

Nambucca Valley Family Day Care

STUDENT AND VOLUNTEER POLICY

Nambucca Valley Family Day Care (NVFDC) values the participation of students and volunteers. Having students and voluntary workers with NVFDC educators helps to inform the community about our program and the value of the work we do. Students and voluntary workers are welcome at NVFDC Services; however, the children’s care and safety are our first priority.

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 Protection and Protection (effective Jan 2026)	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect. 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.
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 REGULATIONS	
S. 170	Offence relating to unauthorised persons on education and care service premises
S. 175	Offence relating to requirement to keep enrolment and other documents
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
145	Staff Records
149	Volunteers and Students (refers to centre-based services, but can align to FDC services)
165	Record of visitors
166	Children not to be alone with visitors
168	Education and care services must have policies and Procedures
169	Additional policies and procedures- family day care service
170	Policies and procedures to be followed
172	Notification of change to policies or procedures

RELATED POLICIES

Bullying, Discrimination and Harassment Policy	Record Keeping and Retention Policy
Code of Conduct Policy	Respect for Children Policy
Child Protection Policy	Safe Use of Digital Technologies and Online Environments Policy
Child Safe Environment Policy	Staffing Arrangements Policy
Dealing with Complaints Policy	Supervision Policy
Family Communication Policy	Tobacco Drug and Alcohol-Free Policy
Interactions with Children, Families and Staff Policy	Work, Health and Safety Policy
Privacy and Confidentiality Policy	

PURPOSE

NVFDC 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. NVFDC 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 students and volunteers. To ensure a professional and pleasurable learning experience, students and volunteers

will be encouraged to participate in the NVFDC Service's daily routine and assist in accordance with their qualification level to work with children under the National Quality Framework requirements. NVFDC will ensure no child or children are left alone with a student or volunteer.

SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, Coordinator, students, volunteers, educators and educator assistants of the NVFDC Service; and visitors (including contractors) to the NVFDC Service.

IMPLEMENTATION

We have a strong commitment 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 NVFDC Service. As a child safe organisation, we embed the Child Safe Standards and implement child safe policies and procedures to ensure child safety is paramount.

NVFDC adopts and aligns with the [National Model Code](#) and guidelines in relation to visitors, volunteers and students taking images or videos of children (see *Safe Use of Digital Technologies and Online Environments Policy*). This Nation Model Code is not applied to NVFDC employees or educators.

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/NOMINATED SUPERVISOR/COORDINATOR 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 child protection law, mandatory reporting obligations, Child Safe Standards and their duty of care to ensure that reasonable steps are taken to prevent harm to children
- Ensure each student or volunteer holds a current Working with Children Check (WWCC) prior to commencing their placement (exemptions may apply for students younger than 18 in NSW)
- Record and verify each student or volunteer Working with Children Check where required
- Ensure the student or volunteer completes a *Student and Volunteer Application Form* prior to commencement of work placement, recording their full name, address, and date of birth
- Ensure volunteers and students are aware of the [National Model Code](#) and guidelines and strictly adhere to these guidelines for taking images or video of children including:
 - Adhering to the *Safe Use of Digital Technologies and Online Environments Policy*
 - Only NVFDC educator 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, visitor or volunteer while providing education and care and working directly with children
- Ensure the FDC educator maintains a *Visitor Register*, including
 - Date
 - Reason for visit
 - Full name
 - Time of arrival and departure
 - Company or organisation (if applicable)
 - Working With Children Check (where applicable, best practice)
- Ensure students and volunteers are under the direct supervision of the NVFDC educator at all times whilst at the NVFDC service
- Ensure students and volunteers are never left alone with a child whilst at the NVFDC Service under any circumstance
- Discuss opportunities for students and volunteers to work with NVFDC educators

- Provide the student/volunteer with a *Student and Volunteer Handbook*
- Advise the student or volunteer to take a poster with a photo introducing themselves and outlining the reason for their placement to display in the home of their designated NVFDC Educator
- Ensure work placement students or volunteers are never included in the ratio of adult to children
- Complete the *Student and Volunteer Induction Checklist* with the student or volunteer, providing assistance as required
- 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 the NVFDC educator
- Show the student or volunteer where they can access NVFDC policies and procedures
- Ensure the student or volunteer has signed a confidentiality agreement prior to commencing their placement
- Liaise with learning institutions and accept suitable student placements under the institution's supervision
- Assist learning institutions to place suitable students with individual NVFDC educators
- Ensure the student's paperwork and insurance are current
- Ensure that no student or volunteer is affected by or under the influence of drugs or alcohol while on the service premises when children are being educated and cared for
- Refer to the service *Managing an Aggressive Person or Visitor Policy* for guidance if a visitor becomes hostile or aggressive
- 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

FAMILY DAY CARE EDUCATORS WILL:

- Conduct an orientation for the student or volunteer including taking the student or volunteer on a tour of the NVFDC residence/venue, showing emergency exits, and facilities
- Conduct a visitor induction program to provide information about the NVFDC Service's policies and procedures and use of personal devices while at the NVFDC Service
- Negotiate with the student or volunteer the times/hours to be worked, and dates of the placement
- Ensure students or volunteers bring in a poster with a photo introducing themselves and outlining the reason for their placement and details of their place of study/organisation/school

