



PARTICIPATION OF VOLUNTEERS AND STUDENTS POLICY



PURPOSE

This policy will provide guidelines for the engagement and participation of volunteers and students at Apollo Parkways Preschool, while ensuring that children's health, safety and wellbeing is protected at all times.



POLICY STATEMENT

VALUES

Apollo Parkways Preschool is committed to:

- supporting connections with educational institutions to provide opportunities for students to undertake practicum placements as part of their studies
- building relationships with community members and providing suitable opportunities to engage volunteers to contribute to the programs and activities of the service
- ensuring the health, safety and wellbeing of each child at the service through consistent compliance with this policy and procedures when engaging volunteers and students.

SCOPE

This policy applies to the approved provider, nominated supervisor, persons in day-to-day charge, early childhood teachers, educators, staff, students, volunteers, parents/guardians, children, and others attending the programs and activities of Apollo Parkways Preschool, including during offsite excursions and activities.

RESPONSIBILITIES

| | | | | | |
|--|---|--|--|-------------------|--------------------------------------|
| | Approved provider and persons with management | Nominated supervisor and persons in day-to-day | Early childhood teacher, educators and all other staff | Parents/guardians | Contractors, volunteers and students |
|--|---|--|--|-------------------|--------------------------------------|

| R indicates legislation requirement, and should not be deleted | | | | | |
|--|---|---|---|---|---|
| Developing 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 <i>Child Safe Environment Policy</i> | √ | √ | √ | | |
| Accepting or rejecting a potential volunteer or student based on the circumstances of the service at the time, in consultation with the nominated supervisor | √ | √ | | | |
| Obtaining a valid WWC Check (<i>refer to Definitions</i>) and providing details to the service prior to commencement | | | | | √ |
| Checking the status of the Working with Children (WWC) Clearance (<i>refer to Definitions</i>) of volunteers and students where required, and ensuring that the details are recorded in the staff record | R | √ | | | |
| Ensuring that the staff record contains the name, address and date of birth of volunteers and students attending the service (<i>Regulations 145, 149(1)</i>) | R | √ | | | |
| Keeping a record for each day on which each student or volunteer participates with the date and the hours of participation (<i>Regulation 149(2)</i>) | R | √ | | | |
| Ensuring 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 | R | √ | √ | | |
| Following the directions of staff at the service at all times to ensure that the health, safety and wellbeing of children is protected. | | | | √ | √ |
| Ensuring 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 (<i>Regulation 83</i>) (<i>refer to Tobacco, Alcohol and other Drugs Policy</i>) | R | √ | √ | √ | √ |
| Providing volunteers, students and parents/guardians with access to all service policies and procedures (<i>Regulation 171</i>), and access to the <i>Education and Care Services National Regulations 2011 and Education and Care Services National Law (Regulation 185)</i> | R | √ | | | |

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|--|---|---|---|---|---|
| Ensuring that volunteers, students and parents/guardians comply with the <i>Education and Care Services National Regulations 2011</i> and all service policies and procedures (<i>Regulations 170</i>) | R | √ | √ | √ | √ |
| Complying with the requirements of the <i>Education and Care Services National Regulations 2011</i> , <i>Education and Care Services National Law (Regulation 185)</i> and with all service policies and procedures, including the <i>Code of Conduct Policy</i> , <i>Child Safe Environment</i> and <i>Privacy and Confidentiality Policy</i> while attending the service | | | | √ | √ |
| Ensuring that volunteers, students and parents/guardians are aware of how to comply with child protection law and Child Safe Standards obligations | R | √ | | √ | |
| Identifying children with medical conditions, the child's medical management plan and the location of the child's medication (<i>Regulations 90, 168(2)(d)</i>) | R | √ | √ | | |
| Informing volunteers, students and parents/guardians of the services emergency and evacuation procedures (<i>Regulations 97, 168 (2)(e)</i>) | R | √ | √ | | |
| Developing an induction checklist for volunteers and students attending the service (<i>refer to Attachment 1</i>) in consultation with the nominated supervisor and educators. | R | √ | √ | | |
| Ensuring that volunteers and students have completed the induction checklist (<i>refer to Attachment 1</i>) | R | √ | √ | | √ |
| Developing a range of strategies to enable and encourage the participation and involvement of parents/guardians at the service | √ | √ | | | |



BACKGROUND AND LEGISLATION

BACKGROUND

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 Apollo Parkways Preschool wherever appropriate and possible.

