

**POLICY STATEMENT**  
**Children Services Unit**  
**PARTICIPATION OF VOLUNTEERS AND**  
**STUDENTS**

**AUTHORISATION**

<b>POLICY TYPE:</b>	Operational
<b>POLICY LOCATION:</b>	Corporate
<b>RESPONSIBLE OFFICER:</b>	Children services Coordinator
<b>AUTHORISED BY:</b>	Director, Corporate and Community Services
<b>DATE ADOPTED:</b>	16 August 2022
<b>ADOPTED BY:</b>	Manex
<b>MINUTE NO:</b>	
<b>REVIEW DUE DATE:</b>	July 2026
<b>REVISION NUMBER:</b>	

**DOCUMENT HISTORY**

<b>VERSION NO.</b>	<b>DATE</b>	<b>DESCRIPTION OF AMENDMENTS</b> <i>Include names of former policies that this policy will replace if applicable</i>	<b>AMENDED BY</b> <i>(Where required)</i>
0	August 2014		August 2016
1			August 2018
2	October 2018		August 2020
3	May 2021		June 2022
4	July 2022		July 2026

**REVIEW OF THIS POLICY**

This Policy will be reviewed within four (4) years from the date of adoption or as required in the event of legislative changes. The Policy may also be changed as a result of other amendment that are to the advantage that Council and in the spirit of this Policy. Any amendment to the Policy must be by way of a Council Resolution for all policies categorised as “Council” policies or the approval of the General Manager for all policies categorised as “Operational” policies.

## 1. Purpose:

The purpose of this policy is to guide staff of the processes when there is a student or volunteer participating at the service.

## 2. Scope:

This policy document applies to all staff, educators, students, volunteers and families enrolled or participating in a Bland Shire Children Service program.

## 3. Outcomes:

To clearly advise to all staff the roles and responsibilities when students and volunteers are participating in the service. The importance of documenting the attendance of visitors and volunteers and monitoring of behaviours to ensure the utmost safety of the children and the participating volunteers.

## 4. Roles and Responsibilities:

### Council will:

- Provide a supportive and safe work environment.
- Communicate clear expectations for volunteer roles.
- Undertake a formal induction program for volunteers which will provide information about the Council and the relevant programs, training, policies and procedures.
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### The Nominated Supervisor will:

- Collaborate with HR to ensure inductions are completed prior to commencement of student placements
- Provide appropriate support to volunteers to assist them to perform their role, including training and feedback on performance.
- Provide a volunteer supervisor within each program who has the skills and knowledge to develop, support and supervise volunteers.
- Ensure educators and staff understand the regulatory and ethical guidelines relating to visitors at the service;
- Engage with volunteers on decisions which will substantially affect a volunteer's role and/or performance.
- Assign volunteers with tasks that are meaningful to Council, the community and the volunteer themselves.
- Ensure that volunteers enhance the work of paid staff and never replace them.
- Conduct a site induction with all students and volunteers. Outlining emergency exit points, muster points, medication cupboards, medical noticeboards, staff facilities and sign in/out areas.
- Keep a record of all volunteers and students who spend time in the service. The record will include: *full name; address; date of birth; details of WWCC and next of kin; date and hours of each volunteer or student who participates in the program;*
- Maintain a visitors book and request sign in of all visitors to the service;
- Be aware of protocols and guidance supplied by universities, TAFEs or RTOs in relation to participating students.
- Ensure that students and visitors are adequately supervised at all times, and that the health, safety and wellbeing of children at the service is protected;
- Provide Educators and students with appropriate paperwork to authorise practicum placements;
- Ensure students are provided with guidelines identifying their responsibilities, expectations and Code of Conduct while at the service during an induction;
- Request that students adhere to all areas of confidentiality.

**Staff will:**

- Welcome family and friends of enrolled children to visit and participate at scheduled time;
- Welcome visitors to the service and seek information on their reason for visiting;
- Direct visitors appropriately and make the Responsible Person (centre based services only) aware of a visitor presence in the service;
- Facilitate a classroom Induction process outlining guidelines to identify student responsibilities, expectations and Code of Conduct whilst at the service. All details of students are to be placed on Bland Shire Councils record system;
- Give support and guidance to students where possible;
- Provide mentoring, support and guidance to students where possible;
- Ensure students and volunteers (inclusive of contractors) are never left alone with any children;
- Provide students with opportunities to learn and participate in a positive, engaging environment.

**Family Day Care Educator will:**

- Refer potential students to the Coordination Unit for approval to undertake practicum within Bland/Temora Family Day Care.

**Family member of a Family Day Care Educator:**

- Be aware of who they are providing access to within the Family Day Care service. They are requested to direct all visitors to the Family Day Care educator immediately.

**Students will:**

- Have completed and submitted a Working With Children Check number and date of birth to the Service, allowing the service to perform a “clearance”; prior to commencing placement;
- Maintain the same standards of confidentiality, customer service, courtesy, and compliance with Council policies and procedures as are required of paid employees of Council.
- Comply with all obligations under the NSW Child Protection Legal Framework, Education and Care Services National Regulations and Service Policies and Procedures whilst on practicum;
- Take responsibility for the role that they are undertaking whilst on placement, viewing it as part of their own professional development;
- Inform staff at the beginning of the placement of the requirements of their practicum including relevant documentation/programming. They are to work with the staff to timetable these requirements;
- Be responsible for completion of own assessment requirements;
- Sign the visitors register whenever entering or leaving the Education and Care Service;
- Ensure they are not left alone with children during their placement.
- Inform the service of any known illness/allergies that require medication or emergency medication (asthma/anaphylaxis) whilst at the service.

**Volunteers will:**

- Have completed and submitted a Working With Children Check number and date of birth to the Service, allowing the service to perform a “clearance”; prior to commencing placement;
- Maintain the same standards of confidentiality, customer service, courtesy, and compliance with Council policies and procedures as are required of paid employees of Council.
- Sign the visitors register whenever entering or leaving the Service;
- Ensure they are not left alone with children at the Service;
- Comply with the Children Services Unit Code of Conduct at all times.

**Families will:**

- Be aware of the student involvement in the service and their roles and responsibilities;
- Grant permission/decline of observations of their child/ren to be carried out when necessary. These signed consent forms will be retained by the Service.
- Not be required to submit a Working With Children Check where they are volunteering in programs in which their own child is enrolled; however will be required to submit a Working With Children Check and date of birth if volunteering in a program in which their own child is not enrolled.

**5. Definitions:**

In this policy 'staff and educators' refers to staff/educators employed by Bland Shire Council Children Services Unit and educators registered with the Bland/Temora Family Day Care Scheme. Student refers to student participating in practicum sessions as part of their high school, or tertiary studies. Volunteers refers to family members that have enrolled children at the service or members of the public that wish to offer a community involvement service.

**6. Legislation and Supporting Documents:**

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011
- NSW Government - Office of Children's Guardian – Working with Children Check
- Bland Shire Council Volunteer Policy

**7. Relationship to Community Strategic Plan:**

This Policy supports Council's Delivery Program Strategy 4.2: Provide quality, accredited and affordable Education and Care Services within Bland Shire and surrounds (Bland Preschool, Family Day Care, Mobile Resource Unit, Vacation Care and Toy Library services).

**8. Attachments:**

NIL