- Inform families, children, and educator assistants when work placement students and/or volunteers are present at the NVFDC residence/venue, including their role and hours they will be attending
- 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
- Maintain open communication with students and volunteers along with their practicum teachers about their performance
- Support all student's practicum requirements to the best of their ability during the placement
- Share appropriate skills and knowledge with each student and volunteer as reasonably practicable
- Be aware of student and volunteer expectations
- Have the time and proficiencies to support each student and volunteer in their placement as reasonably practicable
- Encourage students and volunteers to seek help and advice as required
- Be a positive role model, showing appropriate behaviour and conduct themselves in a professional manner
- Guide the student or volunteer throughout the day
- Make the student or volunteer feel welcome
- Ensure the student or volunteer is not left alone with a child or children whilst at the NVFDC service under any circumstance
- Refer to the NVFDC Service's *Managing an Aggressive Person or Visitor Policy* for guidance if a visitor becomes hostile or aggressive
- Ensure volunteers and students follow the [National Model Code](#) and guidelines
- Discuss the progress of written work and performance with the student or volunteer
- Discuss any concerns raised by the student with the student's 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
- 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
- Ensure the student/volunteers signs the visitor register upon arrival and departure from the NVFDC residence/venue

WORK EXPERIENCE STUDENTS AND VOLUNTEERS WILL:

- Complete the *Student and Volunteer Application Form* prior to the commencement of work placement
- Provide Working with Children Check (WWCC) details prior to placement (exemptions may be applicable if student is under the age of 18 in NSW)
- 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- working with NVFDC educator, coordinator and other FDC educators during playgroups etc.
- Learn and accommodate the expectations of the qualified educator/educator assistant
- Inform their NVFDC educator and Coordinator/Nominated supervisor 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 NVFDC operations
- Bring in a poster introducing themselves that will include:
 - Name
 - Photo
 - Course they are studying
 - RTO/university/school they are studying with
 - Dates and times they will be at the FDC Residence
 - The focus of their study
- Discuss any problems the student may be experiencing with the educator
- Adhere to all FDC Service policies and procedures
- Adhere to the *Safe Use of Digital Technologies and Online Environments Policy*
- Never remove a child from direct NVFDC educator supervision
- Participate in the induction process and assist to complete the *Student and Volunteer Induction Checklist*

PROBITY CHECKS

- All students and volunteers will supply identity details to the Approved Provider/Nominated Supervisor/Coordination Unit
- All students and volunteers will complete and provide to the NVFDC Service a WWCC prior to commencing their placement (unless exempt)

- All students will have a meeting with the Approved Provider/Nominated Supervisor to receive information regarding the following NVFDC 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
 - Social Media

STUDENTS AT RISK

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

1. The NVFDC educator will alert the Nominated Supervisor of any concerns with the student
2. The NVFDC educator and Nominated Supervisor/Coordinator will discuss concerns with the student
3. The NVFDC educator or Nominated Supervisor/Coordinator will arrange for the student's training institution teacher to visit the NVFDC residence and discuss concerns that have ascended
4. The student's educational institution and Nominated Supervisor will govern the outcome of the practicum

TERMINATION OF STUDENT PRACTICUM OR VOLUNTEER PLACEMENT:

Termination of 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 NVFDC and /or the NVFDC educator if they will not be attending on a particular day prior to commencement time
- Does not adhere to starting times or break times
- Is observed using repeated inappropriate behaviour at the NVFDC residence/venue
- 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 the NVFDC educator

- Is unable to maintain or hold a current Working with Children Check (unless exempt)

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Student and Volunteer 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.

CHILDCARE CENTRE DESKTOP - RELATED RESOURCES

Childcare Centre Desktop- Human Resources Student and Volunteer Handbook Student and Volunteer Register	Student and Volunteer Application form Student and Volunteer Induction Checklist
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SOURCES

Australian Children’s Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)

Australian Government Department of Education. [Belonging, Being and Becoming: The Early Years Learning Framework for Australia.V2.0, 2022](#)

Australian Children’s Education & Care Quality Authority. (2024). [Taking Images or Videos of Children While Providing Early Childhood Education and Care. Guidelines for the National Model Code.](#)

Education and Care Services National Law Act 2010. (Amended 2023).

Education and Care Services National Regulations. (Amended 2023).

Fair Work Act 2009 (Cth).

Fair Work Commission: Anti-bullying jurisdiction.

Office of the Director of Equal Opportunity in Public Employment. (1996). [Dealing with employee work-related concerns and grievances: Policy and guidelines:](#)

Safe Work Australia. (2016). [Guide for preventing and responding to workplace bullying](#)

TAFE NSW [Student responsibilities in work placement](#)

Work Health and Safety Act, 2011.

REVIEW

POLICY REVIEWED BY	Tella Markham	Nominated Supervisor	27/11/25
POLICY REVIEWED	NOVEMBER 2025	NEXT REVIEW DATE	NOVEMBER 2026
VERSION NUMBER	V25.1		
MODIFICATIONS	<ul style="list-style-type: none"> • Annual policy maintenance • Updated policy to align with mandatory implementation of National Model Code (NMC) for visitors and students 		

	<ul style="list-style-type: none"> Added reference to new mandatory policy - <i>Safe Use of Digital Technologies and Online Environments Policy</i> Minor edits within policy Sources checked for currency and updated as required 	
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
OCTOBER 2024	<ul style="list-style-type: none"> annual policy maintenance inclusion of National Model Code and Guidelines (optional) minor edits within policy sources checked for currency and updated as required 	OCTOBER 2025
OCTOBER 2023	<ul style="list-style-type: none"> minor formatting edits within text hyperlinks checked and repaired as required removal of Appendix 1: Student and Volunteer Checklist of policy annual policy maintenance legislation re: child protection law added (Reg.84) 	OCTOBER 2024