Apollo Parkways Preschool 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*).

Apollo Parkways Preschool 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*).

The role that volunteers and students play in education and care services varies and can include working with groups of children, preparing materials or food, assisting with administrative tasks or working one-on-one with individual children. The service 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, services should 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 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*).

Parents/guardians whose children usually attend the service are exempt from needing a WWC Check (*refer to Definitions*). However, a service may decide, as a demonstration of duty of care, that all parents/guardians who volunteer at the service are required to undergo a WWC Check (*refer to Definitions*).

In line with Child Safe Standard 4 and the *Child Safe Environment Policy*, prior to engaging a volunteer or student an assessment should 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.

LEGISLATION AND STANDARDS

Relevant legislation and standards include but are not limited to:

- Child Safe Standards
 - Education and Care Services National Law Act 2010
 - Education and Care Services National Regulations 2011
 - Equal Opportunity Act 2010 (Vic)
 - Fair Work Act 2009 (Cth)
 - National Quality Standard, Quality Area 4: Staffing Arrangements
 - Occupational Health and Safety Act 2004 (Vic)
 - Worker Screening Act 2020 (Vic)
 - Worker Screening Regulation 2021 (Vic)
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DEFINITIONS

The terms defined in this section relate specifically to this policy. For regularly used terms e.g. Approved provider, Nominated supervisor, Notifiable complaints, Serious incidents, Duty of care, etc. refer to the Definitions file of the PolicyWorks catalogue.

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.

SOURCES AND RELATED POLICIES



SOURCES

- Australian Children's Education and Care Quality Authority (ACECQA): www.acecqa.gov.au
- *The Early Years Learning Framework for Australia: Belonging, Being, Becoming*: www.acecqa.gov.au
- A Guide for Creating a Child Safe Organisation (The Commission for Children and Young People) www.cryp.vic.gov.au
- Working with Children Check unit, Department of Justice & Regulation – provides details of how to obtain a WWC Check: www.workingwithchildren.vic.gov.au

RELATED POLICIES

- Child Safe Environment and Wellbeing
- Code of Conduct
- Compliments and Complaints
- Delivery and Collection of Children
- Determining Responsible Person
- Inclusion and Equity
- Interactions with Children
- Occupational Health and Safety
- Privacy and Confidentiality

- Staffing
 - Supervision of Children
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EVALUATION



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

- check staff records on a regular basis to ensure details of students, volunteers and where appropriate parents/guardians are maintained in line with all legislative requirements as outlined in the policy
 - regularly seek feedback from everyone 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
 - notifying 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 \(2\)](#)).
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ATTACHMENTS

- Attachment 1: Induction checklist for volunteers and students



Microsoft Word
Document

- Attachment 2: Induction Information for volunteers and students



Induction
Information for Volt

Attachment 3: Code of Conduct for volunteers and students



Microsoft Word
Document

Attachment 4: Code of Conduct acknowledgement for volunteers & students

AUTHORISATION

This policy was adopted by the approved provider of Apollo Parkways Preschool on 1/5/2023.

REVIEW DATE: 1/5/2026



ATTACHMENT 1



Checklist for Staff – Induction for Volunteers/Students

Volunteers/Student Name: _____

Date: _____

| | |
|--|--|
| Sight and make a record of Working with Childrens Check | |
| Run a status check on Working with Childrens Check and noted the date checked https://online.justice.vic.gov.au/wwccu/checkstatus.doj#_ga=2.255644424.1474354309.1683265595-1691469330.1670368618 | |
| Make a volunteer/student record that includes their name, address and date of birth | |
| Keep a record of days and times volunteer/student attended | |

Orientation Checklist

| | |
|---|--|
| Provide a copy of the Code of Conduct | |
| Provide a copy of the Induction Information for Volunteer/Students and go through the information | |

Emergency Management

| | |
|---|--|
| Show the location of the fire extinguishers and emergency exits | |
| Go over the procedures to follow in the event of an emergency | |
| Show where to sign in and out | |

First Aid & Medical Needs

| | |
|---|--|
| Show location of the first aid kit | |
| Show which children have medical conditions | |
| Show where the Allergy Buddy containing children’s medication is kept | |

Hygiene Practices

| | |
|---------------------------------------|--|
| Show cloth colour system for cleaning | |
|---------------------------------------|--|

| | |
|---|--|
| What chemical to use for what application | |
| Where to store chemical bottles | |
| What broom / mop to use in which area | |

ATTACHMENT 2



Induction Information for Volunteers/Students

Apollo Parkways Pre-school is committed to providing a child safe environment and upholding children's rights to feel safe and to be safe. The wellbeing and safety of all children are at the forefront of what we do and inform every decision we make. Apollo Parkways Pre-school is an inclusive environment where all children of all cultural and linguistic backgrounds, and all abilities are positively recognised and celebrated for being themselves.

