

VOLUNTEERS, RELIEF STAFF AND STUDENTS POLICY

Updated: August 2025



What are we talking about in this document?

This policy is related to the requirements for students, relief staff and volunteers at Keiki.



Who is this for?

This policy applies to children, families, staff, management, students, and visitors of the service.



Why do we need this policy?

To ensure a professional and positive learning experience, students and volunteers will be encouraged to participate in the centre’s daily routine and assist according to their qualifications. Relief Staff are vital in ensuring educator to child ratios and supervision while maintaining a high-quality education program and environment.

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Key Terms

Term	Meaning	Source
ACECQA – Australian Children’s Education and Care Quality Authority	The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources and services to support the sector to improve outcomes for children.	Acecqa.gov.au
Code of conduct	Together with a code of ethics, the code of conduct helps guide interactions between management, educators and staff, as well as informing the service decision-making processes relating to professional standards.	Guide to the NQF (Quality Area 4 – Staffing arrangements)
Nominated supervisor	Must be nominated by the approved provider of the service and the nominated person must give their written consent. They are responsible for day-to-day management of a service	Acecqa.gov.au/media/22801
Responsible person	A responsible person is: <ul style="list-style-type: none"> • the approved provider or a person with management or control • a nominated supervisor • a person in day-to-day charge of the service. 	National Law (Section 162) Guide to the NQF (Quality Area 4 – Staffing arrangements)
Working with children check (WWCC)	A notice, certificate or other document granted to, or with respect to, a person under a working with children law to the effect that:	WA National Law

	<ul style="list-style-type: none"> a) the person has been assessed as suitable to work with children; or b) there has been no information that if the person worked with c) children the person would pose a risk to the children; or d) the person is not prohibited from attempting to obtain, undertake or remain in child-related employment. 	
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The Important Stuff

Keiki Early Learning supports the participation of work experience students and volunteers wanting to develop professional skills and knowledge in their effort to become Early Childhood Professionals. To ensure a professional and positive learning experience, students and volunteers will be encouraged to participate in the service’s daily routine and assist in accordance with their current knowledge base. Educators are a valuable resource the students and volunteers, Keiki Educators will support and guide any student or volunteer who attends Keiki to gain knowledge and experience.

Keiki Early Learning is committed to cultural safety and inclusion for all children, including Aboriginal and Torres Strait Islander children and those from culturally and linguistically diverse backgrounds.

The service will keep a record of volunteers and students in accordance with Regulation 149. This record must contain the full name, address and date of birth of the volunteer(s) and/or students(s) [Regulation 149(1)], as well as the date and hours of participation for each day they participate at the service [Regulation 149(2)].

This policy is designed to uphold the National Principles for Child Safe Organisations and the Child Safe Standards set out by the Australian Children’s Education and Care Authority (ACECQA).



Procedures and Guidelines

Volunteers and students

Work placement is a valuable time to learn about and experience different aspects of the Early Education and Care sector. It is a unique way to experience working within a team for the best interests for children, learn about how to interact with children and learn different strategies that will improve outcomes for children.

Volunteer/student information and responsibilities	
Prior to commencement	Please speak with the Nominated Supervisor or Centre Coordinator to clarify your educational facility’s (RTO) expectations and discuss how the service can support your success during placement. Provide the service with: <ul style="list-style-type: none"> • A copy of your insurance documents • A valid Working With Children Check Complete the Service Induction for Students Checklist Form , which will be retained by the service for three years in accordance with Regulation 149(1). Sign in and out as a visitor using the Xplor app. This is required for:

	<ul style="list-style-type: none"> • Recording your participation (Regulation 149(2)) • Ensuring your safety during emergencies <p>Note: Some Keiki Services may use a paper attendance record instead. Confirm the preferred method with the Nominated Supervisor or Centre Coordinator.</p> <p>To help families know who is working with their children, please provide a poster with your photo and a brief introduction. Building strong relationships with families is a priority for us.</p>
Medication	<p>Students and volunteers are not permitted to administer medication or accept medication or related forms directly from families.</p> <p>All medication must be:</p> <ul style="list-style-type: none"> • Prescribed by a medical practitioner • Clearly labelled • Stored securely in the fridge or designated medication area <p>Only Diploma-qualified educators are authorised to administer medication, and this must be witnessed by another permanent educator to ensure accountability.</p> <p>Medication Forms must be completed in conjunction with the Parent/Guardian Authorisation Form and used to accurately record all supplied medication.</p> <p>Families should be referred to a Diploma-qualified educator for any medication-related matters to ensure compliance with Keiki’s health and safety protocols.</p>
Incidents	<p>All incidents, injuries, and illnesses, regardless of severity, must be documented using the Incident, Injury, Illness and Trauma Form, as this is a legal record.</p> <p>Students and volunteers are not permitted to complete these forms. If you witness an incident, you may be asked to provide a statement to help ensure the form is completed accurately.</p> <p>Only educators who hold a current first aid qualification are permitted to administer first aid. In the event of an accident, please notify an educator immediately so appropriate action can be taken.</p>
Emergency Management	<p>Please ensure you have read and understood the Emergency Management Policy and Procedures, including the displayed Emergency Evacuation and Lockdown Procedures.</p> <p>If anything is unclear, seek guidance from an educator.</p> <p>In the event of an emergency, it is important to remain calm and follow instructions from a qualified educator.</p> <p>During your placement, you may be involved in emergency rehearsals; when participating, stay composed and follow the directions of the Room Leader or senior educator to ensure safety and compliance.</p>
Confidentiality and Social Media	<p>Privacy, Confidentiality, and Use of Information</p> <p>All information about families, children, and staff must remain private and confidential.</p> <p>Upon starting your placement, you are required to:</p>

