

Volunteer Procedure

Playtime Policy Reference

Volunteer Policy

Policy & Procedure Access and Supporting Documents

- All Playtime Childcare policies and procedures are located:
 - Electronically on OWINA for Staff via → Staff → Policies and Procedures
 - Electronically on OWINA for Families via → Configure → Policies and Resources
 - Management has access electronically via computer documents
 - Hard copies available upon request
- Regulative required policies and procedures will be reviewed annually, all other policies biannually
- Relevant checklists, risk assessments and documents are located via the OWINA platform:
 - External Visitor Digital Technology Contract
 - External Support Services Agreement Form
 - Photography Permission and Agreement Form

Volunteer Entry, Supervision and Conduct

- Volunteer must provide a Work Placement Agreement that is signed by the student, the service, and the training college before commencement. Students must follow all expectations of their training authority. The nominated supervisor may terminate any placement if it is not in the best interests of the service.
- The nominated supervisor will verify identification and WWCC, copy the original, and file it securely.
- If a WWCC is not current, the volunteer must apply for one before starting and provide documentation as evidence.
- The Nominated Supervisor is to inform families, children, and educators when volunteers are present at the Service, including their role and hours they will be attending the Service
- The volunteer must complete a *Student and Volunteer Information Record* and return to the Nominated Supervisor.
- A *volunteer induction record* must be completed by the Nominated Supervisor before the student is placed in any rooms. This includes valuable information about Child Protection Reporting Obligations, emergency evacuation etc
- The Nominated Supervisor is to inform the volunteers that they must always remain in direct supervision by a staff member, not be left unsupervised or included in ratio at any time.

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- Nominated Supervisor is to negotiate with the volunteer the hours/dates they will be attending the service.

Volunteers

- Volunteers must provide a current Working with Children Check (WWCC) (or ID if under 18 years old) to the Nominated Supervisor prior to commencing placement at the centre.
- The nominated supervisor will verify identification and WWCC, copy the original, and file it securely.
- If a WWCC is not current, the volunteer must apply and pay for one before starting and provide documentation as evidence.
- The Nominated Supervisor is to inform families, children, and educators when volunteers are present at the Service, including their role and hours they will be attending the Service
- The volunteer must complete a *Volunteer Information Record* and return to the Nominated Supervisor.
- A *Volunteer induction record* must be completed by the Nominated Supervisor before the volunteer is placed in any rooms.
- Management will allocate an educator to support the volunteer
- The Nominated Supervisor is to inform the volunteer that they must always remain in direct supervision by a staff member, not be left unsupervised or included in ratio at any time.
- Nominated Supervisor is to discuss with the volunteer the times/hours/ days of attendance.
- Follow the direction of staff to ensure children's health, safety, and wellbeing.
- Interact respectfully with children, families, and staff.
- Maintain confidentiality regarding all child, family, and staff information.
- Sign in/out via the OWNA platform.
- Adhere to the dress code within the Staff Uniform Policy including closed-in shoes, and appropriate clothing.
- Discuss planned activities with the team leader prior to implementation.
- Personal Devices will be left in the volunteer's locker whilst working directly with children.

Prohibited Actions for Volunteers

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- Administering medication, medical treatment, or first aid to children unless specifically directed and supervised by an educator or responsible person.
- Taking photographs, videos, audio recordings, or any image of children, families, staff, environments, or service documentation using personal devices or any unauthorised equipment.
- Communicating directly with families regarding a child's progress, behaviour, personal information, enrolment matters, or service operations unless authorised by the Nominated Supervisor.
- Being left alone with children or placing themselves or children in situations that may create actual, perceived, or potential risk, vulnerability, or lack of visibility.
- Using personal devices, including mobile phones, smart watches, tablets, earbuds, or similar technology within learning environments, outdoor areas, bathrooms, sleep spaces, or any area where children are present.
- Participating in nappy changing, toileting, intimate care, or personal hygiene routines unless directly supervised by an educator and approved as part of the volunteer role.
- Undertaking behaviour guidance, discipline, restraint, or intervention practices outside the direction of educators or responsible persons.
- Accessing confidential records, enrolment information, child files, incident records, or staff documentation unless specifically authorised
- Entering staff-only areas, administration systems, medication storage areas, or restricted service spaces without approval.
- Sharing service information, internal conversations, or observations outside the workplace, including on social media or personal platforms.
- Smoking, vaping, tobacco products and related devices are prohibited within Playtime Childcare premises at all times. These items must not be used on site, during breaks on service grounds, or while wearing service uniform, identification, or clothing associated with the service.

Grounds for Ceasing Volunteer Engagement

- Volunteer participation may be ceased immediately, temporarily suspended, or reviewed by the Approved Provider or Nominated Supervisor where a volunteer:
- Does not comply with requirements discussed during volunteer induction, including service policies, child safe expectations, confidentiality obligations, and professional conduct standards.
- Fails to follow lawful directions provided by management, educators, the Nominated Supervisor, Responsible Person, or Approved Provider.
- Demonstrates repeated inappropriate behaviour, poor judgement, or conduct inconsistent with Playtime's values and child safe culture.
- Behaves disrespectfully toward children, families, staff, students, contractors, or other visitors.

