CatholicCare
DIOCESE OF BROKEN BAY

Children's Services

Student, Volunteers and Visitors

Policy

Version: 8.0
Approved: 11 August 2026
Review due: August 2029
Document ID: 12011-017

Contents

What do we believe? 3
What are we going to do? 3
How will it be done? 3
To become a student or volunteer 3
Commencement at the service 4
Expectations of students 5
Visitors 5
Supervision 6
Records to be kept 6
Confidentiality 6
Who is responsible? 7
National Quality Standards (NQS) 9
Related documents 11
CatholicCare policies 11
Children's Services policies 11
Forms 11
Resources 11
External 11
Glossary 12
Sign off and review 13
Revision history 13

What do we believe?

At CatholicCare Diocese of Broken Bay (CatholicCare), we are committed to the safety and wellbeing of children and hold this at the centre of our decision making and practice. We believe in the principle of paramountcy of the safety of children. This means that the safety, wellbeing, and best interests of the child are the primary consideration in all decisions, actions, and practices. Where there is a conflict between the interests of a child and those of adults or the organisation, the child's safety and wellbeing will always come first.

We believe that every person entering our services shares a responsibility to contribute to a child safe culture that is respectful, inclusive and professional. Students, volunteers and visitors must understand and uphold our commitment to safeguarding children, maintaining confidentiality, respecting children's rights and acting in accordance with our policies, procedures and Code of Conduct at all times.

What are we going to do?

To achieve this, we will ensure that all students, volunteers and visitors are appropriately screened, inducted and supervised before participating in our Children's Services. Where required, Working with Children Checks and other legislative requirements will be verified prior to commencement.

We will provide students and volunteers with meaningful learning opportunities that support their professional development while ensuring they are appropriately supervised and are never left alone with children or included in educator to child ratios. Visitors will only access our services for legitimate purposes and in accordance with our child safe practices and organisational procedures.

We will maintain accurate records of students, volunteers and visitors, provide clear information about their roles and responsibilities, and ensure families are informed when students and volunteers are participating in the service. We will regularly review our practices to ensure they continue to reflect current legislation, best practice and CatholicCare's commitment to providing safe, respectful and child centred environments.

How will it be done?

To become a student or volunteer

All students and volunteers wishing to become involved with the Children's Services must comply with the following:

1. Students and volunteers must complete either the Volunteer Agreement or Student Placement Agreement. Depending on the length and nature of volunteer work, if the student or volunteer is not a parent or close relative of a child attending the service, and is 18 years of age or over, a Volunteer Working with Children Check (WWCC) number and/or a National Criminal History Check may be required. This link provides full details of which categories of volunteers are exempted from the WWCC requirement.
2. Volunteers or students under the age of 18 are exempt from WWCC requirements in certain jurisdictions but must have their identity verified and be directly always supervised. However, we do require them to have a national police clearance.
3. Students and volunteers must provide the following details to CatholicCare Children's Services:
    - Full name

- Home address
- Date of Birth

A member of the People & Culture team will need to verify their WWCC Clearance using this information prior to commencement of their volunteer work or student placement.

4. Students who are completing a practicum must provide the Director/Coordinator with their insurance details provided through their training institution and a training agreement must be signed prior to the student commencing. A *New Student Placement form* is then completed by the Supervisor and submitted to recruitment@catholiccaredbb.org.au.

Volunteers and Students who are applying for work experience

1. They must provide a request in writing, outlining the purpose and length of their participation with the Service. This documentation may come from the individual or the institution providing their study. Potential volunteers will be interviewed by the Director/Coordinator to determine their suitability.

2. In conjunction with their manager, the Director/Coordinator will make a decision and the candidate notified. There should be no more than two (2) student placement or volunteers in a service at any one time.

Commencement at the service

When a student or volunteer commences at the service the following procedures should be undertaken:

1. Families are to be notified of the presence of student/volunteers in the service via a notice which may include a photograph of the student/volunteer, where practicable, identifying their name and role/purpose within the service.