Apollo Parkways Pre-school is committed to creating a culturally safe environment for Aboriginal and Torres Strait Islander children and their families. We recognise and celebrate the history, experiences and culture of aboriginal people and understand that being able to freely express cultural identity is a right for all Aboriginal and Torres Strait children.

Apollo Parkways Pre-school has zero tolerance to any form of child abuse including physical, sexual, emotional, and psychological abuse, neglect and racism in any form.

Every person in the Apollo Parkways Preschool community has an important role in keeping children safe and are encouraged and supported to disclose any child safety concerns they have with the Nominated Supervisor or the President of the Committee of Management. All concerns are taken seriously and will be acted upon immediately in an ethical and professional manner.

We listen to and empower children to have their voices heard about decisions that affect their lives. We build trusting and respectful relationships with each child in our care. We teach children about their rights and what to do if they do not feel safe.

We actively protect children by embedding the Child Safe Standard in our organisational culture and governance. We have development systems in accordance with The Child Safe Standards along with best practice policies and procedures with the protection of children as our priority.

All staff complete the latest Child Safe Training and mandatory reporting training through the Department of Education and remain up to date with current research, in line with National regulations and law and the 11 Child Safe Standards. This ensures that our staff can promote and maintain a culture of safety.

All volunteers are required to hold current Working with Children Check and to provide these to the service prior to commencement.

Policies and Procedures

Apollo Parkway Pre-School policies and procedures can be accessed via the website or you can ask the nominated supervisor for a hard copy. Link to policies and procedures:

https://www.apolloparkwayspreschool.com.au/?page_id=227

Code of Conduct

Volunteers/Students need to:

- Follow the directions of staff at the service at all times to ensure that the health, safety and wellbeing of children is protected
- report any concerns about children's safety or wellbeing to the person in charge
- be aware that it is an offence to subject a child to any form of corporal punishment, or any discipline that is unreasonable or excessive in the circumstances
- use positive strategies to assist children to manage their behaviour

- Be aware of the non-smoking policy of the service and agree to not be affected by alcohol or drugs (including prescription medication) that would impair your capacity to complete my tasks

(Tobacco, Alcohol, and other Drugs Policy)

Accidents, Emergency, Evacuation, and Safety

You will be shown the location of the fire extinguishers and emergency exits as part of your induction. Please familiarise yourself with where these items are located.

In your role as a volunteer/student teacher you have a responsibility to:

- Be aware where the fire extinguishers and emergency exits are located
- Sign in on arrival and sign out when leaving
- follow the instructions of the person in charge in the event of an emergency
- report any hazards in the workplace to the person in charge
- informing the person in charge about any serious incidents
- participate in general tasks, including maintaining the environment in a clean, safe and tidy condition
- use your judgment and be proactive to prevent injuries from occurring
- notify the person in charge if any injury or trauma to a child is observed

(Emergency and Evacuation Policy) (Occupational Health and Safety Policy) (Incident, Injury, Trauma and Illness Policy)

Dealing with Medical Conditions

You will be shown the location of the First Aid Kit & the Allergy Buddy where children's medication is kept as part of your induction. Please familiarise yourself with where these items are located.

In your role as a volunteer/student teacher you have a responsibility to:

- be aware of children with a medical condition
- know the location of the first aid kit
- know the location of the Allergy Buddy
- be aware of any symptoms and signs of ill health in children and reporting this to the person in charge
- ensure children do not share food, drink, food utensils or food containers
- be aware of conditions and food allergies
- be aware of the procedures in the event of an allergic reaction or anaphylaxis

(Dealing with Medical Conditions Policy, Asthma Policy, Anaphylaxis Policy, Diabetes Policy, Epilepsy Policy and Administration of Medication Policy) (Administration of First Aid Policy)

Good Hygiene Practices

In your role as a volunteer/student teacher you have a responsibility to:

- ensure cloths are cleaned, rinsed and stored correctly
- ensure chemicals and cleaning agents are stored correctly and out of reach of children
- wear disposable gloves when dealing with body fluids
- encourage children to flush the toilet after use
- follow hand washing guidelines (displayed at each hand washing location)

