



Student and Volunteer Policy



Policy Number	QA 4/3	Title	Student and Volunteer Policy
Revision	3.1	Written By	Policy Team and Nominated Supervisor
Reviewed By	EHOOSH Management Committee	Approved By	EHOOSH Management Committee
Supersedes	3.0	Effective Date	October 2025

1. Policy Statement

Eastwood Heights OOSH (EHOOSH) values the involvement of students and volunteers as an integral part of fostering community engagement and supporting professional development in childhood education and care. While recognising the benefits of their participation, our primary commitment is to ensuring the safety and well-being of children in our care.

2. Background

This policy outlines the guidelines for managing student and volunteer placements in alignment with the Education and Care Services National Regulations, National Quality Standards (NQS), and other relevant legislation.

3. Procedure

The procedures outlined in this policy ensure that the participation of students and volunteers is managed effectively and safely. These procedures cover the induction and responsibilities of students and volunteers during their placement, as well as the role of the service in supporting their learning experience. By adhering to these guidelines, EHOOSH maintains a safe environment for children while fostering professional development opportunities in alignment with the service's values and legal obligations.

3.1 Safe Participation of Students and Volunteers

- Students and volunteers will always be supervised by an appointed educator when in attendance.
- At no time will students or volunteers be included in educator-to-child ratios or left alone with children/educators. If they are interacting with children, they will always remain in earshot and sight of an educator
- Students must not discipline children and must report any disclosures to their supervising educator
- Students and volunteers are required to adhere to our Child Protection Policy, Child Safe Code of Conduct and Volunteer Code of Conduct.
- To differ Students and Volunteers from educators, they must wear a vest on shift
- Students and Volunteers must get their supervising educator and RPIC of the session to sign off on their timesheet.

3.2 Orientation and Induction

- All students and volunteers will undergo an induction, including a tour of the service, familiarisation with key policies such as emergency procedures, code of conduct and the philosophy of EHOOSH.
- The induction process will include a discussion of expectations, roles, and responsibilities, including guidelines on engaging with children and families.
- The induction will occur before students and volunteers start volunteering

3.3 Responsibilities of the RPIC/ Supervising Educator

- Monitor the progress and participation of students and volunteers, providing guidance and feedback during each shift
- Ensure compliance with the service's policies and procedures and address any issues promptly
- Encourage connection building with the children to a reasonable extent
- Ensure the safe participation of students/volunteers at the service

3.4 Confidentiality and Professional Conduct

- Students and volunteers must respect the privacy and confidentiality of children, families, and the service by refraining from discussing sensitive information outside of the placement.
- Concerns or issues must be directed to the Student Supervisors/Mentors of that shift and not discussed with parents, guardians, or other visitors.

3.5 Acceptance of Placements

- Placements will be coordinated with accredited institutions or recognised volunteer organisations
- Placement schedules, including hours and tasks, will be negotiated to align with the service's operational needs

3.6 Monitoring and Review of Placements

- The performance and engagement of students and volunteers will be reviewed when necessary to ensure alignment with service expectations
- Any breaches of the service's policies may result in termination of the placement.

4. Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"> • Ensure the service operates in compliance with the Education and Care Services National Law and Regulations and other relevant legislation. • Allocate resources to support the effective induction, supervision, and mentoring of students and volunteers.
Nominated Supervisor	<ul style="list-style-type: none"> • Manage the overall implementation of the Students and Volunteer Policy, ensuring all staff and students/volunteers understand their roles and responsibilities. • Ensure students and volunteers are inducted into the service, including a review of policies, procedures, and the service’s philosophy. • Monitor the performance and engagement of students and volunteers, addressing any issues or breaches promptly.
Responsible Person in Charge	<ul style="list-style-type: none"> • Oversee the daily supervision of students and volunteers, ensuring they are never left alone with children or included in educator-to-child ratios. • Act as a point of contact for students and volunteers during operational hours, providing guidance on their roles and responsibilities. • Ensure that students and volunteers adhere to the service’s Code of Conduct, confidentiality requirements, and child safety standards. • Address any immediate concerns or issues that arise during placements and report them to the Nominated Supervisor.
Educators	<ul style="list-style-type: none"> • Support students and volunteers in their day-to-day activities, providing opportunities for them to observe and engage with children under appropriate supervision. • Act as role models for professional conduct, demonstrating effective communication, child engagement, and adherence to the service’s policies. • Provide feedback to the Student Supervisor/Mentor on the performance and participation of students and volunteers. • Ensure the safety and well-being of children by supervising all interactions involving students or volunteers.
Students and Volunteers	<ul style="list-style-type: none"> • Adhere to the service’s Code of Conduct, policies, and procedures, including maintaining confidentiality and respecting children’s rights and safety. • Sign the Volunteer code of conduct

	<ul style="list-style-type: none"> • Participate in the service’s induction process, familiarising themselves with emergency procedures and other operational guidelines. • Work under the guidance and supervision of the appointed educator, contributing positively to the service’s program. • Avoid discussing any concerns, issues, or complaints with families or visitors, instead reporting these to the RPIC of the session
Families	<ul style="list-style-type: none"> • Support the service’s efforts to provide a safe and professional learning environment by respecting the role of students and volunteers. • Address any concerns regarding students or volunteers directly with the Nominated Supervisor or RPIC. • Provide feedback, when appropriate, on the service’s approach to managing students and volunteers to support continuous improvement.

4. References

4.1. Statutory Authority

- Education and Care Services National Law Act 2010 (Regulation 168,)
- National Quality Standard
- Disability Discrimination Act 1992
- Anti-discrimination Act 1977 (NSW)
- Work Health and Safety Act 2011

4.2. Relevant Service Policies

- Governance Policy
- Confidentiality Policy

5. Legislative Requirements.

Education and Care Services National Law Act 2010

Section 165	Inadequate supervision
Section 167	Protection from harm and hazards
Section 170	Policies and procedures to be followed
Section 175	Offence relating to the requirement to keep records

5.1 Education and Care Services National Regulations (2011)

Regulation 84	Awareness of child protection law
Regulation 149	Volunteers and students
Regulation 168	Policies and procedures
Regulation 85	Incident, injury, trauma, and illness policies

Revision Chronology

Version Number	Date	Reason for Change
1.0	April 2018	Endorsed by OOSH executive committee
1.1	February 2021	Updated policy
2.0	October 2024	Updated policy with new policy template
3.0	March 2025	Edited and reviewed
3.1	October 2025	Reviewed and updated