2. On commencement at the service the student/volunteer is to have an orientation with the Director/Coordinator and a tour of the service. In this orientation the Director/Coordinator will discuss policies and procedures relevant to the role of the student/volunteer. The *Student/Volunteer Induction Checklist* is to be completed and signed by the Student/Volunteer. Workplace safety procedures will be included as part of this induction.

3. Each student/volunteer will be assigned a Teacher or Educator who will assist them during their time at the service. They must also be available to assist them with any questions and act as a mentor for students for their study and assessment.

4. Each day that the student/volunteer is in attendance they must sign into the service and sign out when leaving. Students and volunteers are not at any time to be considered part of the child/educator ratio at the service and are not to be left alone with children at any time.

5. Students and volunteers are sometimes invited to help out during excursions. See *Excursion and Workshops Policy* for more information.

6. In the event that there are concerns regarding a placement of a student or volunteer, the Director/Coordinator will notify the Children's Services Practice Manager and together will seek to resolve the situation. In the case that these matters are unable to be resolved placement may be ceased.

Students or trainees completing placements, practicum or vocational training must be added to the National Early Childhood Worker Register.

Volunteers must be added to the National Early Childhood Worker Register (Worker Register regardless of how often or the number of hours they attend.

Students and volunteers do not commence at the Service until they have provided all required documentation, including:

- Full name, address, phone number, email and date of birth.

- Current Working with Children check (if applicable); verified and sighted
- Complete or produce the foundation certificate for the Mandatory Child Safety Training
- A written statement detailing the expectations of them by their university, school or training organisation; and a poster or other notice for display which has their name, photograph, brief background including any special interests, course of study, and the period they will be at the Service

Expectations of students

It is the responsibility of the student to do the following:

- Provide all requested paperwork to the Supervisor prior to commencement.
- Are not permitted to take photos, video recording or any images of the children who attend any of the CatholicCare Children's services. They are at no time allowed to take their personal phone into the play space.
- Be guided by the educators in relation to routines, behaviour guidance and appropriate experiences.
- Sit on the floor or at a table at the children's level.
- Communicate calmly and quietly, and where needed use constructive methods when dealing with behaviour guidance. In doing so encourage children to solve their own problems but provide encouragement and help when needed.
- Let the children create freely rather than model artwork for them.
- Get down to the children's level, enjoy their company and involve themselves in the play.
- Act in a way which stimulates the children's curiosity and desire to learn.
- Encourage children to develop pride in themselves, their abilities and their accomplishment, no matter how big or little.
- Encourage children to make their own choices regarding experiences and equipment, within the program.
- Help children to share equipment and space.
- Give children opportunities to play cooperatively with peers; promote child centred play.
- Listen to individual children.
- Foster children's enthusiasm in communicating with peers and staff.
- Ask open ended questions that encourage creative, thoughtful, or imaginative answers and enjoy the children's creations; assist with experiences which provide fun and pleasure.

Visitors

Visitors will be coming into the services at different times and may include the following:

- Those people who are invited to be part of the children's program such as members of the Fire Brigade; Police Department; Medical or Nursing profession; community people with a skill from which the children will gain experience or enjoyment. These people will be asked to provide their WWCC before entering the Children's services.
- Persons who have the authority to enter such as Authorised Officers from the NSW Department of Education, the Australian Department of Education or Police Officers with a warrant.
- Persons carrying out maintenance work at the service. These persons must be given a workplace safety induction. See the *Contractor WHS Induction*.
- Inclusion Support Facilitators or Early Intervention Therapists or other Allied Health Professionals who are working with children enrolled in the service. Visits by these individuals must be with the written consent of the child's parent or guardian.

- CatholicCare employees who do not usually work at that location.
- Any other person who has an appointment or a legitimate reason for entering the service.

The following procedures must be followed in relation to visitors:

1. In most cases visitors should make an appointment with the Director/Coordinator and access to the service will be at the Directors/Coordinator's discretion. However, people, such as Authorised Officers with NSW Department of Education, or the Australian Department of Education may visit at any time.

