Volunteers and Students Policy

Aim
This policy will provide guidelines for the engagement and participation of volunteers and students at CSIROCare Clayton.

Rationale
Volunteers and students may do their placement as part of their course here at CSIROCare Clayton in order to observe and experience working at child care centre.

Body
PRIOR TO COMMENCEMENT:-

- Prospective students or work experience will be interviewed before they commence their involvement with the Service.
- If applicable, provide a copy of insurance documentation from their learning institution, to ensure they are covered by the institution’s Worker’s Compensation policy.
- All volunteers and students are required to complete a Working with Children Check, before being placed in the Service.
- The personal details of volunteers and students will be treated in the same way as confidential details about educators and staff members.
- A Certified Supervisor will be responsible for supervising each volunteer or student and will be responsible for providing the volunteer or student with written and / or verbal feedback on her / his performance.
- Families will be informed about the participation of volunteers and students.
- Be advised to comply with the service’s dress code – wearing appropriate and comfortable clothes – flat enclosed shoes, comfortable shorts / pants, a comfortable shirt and a hat for outdoor play.

UPON COMMENCEMENT:-

- All volunteers and students receive an induction to the Service – introduced to all educators and staff members, orientation to the environment and the physical layout of the Service.
- Be shown through the emergency evacuation procedure and other important safety procedures.
- All volunteers and students must adhere to our Philosophy and Code of Conduct whilst at the centre.
- Volunteers and students may be considered for non-child related tasks as well as for tasks which bring them into contact with the children.
- Volunteers and students are not to speak to families about the children. A volunteer or student if approached by a parent is to redirect the query by saying ‘I am not able to assist you at the moment however I can get someone that is….’
- Volunteers and students are required to read and comply with all policies and procedures of the Service.
- Be aware of the allergies and medical conditions of children in the Service.
- Volunteers and students are not permitted to deliver any food or beverages, other than water, to children attending the Service.
• Read and understand the guidelines for behaviour guidance and support outlined by the Behaviour and Guidance Policy and Procedures. **NOTE:** Volunteers and students are not responsible for the management of a child’s behaviour. However, they should assist the Service in maintaining a consistent approach by utilising the policy guidelines.

• Read and understand the Privacy Policy.

• Be advised the service is a tobacco, drug and alcohol free environment.

**CHILD INTERACTION**

• Get to know the children and learn their names.

• Spend time with all children in the group.

• Get to know parents and families.

• Be aware of the needs of the children in care with regard to their development, personal interests, behaviour, language and skills.

• Assist with the coordination of developmental programs.

• Help to keep children safe and protect their rights.

• Act as a role model for the children, using language that is respectable, encouraging and that promotes self-esteem and independence.

• Assist in supporting each child’s development.

• Assist in ensuring the inclusion of all children in activities.

• Assist in ensuring that toys and play equipment are used correctly by children.

**SERVICE PROCEDURES**

• Assist educators with cleaning duties and routine tasks.

• Assist in the administration of safety procedures.

• Help to maintain the Service’s ethical standards by reporting anything that seems inappropriate, immediately to the Nominated Supervisor or Certified Supervisor.

**TEAM MEMBER INTERACTION**

• Ask educators questions if unsure of anything.

• Maintain a good rapport with educators and staff members.

• Redirect any questions from families to educators and staff members.

• Inform the Certified Supervisor or Nominated Supervisor of the tasks to be fulfilled.

**THINGS A VOLUNTEER OR STUDENT CANNOT DO IN THE SERVICE**

• Under no circumstances should a volunteer or student:
  - Be responsible for behaviour guidance of the children
  - Conduct first aid on a child
  - Administer medication
  - Be left alone or unsupervised with a child or children
  - Have discussions with parents / guardians regarding their child or children
  - Answer the phone—unless asked by a staff member (if an emergency situation should arise)
  - Change a child’s nappy, unsupervised
  - Use physical or any other form of punishment
  - Feed, give a bottle or dummy to a child without checking with a staff
  - Volunteers and students are not permitted to deliver any food or beverages, other than water, to children attending the Service.