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- Uses offensive, aggressive, discriminatory, inappropriate, or abusive language.
- Causes harm, distress, intimidation, or risk to a child, whether physical, emotional, verbal, or psychological.
- Attends the service under the influence of alcohol, illicit substances, or any substance that may impair judgement, behaviour, or capacity to participate safely.
- Removes, isolates, or places a child outside the direct supervision of an educator without approval.
- Fails to maintain a valid Working With Children Check where one is required, or becomes barred, interim barred, or unable to lawfully continue volunteering.
- Uses or accesses a personal mobile phone, smart device, or unauthorised digital technology while directly engaged with children or within learning environments.
- Breaches confidentiality by sharing information relating to children, families, staff, service operations, or internal matters.
- Engages in conduct that places the service, children, or staff at risk or undermines the safe operation of the service.

Monitoring, evaluation and review

The policy will be reviewed annually by: Management – Approved provider, Director, Employees – Educators, Children and Families

Roles and Responsibilities

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Approved Provider	• Will ensure that obligations under the Education and Care Services National Law and National Regulations are met. • Ensure they take reasonable steps to ensure that the nominated supervisor, educators, staff, and volunteers follow the policy and procedures. • Will ensure they provide the nominated supervisor, educators, staff and volunteers the documentation to perform their role, follow policy, procedure, and document according to regulatory and service requirements. • Will ensure that adequate induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure. • Will ensure that the nominated supervisor and staff are equipped with ongoing professional development and training they require to comply with this policy. • Will encourage feedback from stakeholders regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. • Ensure the policy is kept up to date with current legislation, research, and best practice. • Ensure that they meet the requirement under the Education and Care Services National Regulations to implement and keep a record to document the details of all students and volunteers. • Supply the service with a student information record which must include the full name, address, and date of birth of each student or volunteer who participates at the service. • Ensure that students and volunteers undertake an induction to the service and complete a student volunteer induction record with the nominated supervisor which should also be stored with the student employment record. • Ensure all students complete a student study record whilst they are attending the service to monitor progress. • Ensure the nominated supervisor ensures they check student employment records on a regular basis to ensure details of students and volunteers are maintained and updated to meet all legislative requirements.
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	- Will conduct regular staff meetings to address policy compliance with legislation, policy implementation, changes to policy and or collect feedback for annual review of policy. - Assist learning institutions to place suitable students with individual educators
Educators	- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations. - Ensure they take reasonable steps to follow the service policy and procedures and seek advice or further support if unsure. - Will ensure they complete and document any related records regarding the implementation of this policy and practice requirements of the service. - Will attend any ongoing professional development, staff meetings and training they require to comply with this policy and practice requirements of the service. - Will provide feedback to the nominated supervisor or approved provider regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. - Will provide feedback regarding policy review when required. - Maintain open communication with work experience students and volunteers along with their practicum teachers about their performance - Work as a team sharing appropriate skills and knowledge with each volunteer - Be aware of volunteer expectations - Encourage volunteers to seek help and advice as required - Be positive role model, showing appropriate behaviour and conduct themselves in a professional manner - Guide the volunteer throughout the day - Make the volunteer feel welcome and a valued member of the team - Ensure the volunteer is not left alone with a child or children whilst at the service under any circumstance - Ensure volunteers are under the direct supervision of the approved provider, nominated supervisor, responsible person or educator always whilst at the service

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Role	Responsibility
Volunteers	- Will participate in the service in accordance with Playtime Childcare policies, procedures, child safe expectations and professional conduct standards. - Will remain under the direct supervision of an educator, Nominated Supervisor, Responsible Person or Approved Provider at all times unless otherwise approved by the service. - Will sign in and out each day as required and provide any requested identification, Working With Children Check details or documentation prior to commencement where applicable. - Will maintain confidentiality regarding children, families, staff, observations and service operations at all times, including outside the workplace and on social media. - Will follow staff direction and only undertake tasks appropriate to their role, without independently supervising children or making decisions outside service direction. - Will immediately report any child safety concern, incident, hazard or inappropriate conduct to the Nominated Supervisor. - Will comply with service expectations relating to dress, professional conduct, digital safety and prohibited device use while attending the service. - Will not carry or use personal devices while participating within learning environments and will store personal belongings securely during volunteer participation. - Will not smoke, vape, or use tobacco products on service grounds, during breaks on site, or while wearing clothing associated with the service.
Families	- Will advise the Nominated Supervisor of any concern regarding volunteer conduct, interactions or safety within the service. - Where a parent or guardian volunteers during excursions, events or service activities, they will follow educator direction, service expectations and relevant risk assessments at all times.

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