

(Revised September 2025)

Policy Statement:

Volunteers and practicum students are valued and welcome at Mueller College Outside School Hours Care (OSHC) Service and are managed in a consistent and professional manner, in accordance with the other policies of the Service which apply to employed educators, modified only if necessary to reflect the voluntary nature of the role or the requirements of the practicum student.

Background:

The Education and Care National regulations require Service providers to have Policies and procedures that ensure a child safe environment is maintained.

Important terms:

Children and young people	Refers to the children and young people present in the care environment.
Educator	Refers to the staff employed by the Service to provide care for children and young people attending.
Parent/guardian	Refers to the primary carer/s of the child or young person attending the Service.
Family	Refers to the group of people, including the primary carer which engage daily with the child or young person in the home environment.
Approved Provider	The legal entity responsible for operating the Service and ensuring compliance with the Education and Care Services National Law and Regulations.
Nominated Supervisor	The person with day-to-day responsibility for the operation of the Service, including ensuring volunteers and practicum students comply with policies and procedures.
Practicum Student	A student from a recognised education or training organisation undertaking a placement as part of their studies, working under the supervision of educators.
Volunteer	A person who performs a role at the Service without pay, under the direction and supervision of educators.

Legislation:

National Quality Standard (NQS)

- Quality Area 4: Staffing arrangements**
5: Relationships with Children
6: Collaborative partnerships with families and communities
7: Governance and Leadership

4.2	Professionalism	Management, educators and staff are collaborative, respectful and ethical.
4.2.2	Professional standards	Professional standards guide practice, interactions and relationships.
5.1	Relationships between educators and children	Respectful and equitable relationships are maintained with each child.
5.1.1	Positive educator to child interactions	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included.
5.1.2	Dignity and rights of the child	The dignity and rights of every child are maintained.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.2	Access and participation	Effective partnerships support children's access, inclusion and participation in the program.
6.2.3	Community engagement	The service builds relationships and engages with its community.
7.1	Governance	Governance supports the operation of a quality service.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

Education and Care Services National Regulations

83	<p>Staff members and family day care educators not to be affected by alcohol or drugs</p> <p>(1) The approved provider of an education and care service must ensure that a nominated supervisor or a staff member of, or volunteer at, the service is not affected by alcohol or drugs (including prescription medication) so as to impair the person's capacity to supervise or provide education and care to children being educated and cared for by the service.</p> <p>Penalty: \$2200.</p> <p>(2) A nominated supervisor of an education and care service must not, while educating and caring for children for the service—</p> <p>(a) consume alcohol; or</p>
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	<p>(b) be affected by alcohol or drugs (including prescription medication) so as to impair the supervisor's capacity to supervise or provide education and care to the children.</p> <p>Penalty: \$2200.</p> <p>(3) A family day care educator must not, while providing education and care for children as part of a family day care service—</p> <p>(a) consume alcohol; or</p> <p>(b) be affected by alcohol or drugs (including prescription medication) so as to impair the educator's capacity to provide education and care to the children.</p> <p>Penalty: \$2200.</p>
84	<p>Awareness of child protection law</p> <p>(1) The approved provider of an education and care service must ensure that a person specified in subregulation (2) who works with children is advised of—</p> <p>(a) the existence and application of the current child protection law; and</p> <p>(b) any obligations that the person may have under that law.</p> <p>Penalty: \$1100.</p> <p>(2) The following persons are specified—</p> <p>(a) a nominated supervisor of the service;</p> <p>(b) a staff member of the service;</p> <p>(c) a volunteer at the service;</p> <p>(d) a student who participates in the service.</p>
149	<p>Volunteers and students</p> <p>(1) The staff record must include the following information in relation to each student or volunteer who participates in the centre-based service—</p> <p>(a) the full name, address and date of birth of the student or volunteer;</p> <p>(b) if the centre-based service is located within a jurisdiction with a working with children law or a working with vulnerable people law and the student or volunteer is required or permitted to obtain a working with children check under that law—a record of the identifying number of the student's or volunteer's current working with children check conducted under that law and the expiry date of that check, unless paragraph (c) applies;</p> <p>(c) except in the case of New South Wales, Queensland, South Australia and Tasmania, if the student or volunteer has provided proof of their current teacher registration under an education law of a participating jurisdiction—a record of the identifying number of the teacher registration and the expiry date of that registration.</p> <p>(2) The approved provider of a centre-based service must also keep a record for each day on which the student or volunteer participates in the service, the date and the hours of participation.</p>
170	<p>The approved provider of a centre-based service must take reasonable steps to ensure that nominated supervisors and staff members of, and volunteers at, the service follow the policies and procedures required under regulation 168.</p> <p>Penalty: \$1100.</p> <p>(2) The approved provider of a family day care service must take reasonable steps to ensure that nominated supervisors and staff members of, and family day care educators engaged by or registered with, the service follow the policies and procedures required under regulations 168 and 169.</p> <p>Penalty: \$1100</p>