	<ul style="list-style-type: none"> ○ Read the Privacy and Confidentiality Policy ○ Sign the Confidentiality Agreement (included in the Service Induction for Students) <p>A breach of confidentiality will result in immediate termination of your placement and may involve police notification. Fines of up to \$2,000 may apply.</p> <p>Student/Volunteer Online Conduct and Social Media Expectations Students and volunteers are reminded that the internet is not anonymous. Anything posted online—whether from home or work devices—can reflect on Keiki Early Learning and be traced back to the individual. Be careful to not post anything that could damage your relationship with Keiki Early Learning. When engaging with social media, staff must uphold the same professional standards expected while on placement. The following guidelines apply:</p> <ul style="list-style-type: none"> • Confidentiality: Do not publish confidential, sensitive, or proprietary information about Keiki Early Learning, its children, families, staff, or operations. • Respect and Professionalism: Avoid offensive, discriminatory, or disparaging remarks about Keiki employees, Keiki children, Keiki families, or the organisation. This includes private messaging apps and any content where children appear in the background. • Brand Protection: Do not use Keiki logos, trademarks, or intellectual property in personal posts. • Media Engagement: If contacted by media, refer them to the appropriate Keiki representative. Do not make unauthorised public statements. • Social Connections: Students and volunteers are strongly discouraged from accepting or sending friend requests to families of enrolled children. <p>Responsible Social Networking Tips</p> <ul style="list-style-type: none"> • Be personally accountable for all content you publish. • Assume anything posted may remain public indefinitely. • Use privacy settings but understand that nothing online is truly private. • Avoid inflammatory or inappropriate content. • Correct any misinformation you post as soon as possible. <p>If you are unsure about posting something, seek guidance from your Trainer or Keiki Coordinator. It is always safer to pause and reflect before publishing.</p>
<p>Personal Devices and Keiki-Issued Devices</p>	<p>Students and volunteers are strictly prohibited from using or wearing personal devices while working directly with children or within licensed spaces. This includes, but is not limited to, mobile phones, tablets, smart watches, smart devices, laptops, and any other device capable of capturing or storing data such as images or videos. Students and Volunteers are also strictly prohibited from accessing Keiki systems including, but not limited to, Xplor, the Sharing Platform (Microsoft) and 1Place.</p>

