4.04. VOLUNTEERS, STUDENTS, AND ADDITIONAL ASSISTANTS

QUALITY AREA 4 | VERSION 5.0

Regulatory Policy & Procedure

Statement of Commitment

Wyndham City Council is committed to safeguarding children younger than 18 and ensuring their active participation as valued members of our community, while fostering a child-safe environment. We focus on early identification of risks to protect children from harm, whether caused by adults, harmful behaviours between children, exposure to family violence, or concerns like grooming, cumulative harm, or neglect.

We encourage the reporting of any concerns or suspicions of child abuse or harm. The Reportable Conduct Scheme improves how organisations respond to allegations of abuse, harm, neglect, and risk to children. Under this scheme, the CEO, or their delegate, must report any allegations of child-related misconduct to the Commission for Children and Young People within a specific timeframe.

All allegations are taken seriously, and reporting does not require agreement on the conduct. Concerns can be reported to a line manager or directly to the Senior Child Safe Advisor. Investigations will be conducted by an external party under the oversight of relevant authorities, including Victoria Police, the Department of Families, Fairness and Housing, and Child Protection.

Furthermore, Wyndham City Council has also publicly declared its commitment to being a Child Safe Organisation on our external website and recognises the importance of Child Safety in the provision of quality community services. All children and young people who attend services, programs, events, and community spaces have a right to feel safe, be safe, and be heard. We are committed to maintain a child safe environment, and value a culture of safety within council and its operations.

There are also behavioural expectations to recognise the importance of an inclusive and welcoming environment to all children & young people of the wider community including Aboriginal and Torres Strait Islanders, culturally and/or linguistically diverse, those with a disability and promoting an environment with no tolerance for racism.

Purpose

This policy informs volunteers, students, and additional assistants how they may best connect and participate in the learning environments at Wyndham City Early Education and Care Services (EECS). It also makes sure that the health, safety, and wellbeing of children is always protected.

Policy Statement

EECS is committed to:

- coordinating with educational institutions to offer practicum placements for students.
- establishing community relationships and offered volunteer opportunities for service programs.
- supporting the engagement of additional assistant to enhance delivery of an inclusive kindergarten program.
- ensuring compliance with policies and procedures to ensure the health, safety, and wellbeing of children at the service when engaging volunteers and students.

Scope

This policy applies to the approved provider, persons with management or control, nominated supervisor, persons in day-to-day charge, early childhood teachers, educators, staff, students, volunteers, additional assistants, parents/guardians, children, and others attending the programs and activities of EECS, including during offsite excursions and activities.

Responsibilities	Approved Provider and EECS Unit	Nominated Supervisors/ Team Leaders	Early Childhood Teacher, Educators, and other staff	Family, parents/guardians	Contractors, volunteers, and students
Develop guidelines for accepting ***volunteer*** and ***student*** applications in cooperation with the nominated supervisor, ECT, and educators. Guidelines must comply with the *Providing a Child Safe Environment Policy*.	✓	✓	✓		
Accept or reject potential volunteer or student based on the circumstances of the service at the time.	✓	✓			
Obtain a valid ***WWC Check*** and provide details to the service prior to commencement.					✓
Provide a copy of the WCC clearance to the service.					✓
Complete a staff record and site induction before starting at the service. *(Appendix 4.3.4: Induction Checklist - Relief, Volunteers, Students, AA)*					✓
Confirm and complete staff record documenting volunteers, students, and additional assistants have a valid and current Working with Children's Check (WWCC). *(Process 4.3.2: Completing Working with Children's and VIT Registration Checks)*	✓	✓			
Where applicable, confirm and complete staff record documenting volunteers, students, and additional assistants have a valid and current VIT registration. *(Process 4.3.2: Completing Working with Children's and VIT Registration Checks)*	✓	✓			
Ensure staff record contains the full name, address, date of birth, and emergency contact number of volunteers, students, and additional assistants attending the service.	✓	✓			
Ensure volunteers, students, and additional assistants completed a site induction before engaging in the program. Induction must include the following: • access to all service policies and procedures. • access to Education and Care Services National Regulations 2011 and Education and Care Services National Law. • obligations of Child Safe standards • obligations of mandatory reporting • identify children with medical conditions, the child's medical management plan and the location of the child's medication. • emergency evacuation procedure. • policy and procedures for *Dealing with Medical Conditions*.	✓	✓	✓		
Maintain up-to-date record of the days and times volunteers and students participate at the services. *(Appendix 2.14.3: Visitors Record)*	✓	✓			
Always maintain children's safety and wellbeing by adequately supervising students and volunteers when they are participating at the service. *(refer to Staffing Arrangements Policy)*	✓	✓	✓		✓
Always maintain children's safety and wellbeing by adequately supervising additional assistants supporting the delivery of the program.	✓	✓	✓		
Ensure educators under the age of 18 years are always adequately supervised when educating and caring for children at the service.	✓	✓	✓		✓