Education and Care Services National Law

167	<p>(1) The approved provider of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.</p> <p>Penalty:</p> <p>\$11 400, in the case of an individual.</p> <p>\$57 400, in any other case.</p> <p>(2) A nominated supervisor of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.</p> <p>Penalty: \$11 400.</p>
170	<p>Offence relating to unauthorised persons on education and care service premises</p> <p>(1) This section applies to an education and care service operating in a participating jurisdiction that has a working with children law.</p> <p>(2) The approved provider of the education and care service must ensure that a person does not remain at the education and care service premises while children are being educated and cared for at the premises, unless—</p> <p>(a) the person is an authorised person; or</p> <p>(b) the person is under the direct supervision of an educator or other staff member of the service.</p> <p>Penalty:</p> <p>\$1100, in the case of an individual.</p> <p>\$5700, in any other case.</p> <p>(3) A nominated supervisor of the education and care service must ensure that a person does not remain at the education and care service premises while children are being educated and cared for at the premises, unless—</p> <p>(a) the person is an authorised person; or</p> <p>(b) the person is under the direct supervision of an educator or other staff member of the service.</p> <p>Penalty: \$1100.</p> <p>(4) A family day care educator must ensure that a person does not remain at the family day care residence or approved family day care venue at which the educator is educating and caring for children, unless—</p> <p>(a) the person is an authorised person; or</p> <p>(b) the person is under the direct supervision of the educator.</p> <p>Penalty: \$1100.</p>

	<p>(5) In this section— authorised nominee, in relation to a child, means a person who has been given permission by a parent or family member of the child to collect the child from the education and care service or the family day care educator; authorised person means a person who is—</p> <p>(a) a person who holds a current working with children check or working with children card; or</p> <p>(b) a parent or family member of a child who is being educated and cared for by the education and care service or the family day care educator; or</p> <p>(c) an authorised nominee of a parent or family member of a child who is being educated and cared for by the education and care service or the family day care educator; or</p> <p>(d) in the case of an emergency, medical personnel or emergency service personnel; or</p> <p>(e) a person who is permitted under the working with children law of this jurisdiction to remain at the education and care service premises without holding a working with children check or a working with children card.</p> <p>(6) A reference in subsection (5) to a parent or family member of a child does not include a person—</p> <p>(a) whose access to the child is prohibited or restricted by an order of a court or tribunal of which the approved provider, nominated supervisor or family day care educator (as the case requires) is aware; or</p> <p>(b) who is an inappropriate person within the meaning of section 171.</p>
171	<p>Offence relating to direction to exclude inappropriate persons from education and care service premises</p> <p>(1) The Regulatory Authority may direct an approved provider, a nominated supervisor or a family day care educator to exclude a person whom the Authority is satisfied is an inappropriate person from the education and care service premises while children are being educated and cared for at the premises for such time as the Authority considers appropriate.</p> <p>(2) A person to whom a direction is given under subsection (1) must comply with the direction. Penalty:</p> <p>\$11 400, in the case of an individual.</p> <p>\$57 400, in any other case.</p> <p>(3) In this section— inappropriate person means a person—</p> <p>(a) who may pose a risk to the safety, health or wellbeing of any child or children being educated and cared for by the education and care service; or</p> <p>(b) whose behaviour or state of mind or whose pattern of behaviour or common state of mind is such that it would be inappropriate for him or her to be on the education and care service premises while children are being educated and cared for by the education and care service.</p>
301 (3,i)	<p>(3) Without limiting subsection (1), the national regulations may provide for the following—</p> <p>Sch. s. 301(3)(a) amended by No. 9/2017 s. 53(6).</p> <p>(i) requirements and standards about educators' relationships with children, interactions and behaviour guidance and inclusion policies and practice for education and care services;</p>

Principals:

- This Policy outlines the expectations and requirements for volunteers and practicum students that come to the Service.
- All procedures of the Service which are applicable to employed educators apply to voluntary staff and childhood education and care practicum students except where expressly provided otherwise, or with such necessary modifications to reflect the voluntary nature of the role, or the requirements of the practicum student.

Procedure:

Volunteers will:

- Hold a blue card prior to commencing at the Service. Positive notices (letters) will be kept on file.
- Will be interviewed by the Nominated supervisor to determine their suitability.
- Be given clear guidelines in relation to their responsibilities and code of conduct whilst at the Service including being given a staff handbook.
- Complete application and induction documentation as requested.
- Complete a WH&S test that includes child safety training before commencing.
- Be identified by an orange visitor lanyard while in attendance at the Service.
- Be aware that they are supplementary to educators' requirements and will not be used to replace absent educators.
- Be aware that they will always be supervised and will never be left in charge of a group on their own.
- Comply with policies, procedures and guidelines of the Service.
- Not directly attend to a student who has an illness or injury.
- Be aware of guidelines in relation to their responsibilities and code of conduct and child protection while at the Service.

- Not access or use any personal mobile device while on the Service premises. This includes no capture of video or photography of any persons, child or young person within the grounds.