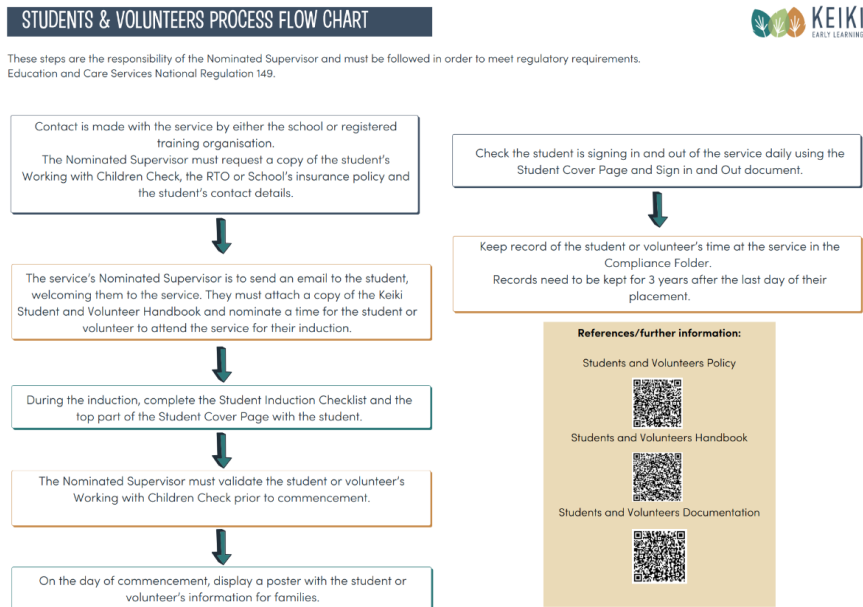
Observations, Documentation and Photos/Videos	<p>Prior to documenting any information about a child, students and volunteers must obtain explicit authorisation from the child’s parent or guardian.</p> <p>Observations and documentation must be completed without the use of photographs or videos unless written authorisation has been granted by the Nominated Supervisor. This authorisation applies only to capturing images of activities or environmental setups, not of children.</p> <p>Use of Keiki-issued devices is not permitted unless under the direct supervision of a Keiki Educator and solely for the purpose of photographing an activity or experience setup. Photos that include children or show children in the background will not be shared with the student or volunteer. Videos must not be taken by or for students or volunteers under any circumstances.</p> <p>Even when authorisation is granted:</p> <ul style="list-style-type: none"> • Documentation must not include photos or videos of children or identifiable features such as names or dates of birth. • Personal devices or RTO-issued devices must not be used to capture images. • Images and videos of children must not be taken or shared via email or any external platform. • All documentation must exclude identifying features to protect the child’s privacy and comply with Keiki’s technology, cyber security, and child safety policies. <p>These protocols are in place to uphold the safety, dignity, and privacy of children and families, and reflect Keiki Early Learning’s commitment to child-safe practices and responsible digital conduct.</p>
Personal Behaviour	<p>During your placement, it is important to take responsibility for your own learning.</p> <p>If you have tasks to complete, please discuss them with the Room Leader and Educational Leader to ensure they align with the service’s daily operations. While the team is here to support your experience, the service is not responsible for your coursework, and Keiki employees cannot assist with assessment answers.</p> <p>You are expected to follow directions from educators at all times and to demonstrate courtesy and respect toward families, staff, and visitors. Bullying, harassment, or discrimination of any kind will not be tolerated.</p> <p>Please do not share information with families about their child’s day. Instead, be welcoming and refer families to a core educator from their child’s room for updates and communication.</p>
Duty of Care & Child Safety	<p>Volunteers and students must not attend the service under the influence of drugs or alcohol. Consumption of these substances before or during attendance is strictly prohibited. Anyone suspected of being under the influence will be asked to leave immediately, and their placement will be terminated on the spot. This behaviour will also be reported to the relevant training organisation.</p>

	<p>Smoking and vaping are strictly prohibited at or within 10 metres of any Keiki service. Vaping devices and substances must not be carried by staff, students, or volunteers at any time, and drugs or alcohol must not be in your possession while at the service. Non-compliance with these rules will result in immediate termination of placement and a formal report to your Registered Training Organisation.</p> <p>All adults at Keiki are expected to take reasonable steps to ensure the safety and wellbeing of children, staff, and families, and to protect children from abuse and harm. Please read the Child Safety Policy thoroughly. If you have any concerns or suspicions about a child’s safety, speak with the Centre Coordinator or contact the Compliance and Quality Manager at compliance@keikiearlylearning.com.au.</p> <p>If your curriculum includes nappy changing, this will only occur at the end of your placement to allow time to build a relationship with the child. Children have the right to feel safe, and knowing who is with them during personal care routines is an important part of that. Always inform the Room Leader if you leave the room for any reason.</p> <p>Do not use cleaning chemicals until you have been shown how to use them safely, and always store chemicals securely and out of children’s reach.</p> <p>All employees, visitors, students, and volunteers must take reasonable care to avoid harm to themselves and others, follow safe workplace practices, and actively promote a safe working environment. Please adhere to the Workplace Health and Safety Policy at all times.</p>
<p>Dress Code and Personal Belongings</p>	<p>Keiki Early Learning does not provide uniforms; however, if you have one from your educational institution, please ensure it is clean and worn daily. If not, wear clean, comfortable clothing that adheres to sun-safe practices, avoiding short skirts, shorts, or non-opaque leggings.</p> <p>For sun protection, a wide or broad-brimmed hat must be brought and worn each day when outdoors with children. Please take time to read our Sun Protection Policy to understand expectations.</p> <p>Be mindful of the personal belongings you bring into the service. Items that may pose a risk to children or staff can result in immediate termination of your placement or contract. Keiki Early Learning is not responsible for any loss or damage to personal items, so please take appropriate care with what you bring on site.</p>
<p>Learning Program and Interactions with Children</p>	<p>During your placement, you are expected to actively engage with children during play and learning experiences by offering guidance and support in a positive and respectful manner. Position yourself at the child’s level and maintain eye contact when speaking, where appropriate, to foster meaningful interactions.</p>

