

# C10 Volunteers/Students and Visitors

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Epping Heights OSHC.

## NQS

QA. 1.1.1	Approved learning framework.
QA. 2.2.1	Supervision.
QA. 4.1	Staffing arrangements.
QA. 4.2	Professionalism.
QA. 4.2.2	Professional standards.
QA. 6.2.2	Access and participation.
QA. 6.2.3	Community engagement.
QA. 7.1.2	Management systems.
QA. 7.1.3	Roles and responsibilities.
QA. 7.2	Leadership.

## National Regulations

Reg. 77	Health, hygiene, and safe food practices
Reg. 84	Awareness of child protection law
Reg. 85	Incident, injury, trauma and illness policies and procedures
Reg. 90	Medical conditions policy
Reg. 97	Emergency and evacuation procedures
Reg. 145	Staff record
Reg. 147	Staff members
Reg. 149	Volunteers and students
Reg. 168	Education and care service must have policies and procedures
Reg. 177	Prescribed enrolment and other documents to be kept by approved provider

## My Time, Our Place

LO. 1	Children and young people feel safe, secure, and supported
LO. 2	Children and young people are connected with and contribute to their world
	Children and young people develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary as active and informed citizens

## POLICY STATEMENT

We aim to ensure the safe and proper care of the children in the Centre by having clear guidelines for any person who enters the Centre or is involved with the children in any way. Specific guidelines will be developed for all volunteers, students, and visitors in the Centre.

## **RELATED POLICIES**

- Epping Heights OSHC Policy A-4: Enrolment
- Epping Heights OSHC Policy A-15: Role of the Management Committee
- Epping Heights OSHC Policy A-17: Privacy and Confidentiality
- Epping Heights OSHC Policy C-7: Grievance Procedures
- Epping Heights OSHC Policy D-1: Dealing with Medical Conditions
- Epping Heights OSHC Policy D-2: Hygiene
- Epping Heights OSHC Policy D-9: Emergency Procedures
- Epping Heights OSHC Policy D-11: Management of Incident, Injury and Trauma
- Epping Heights OSHC Policy D-15: Allergies
- Epping Heights OSHC Policy D-16: Asthma
- Epping Heights OSHC Policy D-17: Anaphylaxis
- Epping Heights OSHC Policy D-18: Diabetes
- Epping Heights OSHC Policy D-22: Child Protection
- Epping Heights OSHC Policy D-23: Child Management

## **PROCEDURE**

A staff record will be kept by the centre in accordance with Division 9 of the National Regulations. The staff record will include information on volunteers and students as set out in Regulation 149:

- The staff record must include the full name, address, and date of birth of each student or volunteer who participates in the centre-based service.
- The approved provider of a centre-based service must also keep a record for each day on which the student or volunteer participates in the service, the date, and the hours of participation.

## **Volunteers**

A volunteer is defined by the Office of the Children's Guardian to be a person who does child-related work for an employer or organisation for no financial reward.

All volunteers should be interviewed by the Centre Coordinator and provide two suitable referees, and where possible references, before they will be able to work in the Centre. All volunteers will be required to comply with the Working with Children Check guidelines and complete a Volunteer/Student Worker – Declaration. The WWCC must be verified prior to their commencement.

A job description may be drawn up for volunteers, clearly outlining their duties and the expectations of the Centre.

All volunteers must provide the Centre Coordinator with their full name, address, and date of birth. Photo ID should be viewed and a notation to that effect made on employment documentation.

The Centre Coordinator will provide a modified induction to the Centre, which will include a tour of the Centre, introductions to staff, a copy of the staff handbook, job description for volunteers, WHS obligations, code of conduct, copies of relevant policies and location of documentation

pertaining to children with medical conditions as well as their medication. The Centre Coordinator will ensure that they are fully aware of their duties and the Centre's expectations (see Staff Orientation policy)

All volunteers will be required to sign in and out on arrival and departure from the Centre.

Volunteers will be given or directed to a copy of relevant policies such as Child Management, Child Protection, Food Safety and Handling, Hygiene, Incident, Injury and Trauma, Emergency Procedures and Privacy and Confidentiality as well as relevant policies on Medical Conditions. Volunteers will have access to the same Grievance Procedures as paid staff.

Volunteers are not to discuss children's development or other issues with parents.

Volunteers must adhere to all areas of confidentiality (see Privacy and Confidentiality policy)

Volunteers should never be left alone with or in charge of any children.

Volunteers will act as a positive role model.

Volunteers will assist with crafts, games, or free play.

Volunteers will follow all policies and procedures.

Volunteers will be supernumerary when calculating basic staff/child ratios, except on excursions.

Volunteers may be invited to take part in social activities at the Centre.

## **Students**

Student placements will be offered to:

- High school students who wish to gain work experience as part of a school program and be at least 15 years of age unless approved by Management.
- Students attending other registered training organisations and studying a relevant field, such as childcare, teaching, recreation, or community services.

The participating school or training organisation can initiate the work experience, identify the student's suitability and work with the Centre Coordinator in relation to times and expectations.

The school must provide written authorisation for the student and a copy of their insurance unless covered by an external body e.g.: the Duke of Edinburgh scheme. This will be kept on file.

The parents/guardians of the student will be required to provide written authorisation of participation.

All placements will be negotiated through the Centre Coordinator and placement only accepted on the discretion of the Centre Coordinator based on issues such as staff ability to supervise and be available to help the students.

All students, similar to volunteers must comply with all legislative requirements, service expectations/rules and provide all relevant information and documentation pertaining to their placement at the service. Students will never be left alone or in charge of any children. They must provide the Centre Coordinator with their full name, address and date of birth and Photo ID. They will be required to comply with the Working with Children Check guidelines if they are over 18 years old.

## **Visitors**

Visitors may be invited to the Centre to stimulate the children's program.

Visitors could include local people or parents with a skill or ability to share with the children or staff or local community resources such as police, fire brigade etc.

All other visitors must make an appointment to see the Centre Coordinator at a convenient time.

Professional access to the Centre will be at the discretion of the Centre Coordinator or Management or when required by law to do so.

Within the scope of direct contact/involvement with children, visitors should be accompanied by a staff member at all times.

Professionals include union representatives, State and Federal Government Departmental Officers, Workplace Health and Safety inspectors, building inspectors and police officers.

Any unwelcome visitor will be calmly asked to leave the Centre. If they refuse the Centre Coordinator, or staff member directed by the Centre Coordinator, will call the police for removal (see Emergency Procedures policy)

No staff member is to try to physically remove the unwelcome person, but try to remain calm, keep the person calm and act in a fashion conducive to maintaining peace and order and, where possible, away from children.

## **SOURCES**

- Education and Care Services National Regulations 2011
- National Quality Standard
- My Time, Our Place Framework for School Age Care in Australia-V2.0
- Network of Community Activities Factsheet – 'Volunteers'
- Privacy Act 1988
- Office of the Children's Guardian - NSW Working With Children Check
- NQF Review: Embedding the National Child Safe Principles

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