



SECTION 2 MANAGEMENT POLICIES

2.9 Students, Volunteers and Visitors' Policy

Aim:

1. To ensure the safety and security of children, staff and property and to provide parents with the assurance that their child is safe and secure.
2. To Educators with the assurance that only authorised personnel will be allowed access to the Centre.
3. To ensure students are provided with an opportunity for training and development.
4. To ensure field experience provides students with an opportunity to apply theory to practice.
5. To ensure all field experience is carried out in the best interests of the children in the Centre's care.
6. To ensure clear guidelines are set for student performance and evaluation.
7. To ensure opportunity for enhancement of the service and benefit to volunteers.
8. To ensure students, volunteers and visitors comply with Centre practices and policies

Process:

1. Prior to the commencement of placement, students or volunteers, require a DCSI clearance.
2. The Director/Assistant Director will ensure students are provided with an appropriate orientation process. The orientation will include:
 - Introduction to members of staff, other students, volunteers and visitors.
 - Ensuring the student, volunteer or visitor is aware of Centre policies and procedures and where these can be found.
 - Providing the student, volunteer or visitor with a copy of the staff code of conduct (emphasising clothing requirements, ie. sun protective clothing & hat)
 - Ensuring the student, volunteer or visitor wear a name badge at all times whilst in the centre. Using white Sticker labels when necessary.
 - Ensuring the students has a letter of introduction with a recent photo of themselves to post on the door of the room they will be working in.
 - Ensuring that each student has a letter on letterhead from their service provider; outlining their student placement requirements.
 - Explaining the daily sign in/out procedure for staff/students/volunteers.
 - Explaining allocated breaks from children.
 - Outlining procedures for staff (and student, volunteer or visitor) absence and illness.

3. The Director/Assistant Director should provide support to students, volunteers and visitors where needed.
4. The Director/Assistant Director will provide clear guidelines and expectations of the student. In particular the supervisor will discuss the Centre's *Record Keeping & confidentiality (Privacy Act) Policy* with the student, volunteer or visitor.
5. The Director/Assistant Director should provide the student, volunteer or visitor with appropriate information and procedures needed to actively participate as a carer in the room.
6. Students, volunteers or visitors should never be left alone with children and must be supervised at all times.
7. Staff should role model appropriate behaviour at all times.
8. When required, supervising staff should provide students with both verbal and written feedback during and at the end of the placement.
9. Students, volunteers and visitors in the Centre should ensure:
 - Hygiene practices are followed at all time
 - They are aware of children's special needs
 - They show initiative and an alertness to staff needs and the Centre's routines and procedures
 - They ask questions if unsure of a procedure or concerned with an issue.
 - The safety of children is paramount at all times
 - Appropriate language is used at all times
 - Equality between children is ensured. Favouritism should not be shown towards individual children.
 - No negativity towards children is shown
 - They talk politely and professionally with parents/guardians and suggest that the parent/guardian should talk to the child's team leader if they have any questions or issues.
 - Confidentiality is maintained at all times
 - They are never left alone with children
 - If required to answer the phone, that it is done in a professional and courteous manner.
 - They never administer medication to children
 - Under the instruction of their supervising staff member, students, volunteers or visitors may be required to assist children with feeding.
 - Students, volunteers or visitors should not be required to perform first aid to children
 - Students, volunteers, and visitors should be aware of the attendance rolls of children and the sign/in out procedures for children.
 - If asked to change nappies, students should be trained and supervised by team leaders to ensure they follow the proper procedures for nappy changing.
10. The Director/Assistant Director will be responsible for supervising all deliveries, and will escort all delivery staff whilst in the Centre.
11. The Director/Assistant Director will deny access to any unauthorised person who is unable to provide identification.
12. Staff have the right to ask any person visiting the Centre for ID at any time.
13. Staff should verify appointments with the Director/Assistant Director before allowing unauthorised personnel access to the Centre.
14. Salespersons must be escorted by the Director/Assistant Director at all times whilst in the Centre.

15. Authorised (with badges) DECD licensing officials and ACECQA validators will be granted access to the Centre at any time, but must be escorted through the Centre by the Director/Assistant Director.

16. Government Officials (fire, police, FAYS) will be granted access to the Centre at any time but must be escorted through the Centre by the Director/Assistant Director.

17. The Director/Assistant Director will determine the reason for people volunteering in the Centre and ensure volunteers are covered under insurance policies.

18. The Director/Assistant Director will determine the length of commitment for people volunteering their skills, knowledge and experience. The Director/Assistant Director will ensure that all volunteers are aware of their roles and responsibilities

Relates to Quality Area 7: Leadership and Services Management, standards 7.1, National Law 109. National Regulations 149 part 1 and 2.