Responsibilities	Approved Provider and EECS Unit	Nominated Supervisors/ Team Leaders	Early Childhood Teacher, Educators, and other staff	Family, parents/guardians	Contractors, volunteers, and students
Ensure volunteers, students, and additional assistants are not intoxicated or affected by drugs that would impair their capacity to supervise or provide education and care to children. *(refer to Tobacco, Alcohol and other Drugs Policy)*	✓	✓	✓		✓
Ensure volunteers, students, and additional assistants adhere to legislative and service policy requirements.	✓	✓	✓	✓	✓
Adhere to legislative and service policy requirements.					✓
Always follow the directions of staff at the service, ensuring the health, safety and wellbeing of children is protected.					✓

Definitions

The terms defined in this section relate specifically to this policy:

Student: A person undertaking a practicum placement as part of a recognised early childhood qualification. This student will be supported by an educational institution in the completion of their placement.

Volunteer: A person or parent (who's child attends the service) who willingly undertakes defined activities to support the education and care programs at a service in an unpaid or honorary capacity. These activities may include child-related work, administrative tasks, or preparing materials or food.

Additional Assistant: A paid individual, externally or with Wyndham City. The aim of the additional assistant is to enhance a kindergarten's capacity to provide a program that is responsive to the individual strengths, abilities, and curiosities of children with a disability.

Legislation and Standards

- Relevant legislation and standards include but are not limited to:
- Child Safe Standards
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- Equal Opportunity Act 2010 (Vic)
- Fair Work Act 2009 (Cth)
- National Quality Standard, Quality Area 4: Staffing Arrangements
- Occupational Health and Safety Act 2004 (Vic)
- Worker Screening Act 2020 (Vic)
- Worker Screening Regulation 2021 (Vic)

Related Appendices & Documents

- Appendix 2.14.3: Visitors Record
- Appendix 4.4.1: Volunteer Induction Checklist
- Appendix 4.4.2: Volunteer Feedback Form
- Appendix 4.4.3: Student Feedback Form

Related Policies

- Arrival and Departure of Children
- Code of Conduct
- Code of Ethics
- Dealing with Compliments and Complaints
- Determining Responsible Person
- Inclusion and Equity
- Interactions with Children
- Occupational Health and Safety
- Privacy and Confidentiality
- Providing a Child Safe Environment
- Staffing Arrangements
- Supervision of Children

Authorisation and Version Control

Version	Objective ID	Action	Date	Endorsement date	Next Review Date
2	A2340486	Intermediate changes – addition of additional assistant role	13/11/2018	KK 22/1/19	2021
3	A3906214	Addition of WCC Commitment to safety	26/09/2022	TP	2025
4	A4673683	Minor wording change to policy statement. Policy format updated. Addition of 'Additional Assistant' to the policy.	July, 2023	TP	July, 2026
5	A4673683	Updated Wyndham City's Statement of Commitment to a Child Safe Organisation – as per Wyndham City's Child Safe Management page	23/06/2025	TP TPapaioanou	July, 2026