(Hygiene Policy and Food Safety Policy)

Privacy and Confidentiality

In your role as a volunteer/student teacher you have a responsibility to:

- Protect the privacy of everyone’s personal information
- Gain written permission from guardians to use photographs of children
- Be sensitive and respectful to guardians who don’t want their child to be photographed or filmed

(Privacy and Confidentiality Policy)

Complaints

In your role as a volunteer/student teacher you have a responsibility to:

- Communicating (preferably in writing) any concerns or compliments relating to the management or operation of the service as soon as is practicable
- Notify person in charge if a complaint is raised with you

(Compliments and Complaints Policy)

Volunteer/Student Agreement

I understand that by signing the below I agree that 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/Person in Charge and that I will adhere to Apollo Parkways Pres-school Code of Conduct, Policies and Procedures.

Volunteer/Student Name: _____

Signature: _____ Date: _____

Supervisor/Person in Charge Name: _____

Signature: _____ Date: _____

ATTACHMENT 3



CODE OF CONDUCT FOR VOLUNTEERS & STUDENTS

I commit to contributing to positive, supportive and child safe environment at Apollo Parkways Preschool

by:

- respecting the rights of the child as set out by the United Nations
- being inclusive of all culturally and linguistically diverse backgrounds and abilities
- contributing to a culture of child safety by taking all reasonable steps to protect children from abuse and all other policies
- maintaining a duty of care towards all children at the service
- having zero tolerance for any form of child abuse
- reporting any child safety concerns with the Nominated Supervisor or President of the Committee of Management
- having zero tolerance of any form of discrimination including: racism, sexism, or ableism and calling it out if it is seen
- being committed to the safety and wellbeing of each child at the service
- being committed to the safety and wellbeing of all staff at the service
- providing a safe and secure environment for all at the service
- providing an open, welcoming environment in which everyone's contribution is valued and respected
- being committed to communicating openly and honestly
- being committed to continually learning how to be inclusive and respectful of cultural needs
- encouraging parents/guardians, volunteers, students and community members to support and participate in the program and activities of the service.

Relationships with children

In my relationships with children, I commit to:

- being a positive role model at all times
- encouraging children to express themselves and their opinions
- allowing children to undertake experiences that develop self-reliance and self-esteem
- maintaining a safe environment for children
- speaking to children in an encouraging and positive manner
- giving each child positive guidance and encouraging appropriate behaviour
- regarding all children equally, and with respect and dignity
- having regard to each child's cultural values
- respecting individual difference including age, physical and intellectual development, and catering for the abilities of each child at the service.

Relationships with the approved provider, persons with management and control, nominated supervisor, staff and others

In my relationships with the approved provider, nominated supervisor, staff, other parents/guardians, volunteers and visitors I commit to:

- reading and abiding by the *Code of Conduct policy*
- reading and adhering to the *Child Safe Environment and Wellbeing policy*
- developing relationships based on mutual respect
- working in partnership in a courteous, respectful and encouraging manner
- valuing the input of others
- sharing our expertise and knowledge in a considered manner
- respecting the rights of others as individuals
- giving encouraging and constructive feedback, and respecting the value of different professional approaches

- respecting the privacy of children and their families and only disclosing information to people who have a need to know as required under the *Privacy and Confidentiality policy*
- following the directions of staff at all times
- treating the early childhood environment with respect
- raising any concerns, including concerns about safety, as soon as possible with staff to ensure that they can be resolved
- raising any complaints or grievances in accordance with the *Compliments and Complaints Policy*.

ATTACHMENT 4



CODE OF CONDUCT ACKNOWLEDGEMENT FOR VOLUNTEERS & STUDENTS

Volunteer/Student

I hereby acknowledge that on _____, I received a copy of the *Code of Conduct* for Apollo Parkways Preschool.

I have read this and understand its contents. I understand that Apollo Parkways Pre-school has zero tolerance to any form of child abuse. I commit to abiding by the *Code of Conduct* and fulfilling my responsibilities as outlined whilst attending Apollo Parkways Preschool.

I agree to abide by the values, principles and practices set out within. I understand that a breach of the *Code of Conduct* may lead to limitations being placed on my attendance at the service and that any reportable offences committed will be acted upon immediately and reported to the authorities.

Signature

Name (please print)

Date

Thank you for your contribution to making Apollo Parkways Preschool an open, safe, welcoming and friendly environment.