2. All visitors must sign in and out of the visitor's book that should be located in the foyer or entrance area of the service, recording the date, time of arrival and departure.

3. Any unwelcome, violent or abusive visitor or intruder (including anyone adversely affected by drugs and alcohol) will be calmly asked to leave the service (also see the *Workplace Drugs, Alcohol and Other Substances Practice Guidelines*). Where appropriate, refusal to leave may necessitate a centre-based service carrying out their lockdown procedure and calling the local police for the removal of the unwelcome visitor.
4. No visitor will be permitted to take photos, video recording or any images of the children who attend any of the CatholicCare Children's services. They are at no time allowed to take their personal phone into the play space.

Supervision

Students, volunteers, and visitors must not be left alone with children at any time and must not be considered part of the child to educator ratios.

Records to be kept

The following records must be kept:

- **In relation to students and volunteers**
  - A record of the full name, address, and date of birth.
  - A signed *Student Placement Agreement or Volunteer Agreement*.
  - Sign in and out records for each day of attendance showing the hours of participation in the service. The record must contain a signature of the student/volunteer.
  - A record of the workplace orientation that was carried out.
  - Volunteers and student's WWCC number and expiry date.

- **In relation to visitors**
  - Sign in and out records for visitor showing the date and hours of participation in the service.
  - The record must contain a signature of the visitor.
  - For maintenance workers, documents required according to the *Contractor Service Agreement* and the *Contractor WHS Induction*.

Confidentiality

All students and volunteers are required to abide by the *Confidentiality and Privacy Policy* and the terms defined in the *Student Placement Agreement* or *Volunteer Agreement*. All documents, records and information gathered must either be returned at the completion of the placement or approved by the Coordinator for use in course work assignments or assessments.

Who is responsible?

Roles	Responsibilities
Approved Provider	• Ensure the service operates in line with the Education and Care Services National Law and National Regulations with regard to the delivery and collection of children at all times. • Ensure that volunteers and students are screened in accordance with the Child Safe Recruitment and Ongoing Employment Practices policy • Ensure that volunteers/students and parents/guardians are adequately supervised at all times, and that the health, safety and well-being of children at the service is protected. • Ensure that volunteers/students and parents/guardians are not left with sole supervision of individual children or groups of children. • Ensure that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where permitting the parent's entry would pose a risk to the safety of children or educator, or conflict with any duty of the Approved Provider, Nominated Supervisor or staff under the Law, or if the Approved Provider or Nominated Supervisor reasonably believes that permitting the parent's entry would contravene a court order. • Ensure that the staff record contains information on all volunteers/students attending the service with details of name, address, date of birth, days and hours of participation and details of the working with children check (or equivalent). (Regulation 149). • Ensure the policies and procedures are current and followed by the student and volunteers. • Ensure all students and volunteers complete or have completed the Mandatory Child Safety Training • Ensure all students, trainees completing placements, practicum or vocational training and volunteers, regardless of how often or the number of hours they attend are included in the National Early Childhood Worker Register • Ensure any allegation, complaint, or incident of physical or sexual abuse is reported to the Regulatory Authority within 24 hours.
Practice Manager	• Ensuring the Students, Volunteers and Visitors Policy and procedures remain current and comply with the Education and Care Services National Law and Regulations, National Quality Standard, Child Safe Standards and organisational requirements • Monitoring compliance with this policy across all services through quality assurance processes, audits and service visits • Providing guidance, advice and support to Nominated Supervisors regarding the recruitment, induction, supervision and management of students, volunteers and visitors • Ensuring appropriate systems and processes are in place for the screening, induction, supervision and record keeping of students, volunteers and visitors, including verification of Working with Children Checks where required • Supporting services to identify and manage risks associated with students, volunteers and visitors, and implementing continuous improvement strategies where required • Ensuring students, volunteers and visitors contribute to a child safe culture and understand their responsibilities in relation to child safety, professional conduct, privacy and confidentiality • Ensuring concerns, complaints or incidents involving students, volunteers or visitors are reviewed, investigated where appropriate, and managed in accordance with organisational policies and legislative requirements • Ensuring appropriate resources, guidance and professional learning are available to support the effective implementation of this policy • Monitoring changes to legislation, Child Safe Standards, recognised authorities and best practice, and ensuring this policy is reviewed and updated accordingly • Promoting a culture of continuous improvement where students, volunteers and visitors are supported to contribute positively to children's learning, development and wellbeing while maintaining the safety and rights of every child.

