p>

	<ul style="list-style-type: none"> - 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. <ul style="list-style-type: none"> • discuss any problems the student may be experiencing with the Student Supervisor • adhere to all OSHC Service policies and procedures • never remove a child from direct staff supervision • participate in the induction process and assist to complete the Student and Volunteer Induction Checklist <p>PROBITY CHECKS</p> <ul style="list-style-type: none"> • all students, visitors and volunteers will supply identity details to the Nominated Supervisor • all students, visitors and volunteers will complete and provide to the service a Working with Children Check (best practice for visitors) • all students will have a meeting with the Nominated Supervisor to receive information regarding the following OSHC Service policies: <ul style="list-style-type: none"> - Child Protection - Child Safe Environment - Safe Use of Digital Technologies and Online Environments - Record Keeping and Confidentiality - Dealing with Complaints - Work, Health and Safety - Code of Conduct - Social Media
Families	•
Children	

2.3 References & Resources

Australian Children’s Education & Care Quality Authority. (2025). [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.](#)

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](#)
 Work Health and Safety Act, 2011.

2.4 Related Policies and Procedures

Bullying, Discrimination and Harassment Policy	Privacy and Confidentiality Policy
Code of Conduct Policy	Safe Use of Digital Technologies and Online Environments Policy
Child Safety and Wellbeing Policy	

Dealing with Complaints Policy Interactions with Children, Families and Staff Policy	
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3 Policy & Procedure Review

In order to assess whether the values and purposes of the policy and procedure have been achieved, Yooralla will:

- Regularly seek feedback from educators, staff, parents/guardians, children, management and all affected by the policy regarding its effectiveness
- Monitor the implementation, compliance, complaints and incidents in relation to this policy.
- Keep the policy up to date with current legislation, research, policy and best practice.
- Revise the policy and procedures as part of the service’s policy review cycle, or as required.
- Notify all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk (Regulation 172 (2)).

The ongoing monitoring and compliance to this policy and procedure will be overseen by the OSHC Manager, Nominated Supervisor and Yooralla Quality, Risk and Safeguarding team.

All Yooralla OSHC policies and procedures will be reviewed every 12 months.

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