District Council of ROBE

Robe Child Care on Wheels Service
Nurturing our future.

ROBE CHILD CARE ON WHEELS SERVICE

STUDENT, VOLUNTEER AND VISITORS POLICY

Responsible Officer:	*Manager Childcare Services*
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Relevant Regulations:	EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS S. 2A Paramount consideration—safety, rights and best interests of children S. 162A Child protection training S. 162B Child safety training S. 165 Offence to inadequately supervise children S. 166 Offence to use inappropriate discipline S.166A Offences relating to inappropriate conduct S. 167 Offence relating to protection of children from harm and hazards S. 170 Offence relating to unauthorised persons on education and care service premises S.174 Offence to fail to notify certain information to Regulatory Authority S. 175 Offence relating to requirement to keep enrolment and other documents Part 6A Devices in education and care services S. 188 Offence to engage person to whom prohibition notice applies S. 188A Offence to give false or misleading information to approved provider about prohibition notice

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	S. 269B National Early Childhood Worker Register S. 269E Approved provider must give information to the National Authority for the National Early Childhood Worker Register 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 must be followed 171 Policies and procedures to be kept available 172 Notification of change to policies or procedures
National Quality Standards (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 Safety and Protection- 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 that is child safe 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 that is child safe. 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.

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RELATED POLICIES

Child Protection Policy Child Safe Environment Policy Code of Conduct Policy Dealing with Complaints Policy Interactions with Children, Families and Staff Policy	Privacy and Confidentiality Policy Safe Use of Digital Technologies and Online Environments Policy

PURPOSE

Our 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 Service'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. We believe that children's safety, rights, and best interests are the paramount consideration for all Service operations, decisions and functions.

SCOPE

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

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 Service. As a child safe organisation, we embed the National Principles for Child Safe Organisations and implement child safe policies and procedures to ensure the safety and wellbeing of children is paramount.

Our Service adheres to and aligns with legislative requirements 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

THE APPROVED PROVIDER/MANAGEMENT/NOMINATED SUPERVISOR WILL:

- 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 National Principles for Child Safe Organisations or Child Safe Standards and their duty of care to ensure that reasonable steps are taken to prevent harm to children
- ensure students, volunteers and visitors understand their obligations as a mandatory reporter, and can explain how and when a report regarding child safety concerns is made
- ensure students, volunteers and regular visitors complete Child Safety Training approved by ACECQA
- ensure each student or volunteer holds a current Working with Children Check (WWWCC) prior to commencing their placement [see *Child Protection Policy]*
- record and verify each student, volunteer or visitors WWCC

- ensure visitors who may come into direct contact with children submit their WWCC to be verified by the approved provider
- ensure the student or volunteer is assessed as fit and proper to be engaged in child related activities including:
    - ensuring students and volunteers sign a Compliance History Statement and a Prohibition notice declaration prior to engagement
    - checking the NQAITS portal or the CCCFR Inbox during the induction process for any prohibition notices issued
    - ensuring the student or volunteer is not engaged at the Service if the person is prohibited from working with children, including a prohibition notice in force provided under the National Law in any state or territory in Australia
- ensure all volunteers, students and visitors are aware of and strictly adhere to legislative requirements for taking images or video of children including:
    - 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 support professionals, Inclusion Support Professionals) obtain written authorisation from parents/guardians to capture images or video of a child for observation/documentation purposes only.
- ensure no student, volunteer or visitor subjects a child or children to inappropriate conduct
- ensure any allegations, concerns or suspicions of inappropriate conduct are investigated and reported to the regulatory authority in accordance with the *Child Protection Policy*
- ensure students, volunteers and visitors are informed of their responsibilities and obligations relating to inappropriate conduct including:
    - that the induction process includes the recognition, prevention and reporting of inappropriate conduct
    - expected conduct and behaviour whilst engaging directly with children

- that any breach of inappropriate conduct will result in immediate removal from the Service and may lead to termination of placement or engagement cooperate with the regulatory authority and comply with any directions or orders issued by the regulatory authority regarding a show cause, suspension or supervision notice provided to a student, volunteer or visitor, including removing the person from engagement with children immediately
- inform students, volunteers and visitors it is an offence to provide false or misinformation relating to any suspension, supervision or prohibition notices
- ensure a *Visitor Register* is maintained, including
    - date
    - reason for visit
    - full name
    - time of arrival and departure
    - company details
    - signature
- ensure all visitors complete and sign the *Visitor Induction* and *Visitor Register*
- ensure the *Visitor Induction* and *Visitor Register* are kept in a safe and secure location
- ensure visitors provide ID and are checked by Responsible Persons on site
- 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
- appoint an educator to be the 'Student Supervisor/mentor' for the duration of the placement
- conduct an orientation for the student, volunteer or visitor, including taking the student, volunteer or visitor on a tour of the Service, showing emergency exits, staff room and bathroom facilities
- complete the *Student and Volunteer Induction Checklist* with the student or volunteer, providing assistance as required
- provide the student/volunteer with a *Student and Volunteer Handbook*
- 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