Roles	Responsibilities
Nominated Supervisor	• Ensure an induction -to the service is completed before the student, trainee or volunteer begins placement • Ensure the induction includes an understanding of the paramount consideration principle for children. • Check and verify all documents required on the student /trainee and or volunteer register • Ensure all volunteers, students and trainees have successfully completed the national child safety training • Ensure all volunteers, students and trainees have been included in the National Register as required • Provide supervision, guidance and advice to ensure adherence to the policy at all times. • Ensure 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. • Ensure that volunteers/students and parents/guardians are not left with sole supervision of individual children or groups of children. • Provide volunteers/students and parents/guardians with access to all service policies and procedures • Ensure that volunteers/students and parents/guardians comply with the National Regulations and all service policies and procedures. • Conduct and document a risk assessment before and during volunteer/student participation, identifying and controlling any risks to children's safety and wellbeing. • Ensure the volunteer, student, or trainee understands that the environment is entirely free from tobacco products, vaping devices and e-liquids, alcohol, and other prohibited substances, in accordance with Regulation 82 of the Education and Care Services National Regulations.
Educators	• Comply with the requirement 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. • Immediately report to the Nominated Supervisor any concern, allegation, or incident of harm, abuse, inappropriate conduct or inappropriate behaviour by a volunteer or student. Ensure the volunteer/student is not placed in a one-on-one unsupervised situation with a child. • Comply with the requirement that volunteers/students and parents/guardians are not left with sole supervision of individual children or groups of children. • Enable parents/guardians of children attending the service to access the service premises at any time the child is being educated and cared for, except where this poses a risk to the safety of children and/or staff. • Ensure no tobacco products, vaping devices and e-liquids, alcohol, and other prohibited substances, in accordance with Regulation 82 of the Education and Care Services National Regulations, are used within the service environment at any time. • Encourage the participation and involvement of parents/guardians at the service.

Roles	Responsibilities
Student / Volunteer	• Ensure they have provided all details required to complete the volunteer or student record. • If under 18 years of age, ensure they are never left alone with a child and remain under direct supervision of an educator at all times • Must not bring tobacco products, vaping devices, e-liquids, alcohol, and other prohibited substances in accordance with Regulation 82 of the Education and Care Services National Regulations into the service environment. • Undertake a working with children check (or equivalent) and present a current working with children check (or equivalent) (unless exempt due to being under the age of 18). • Undertake and successfully complete the Mandatory National Child Safety Training before commencing placement or 14 days after commencing placement at the service and produce the relevant completion certificate, e.g. Foundation Certificate. • Understand and acknowledge the requirement for confidentiality of all information relating to staff and families within the service (refer to Privacy and Confidentiality policy). • Comply with the requirements of the Education and Care Services National Regulations 2011 and with all service policies and procedures, including the code of conduct policy, while at the service. • Undertake the induction process and completing the induction checklist prior to commencement at the service. • Follow the directions of staff at the service at all times to ensure that the health, safety and wellbeing of children is protected. • Do not use personal mobile phones, cameras, or recording devices in children's care or education areas, and follow all requirements regarding the taking and storing of images as set out in the service's Safe use of Digital Technology Policy. • Smart watches must not be worn in children's care or education areas, • Volunteers will not subject any child to any form of corporal punishment or any unreasonable discipline as per the Law.
Parents / Guardians	• Comply with the requirements of the Education and Care Services National Regulations and with all service policies and procedures, while attending the service. • Follow the directions of staff at the service, at all times, to ensure that the health, safety and wellbeing of children is protected. • Follow the Safe Use of Digital Devices policy • Complete the Mandatory Child Safety Training before volunteering at the service. Regardless of how often or the number of hours they attend

National Quality Standards (NQS)

Quality Area 2: Children's Health and Safet		
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.

