



Student and Volunteer Participation

Children's Services Policy No 1.6

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Aim

To ensure that students and volunteers are aware of their responsibilities in relation to children, families and staff.

Background information

Where possible, Willoughby City Council will provide opportunities for students to complete work placements within our Children's Services if they are enrolled in a course relevant to the outcomes for children aged 0-12 years of age.

Where a member of the public wishes to volunteer in a Council run service, the Nominated Supervisor and Children and Youth Services Team Leader will determine if the volunteer can provide value to a service.

Relevant legislation

- [Education and Care Services National Regulations](#)
- [Education and Care National Regulations Amendment Regulations 2025](#)
- [Children \(Education and Care Services National Law Application\) Act 2010](#)
- [Child Protection \(Prohibited Employment\) Act 1998](#)

Resources:

- [NSW Interagency Guidelines](#) – NSW Department of Communities and Justice
- [SAFE series resources](#) - NSW Office of the Children's Guardian
- [National Principles for Child-Safe Organisations](#), Australian Human Rights Commission (2009-2020)
- [Child Safe Organisations National Principles 2017](#) – Australian Human Rights Commission
- [NSW Child Safe Standards](#) - NSW Office of the Children's Guardian
- [Australian Children's Education and Care Quality Authority - National Quality Standard](#)
 - **Quality Area 7:**
 - Standard 7.1 - Element 7.1.2 and Element 7.1.3

To be read in conjunction with: Willoughby City Council's:

- Children's Services Policy 1.3 – Child Protection;
- People and Culture Policy 52 - Voluntary Placements; and
- People and Culture Policy 53 - Work Experience Placements.

Note: In this policy “staff” and “educators” refers to staff employed within Children’s Services by Willoughby City Council.

Students - [Regulation 149 - Volunteers and students](#)

- The Nominated Supervisor is to negotiate with the Educational Institution wishing to place a student.
- The Nominated Supervisor is to obtain written approval from the Children and Youth Team Leader for the placement dates, the name of the student and the Educational Institution, as well as the times the student will be attending.
- The Nominated Supervisor is required to keep a record of the student’s full name, address, date of birth and a record of the dates and hours that the student participated in the program. Students are required to also sign in the staff attendance book.
- The Nominated Supervisor is to sight the Educational Institution’s Insurance policy prior to the student’s commencement date.
- The Nominated Supervisor must complete tasks as per People and Culture Policy 53 - Work Experience Placements.
- Students must read Council’s People and Culture Policy 53 - Work Experience Placements and complete the work experience application form prior to their first day of placement.
- The Nominated Supervisor is to set aside time on the student’s first day and complete an induction with the student. The induction must include at a minimum:
 - Work Health and Safety procedures;
 - child protection legislation overview and responsibilities;
 - emergency evacuation procedures;
 - behaviour management expectations;
 - how to provide ‘child safe environments’; and
 - roles and responsibilities of the student.
- Students will not be left unsupervised with children at any time during their work placement.
- Students are not to be counted in the staff: child ratios.

Volunteers

- Volunteers must be 18 years or over to be engaged in child related activities
- Volunteers must read the Willoughby City Council’s People and Culture Policy 52 - Voluntary Placements prior to commencement and complete appropriate application and agreement forms.
- The Nominated Supervisor is to set aside time on the volunteer’s first day and complete an induction with the volunteer. The induction must include at a minimum:
 - Work Health and Safety procedures;
 - child protection legislation overview and responsibilities;
 - emergency evacuation procedure;
 - behaviour management expectations;
 - how to provide ‘child safe environments’; and
 - roles and responsibilities of the volunteer.
- The Nominated Supervisor is required to keep a record of the volunteer’s full name, address, date of birth and a record of the dates and hours that the volunteer participated in the program. Volunteers are required to also sign in the staff attendance book.
- Volunteers will not be left unsupervised with children at any time during their voluntary employment.

Volunteer staff are not to supplement existing staff numbers and are not to be considered in the staff: child ratios.

Students and volunteers

- The service is to identify the strengths and skills of the students/volunteers and provide experiences that will ensure their placement is beneficial to them.
- Students/volunteers are encouraged to greet parents/carers in a welcoming manner. Any concerns they have regarding a child must be discussed with a staff member.
- Students/volunteers are to ensure that all aspects of the service, the staff, the children and the parents/carers remain confidential. Any breach in confidentiality may result in termination of the work placement or volunteer employment.
- Students/volunteers must follow the Children's Services Dress Code at all times.
- Students/volunteers must be aware of all food intolerances within each service and must not feed children unless expressly asked to by a permanent staff member of that service.
- Students/volunteers are not to administer any medication to a child unless under direction from an ambulance officer or emergency services personnel.
- Students/volunteers must abide by the code of conduct and all policies and procedures as well as all relevant legislation.

Child protection

- Students and volunteers are required to provide a Working with Children Check clearance number prior to commencing at the centre.
- Students and volunteers are required to provide safe environments for children and abide by the Children's Services reporting procedures as set out in the Children's Services Policies: 1.3 - Child Protection, Policy 1.5 - Code of Conduct (including Interactions with Children); and Policy 2.4 - Child Safe Environments.

Permission for observing enrolled children

- Students will be required to gain permission from parents/carers before recording any observations of children, including the use of photos.
- Parents/carers will be given access to any recorded observations taken by a student if they so desire.