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- inform families, children, and educators when work experience students and volunteers are present at the Service, including their role and hours they will be attending the Service
- ensure work placement students or volunteers are never included in the ratio of adult to children
- ensure students and 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 the Lead Educator/ Supervisor
- show the student, volunteer or visitor where they can access the Service policies
- get Robe Council 'Executive Assistant' to set them up as a student in HR for records
- provide student or volunteer with workplace inspection
- collect and send student, volunteer or visitors WWCC and if they hold a current RRHAN and First Aid certificates to council for record storage
- 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 paperwork and insurances are current
- 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 WILL:

- 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

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- ensure all colleagues are provided with relevant information about tasks the student is required to complete in the 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 to seek help and advice as required
- be positive role model, showing appropriate behaviour and conduct themselves in a professional manner
- report any allegations, observations or suspicions of inappropriate conduct to the approved provider and regulatory authority
- guide the students or volunteer throughout the day
- make the student or volunteer feel welcome and a valued member of the team
- ensure all visitors complete and sign the *Visitor Register* and fill out the *Visitor Induction* upon first visit
- 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

THE LEAD EDUCATOR WILL:

- discuss the progress of written work and performance with the student or volunteer
- discuss any concerns raised by the student with the Student Supervisor
- ensure students or volunteers are directly supervised at all times during children's nappy change times
- encourage students and volunteers to use their initiative
- ensure the student or volunteer remains up to date with their assessments/tasks to be completed
- discuss concerns with student or volunteer with management
- never leave the student or volunteer alone with a child or children
- provide honest and accurate feedback to the student's training institution supervisor as required

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WORK EXPERIENCE STUDENTS AND VOLUNTEERS WILL:

- complete the *Student and Volunteer Application Form* prior to the commencement of work placement
- provide WWCC details prior to placement [exemptions may be applicable if student is under the age of 14 in SA]
- not be in possession of any personal electronic devices that can take images or videos while providing education and working directly with children
- refrain from any behaviour that may be considered inappropriate conduct, including behaviour that is threatening, intimidating, humiliating, degrading, hostile or otherwise inappropriate
- report any concerns they may have about inappropriate actions of any persons engaged at the Service that involves children or young people to the approved provider as per the Reportable
  Conduct Scheme
- report any allegations, observations or suspicions they may have about inappropriate conduct of any persons engaged at the Service that involves children or young people to the approved provider and regulatory authority
- adhere to legislative requirements for taking images or videos of 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 Early Childhood profession
- learn strategies for working in a team environment
- learn and accommodate the expectations of qualified educators in the Service
- inform their room leader 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 Service operations
- bring in a poster introducing themselves that will include:
    - name
    - photo
    - course they are studying
    - RTO/university/school they are studying with

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  - dates and times they will be at the Service
  - the focus of their study
- discuss any problems the student may be experiencing with their room leader.
- adhere to all Service policies and procedures
- be aware it is an offence to provide false or misleading information in relation to their identity, qualifications, clearances, or any matter relevant to their suitability to work with children
- never remove a child from direct staff supervision
- participate in the induction process and assist to complete the *Student and Volunteer Induction Checklist*.

PROBITY CHECKS

- All students, volunteers and visitors will supply identity details to the nominated supervisor
- All students, volunteers and visitors will complete and provide to the Service a WWCC
- All students and volunteers will have a meeting with the nominated supervisor to receive information regarding the following Service policies:
  - Child Protection
  - Child Safe Environment
  - Safe Use of Digital Technologies and Online Environments
  - Privacy and Confidentiality
  - Dealing with Complaints
  - Work, Health and Safety
  - Code of Conduct

STUDENTS AT RISK

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

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

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TERMINATION OF STUDENT PRACTICUM OR VOLUNTEER PLACEMENT

Termination of a student's or volunteer's placement will 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 the 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 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
- is unable to maintain or hold a current Working with Children Check

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Student, Volunteer and Visitor 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.

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