Education and Care Services National Law and National Regulations	
S. 2A	Paramount consideration—safety, rights and best interests of children
S. 3A	Paramount consideration
S.5AA	Meaning of inappropriate conduct
S. 162A	Child protection training Offence relating to child protection training
S. 162B	Child safety training
S.165	Offence to inadequately supervise children
S. 166	Offence to use inappropriate discipline
S.166A	Offence to subject child to inappropriate conduct 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. 174AA	Educators and other staff members of education and care service to notify certain information [NSW]
S. 174AB	Approved provider must notify Regulatory Authority of event under section 174AA
S. 175	Offence relating to requirement to keep enrolment and other documents
Part 6A	Devices in education and care services
S. 178	Suspension of education and care by certain persons
S. 178A	Supervision of certain persons providing education and care
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 False or misleading information about certain notices
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

Education and Care Services National Law and National Regulations	
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 to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures

Related documents

CatholicCare policies

- *Child Safe Policy*
- *Privacy & Confidentiality Policy*

Children's Services policies

- *Excursion and Internal & External Provider Workshop Policy*
- *Staffing Arrangements Policy*
- *Supervision Policy*

Forms

- *Child Safe Visitor Record*
- *Contractor Service Agreement.*
- *Contractor WHS Induction*
- *New Student Placement Form*
- *Student Placement Agreement*
- *Student/Volunteer Induction Checklist*
- *Volunteer Agreement*
- *Working with Children Application Guidelines*

Resources

External

- *National Regulations | ACECQA*
- *National Law | ACECQA*
- *Office of the Children Guardian: Who needs a Check*

Glossary

ACECQA – Australian Children's Education and Care Quality Authorities

The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources and services to support the sector to improve outcomes for children.

Child Paramountcy

Child paramountcy refers to the obligation to ensure that the best interests, safety, and wellbeing of children are paramount above all other considerations. All decisions, practices, and actions must prioritise the protection and wellbeing of children, particularly where competing interests exist.

ELC

All centre-based services for children aged 0-5 years including Long Day Care and Preschool services.

OSHC

Out of School Hours Care

Practice Manager

A practice manager oversees and supports a cluster of services within a local area. They work with the Nominated supervisor to ensure services operate safely, meet legal and quality requirements, and follow organisational policies. They do not work directly with children day to day.

Risk Assessment

A systematic process of evaluating the potential likelihood and consequences of risks that may be involved in a projected activity or undertaking.

Student

A student is a person engaged in studies related to the roles they will be engaging in, through a registered training and education institution. This does not include school aged work experience or Duke of Edinburgh participants.

Visitor

A visitor is anyone entering the service who is not either a child, a parent collecting/ dropping off a child or a staff member working at the service. Families visiting a service are considered a visitor under the regulations.

Volunteer

A person assisting at the service in particular tasks, without remuneration. This would include parent helpers, Duke of Edinburgh participants and work experience placements.

WHS

Work Health Safety

WWCC

Working with Children Check

Sign off and review

This document remains valid until it is either superseded by a new version or officially revoked.

CatholicCare values your input and welcomes feedback on this policy. Your suggestions help us improve and better support your work. Please send any feedback to policy.updates@catholiccaredbb.org.au.

Version	Authorised by	Approved date	Review cycle	Review due
8.0	General Manager Children's Services	11 August 2026	3 years	August 2029

Revision history

Version	Description	Author	Amendment date
8.0	Policy	General Manager Children's Services	11 August 2026