Practicum Students will:

- Hold a blue card prior to commencing at the Service. Positive notices (letters) will be kept on file.
- Be interviewed by the Nominated supervisor to determine their suitability.
- Complete application and induction documentation as requested.
- Complete a WH&S test that includes child safety training before commencing.
- Be identified by an orange visitor lanyard while in attendance at the Service.
- Be aware that they are supplementary to educators' requirements and will not be used to replace absent educators.
- Be aware that they will always be supervised and will never be left in charge of a group on their own.
- Comply with policies, procedures and guidelines of the Service.
- Not directly attend to a student who has an illness or injury.
- Be aware of guidelines in relation to their responsibilities and code of conduct and child protection while at the Service.
- Not access or use any personal mobile device while on the Service premises. This includes no capture of video or photography of any persons, child or young person within the grounds.
- Not engage in one-on-one contact with children in unsupervised areas.
- Not give personal gifts or exchange personal contact details/social media.
- Will not discuss student details or information found from the service outside of the service.
- All volunteers and practicum students must actively contribute to a child-safe culture that prioritises children's rights, dignity, safety, and wellbeing

Lead Educators will:

- Ensure volunteers and education and care practicum students are supplementary to educator requirements and will not be used to replace absent educators unless they are on the Service's payroll.
- Ensure volunteers and practicum students are not left alone with children and young people attending the Service.
- Issue all volunteers and education and care practicum students with an orange visitor lanyard while in attendance at the Service.
- Not permit volunteers or practicum students to use any personal mobile devices or the capture of video or photography of any persons, child or young person while at the Service.
- Encourage children and young people to speak up if they feel uncomfortable with unknown adults and take their concerns seriously.

Approved Providers and Nominated Supervisors will:

- Ensure all volunteers and practicum students hold a positive blue card before entering the Service.

- Will interview potential volunteers and education and care practicum students to determine their suitability.
- Give clear guidelines in relation to their responsibilities and code of conduct whilst at the Service.
- An induction process will be given to provide an opportunity to help volunteers and practicum students understand:
 - The Service's commitment to an environment which is safe and friendly to children and young people
 - The Service's policies and procedures, code of conduct
 - Procedures to follow when harm is disclosed
 - Their rights and responsibilities
 - What is expected of them
 - The boundaries of their roles
 - The roles of key people in the Service
 - What to expect if there is an allegation of harm made against them or to them
 - Reporting procedures
 - Grievance procedures
- Ensure volunteers and practicum students must complete a WH&S test that includes child safety before commencing.
- Conduct Risk Management assessments as necessary when utilising volunteers and practicum students.
- Share the 'Volunteers & Childhood Education & Care Practicum Students Policy and Procedure' with all employees, volunteers and practicum students upon their induction and ensure that copies of the policy and procedures are readily accessible to nominated supervisors, co-ordinators, educators and staff, and available for inspection.
- All Service policy will be reviewed annually through consultation with all stakeholders or sooner should there be identified changes or updates to legislative requirement.
- Additional professional development will be provided as needed and during review processes.
- Ensure volunteers/practicum students are trained in recognising harm and are aware they must immediately report disclosures, suspicions, or incidents of harm to the Nominated Supervisor

See also:

- Mueller OSHC Child Protection Policy & Procedure
- Mueller OSHC Employee Code of Conduct Policy & Procedure
- Mueller OSHC Child Safe Code of Conduct Policy & Procedure
- Mueller OSHC Notification & Reporting Policy & Procedure
- Mueller OSHC Privacy & Confidentiality Policy & Procedure
- Mueller OSHC Record Keeping Policy & Procedure
- Mueller OSHC Child and Youth Risk Minimisation Plan
- Mueller OSHC Supervision Policy & Procedure
- Mueller OSHC WH&S Policy & Procedure

REFERENCES:

- Education and Care Services National Law Act 2010, Current as at October 2024
- Education and Care Services National Regulations, Current as at September 2025
- Education and Care Services National Law Act (QLD) 2011, Current as at September 2025
- Child Protection Act 1999 (Current as at 20 September 2025)
- Guide to the National Quality Framework, Revised September 2025
- National Quality Standard, Revised 1 February 2018
- Guide to the National Quality Standard, Revised May 2022
- Workplace Health and Safety Act 2011 (Current as at 29 Nov 2024)
- Education and Care Services Act 2013 (Current as at Feb 2024)
- Commission for Children and Young People and Child Guardian Act, 2000
- Child Services Award – State 2012

REVIEW

POLICY REVIEWED BY:	Rachel Rose	OSHC Director	28/09/25
POLICY REVIEWED	SEPT 2025	NEXT REVIEW DATE	JAN 2026
VERSION NUMBER	V2.2		
MODIFICATIONS	<ul style="list-style-type: none"> • Formatting and responsibilities • New legislation 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	PAST REVIEW DATE	
	<ul style="list-style-type: none"> • Updated references • Addition of review table 	JAN 2025	