	<p>Volunteers and students are encouraged to listen to children’s views and support them if they speak up about anything that makes them feel uncomfortable or unsafe.</p> <p>Students and volunteers must never be left alone with children. While you may lead experiences or group sessions as part of your training, you will always remain under the supervision of Keiki educators.</p> <p>You must not enter sleep rooms or bathrooms unless directly supervised by a Keiki educator.</p> <p>During mealtimes, sit with children to role model social interactions and promote healthy eating habits through conversation and appropriate behaviour.</p> <p>Serving food to children is not part of your responsibilities and is strictly prohibited to protect those with allergies or dietary requirements.</p>
Support from Management	<p>If you have any concerns about your placement or your time at Keiki, please contact the Nominated Supervisor/Centre Coordinator.</p> <p>If required, you can also contact the People and Culture (Human Resources) team by email hr@keikiearlylearning.com.au.</p>
Induction Process – Students and Volunteers	

- The **Nominated Supervisor/Centre Coordinator** will schedule an induction and send the student or volunteer a copy of this policy and the [*Keiki Student and Volunteer Handbook*](#).
 - They will confirm that all required documentation from the training provider—including WWCC and insurance—is current and valid.
- During induction, the student/volunteer and the Nominated Supervisor, Centre Coordinator, or Responsible Person will complete:
 - The top section of the [*Student Cover Page and Sign In/Out*](#)
 - The [*Service Induction for Students Checklist*](#), including the confidentiality agreement.
 - Responsibilities and limitations will be clearly explained.
- The Nominated Supervisor/Centre Coordinator will:
 - Introduce the student or volunteer to educators and the Room Leader. Assign a mentor if appropriate.
 - Discuss child safety, including personal and Keiki device use, taking photographs or videos, mandatory reporting obligations and interactions with children.
 - Share relevant child information (e.g. court orders, allergies, medical needs), reminding them of confidentiality, and emergency procedures, including their role in an emergency.
- The student/volunteer will:
 - Ensure a poster with their (student/volunteer’s) photo and introduction is displayed before placement begins and the Nominated Supervisor/Centre Coordinator will share this on Xplor for families.
- Throughout the placement the Nominated Supervisor/Centre Coordinator will maintain communication with the educational facility to support the student or volunteer.

- Documentation is kept for 3 years after the last day of the student or volunteers placement.



Educator responsibilities

As an educator, it’s important to be welcoming and encourage students and volunteers to seek help when needed. Communicate clearly about expectations and progress, and offer constructive support throughout their placement. If you have any concerns about a student or volunteer’s behaviour or development, raise them with the Nominated Supervisor, Centre Coordinator, or the Compliance and Quality Manager.

Always role model positive behaviour with children, colleagues, and families, and ensure students and volunteers are never left unsupervised, as they are unpaid and cannot be counted in ratios. Do not ask students or volunteers to use Keiki-issued devices.

Support them in building relationships with children before assisting with routines such as nappy changes, only if required by their curriculum and only at the end of their placement, and when helping children settle for sleep.

Casual, Relief and Agency Staff

Casual and relief staff are vital in ensuring adequate educator to child ratios and supervision while maintaining a high quality educational program and environment.

Casual, relief and agency staff information and responsibilities	
Other information	<ul style="list-style-type: none"> • Casual and relief staff must follow the terms outlined in their employment contract and refer to the Keiki Crew Handbook for guidance. • Agency staff are employed under contracts with their respective employment agencies. Each agency has its own agreement with Keiki Early Learning. • All staff—casual, relief, and agency—must comply with Keiki policies and procedures while working at the service, including this policy.

<p>Medication</p>	<p>Casual, relief and agency staff are not permitted to administer medication or accept medication or related forms directly from families.</p> <p>All medication must be:</p> <ul style="list-style-type: none"> • Prescribed by a medical practitioner • Clearly labelled • Stored securely in the fridge or designated medication area <p>Only Diploma-qualified educators are authorised to administer medication, and this must be witnessed by another permanent educator to ensure accountability.</p> <p>Medication Forms must be completed in conjunction with the Parent/Guardian Authorisation Form and used to accurately record all supplied medication.</p> <p>Families should be referred to a Diploma-qualified educator for any medication-related matters to ensure compliance with Keiki’s health and safety protocols.</p>
<p>Incidents</p>	<p>All incidents, injuries, and illnesses, regardless of severity, must be documented using the Incident, Injury, Illness and Trauma Form, as this is a legal record.</p> <p>Casual, Relief and Agency Staff can only complete these forms under direct supervision of a Diploma Qualified educator, this is a legal document.</p> <p>If you witness an incident, you may be asked to provide a statement to help ensure the form is completed accurately.</p>
<p>Emergency Procedures</p>	<p>Please ensure you have read and understood the Emergency Management Policy and Procedures, including the displayed Emergency Evacuation and Lockdown Procedures.</p> <p>If anything is unclear, seek guidance from an educator.</p> <p>In the event of an emergency, it is important to remain calm and follow instructions from a qualified educator.</p> <p>During your placement, you may be involved in emergency rehearsals; when participating, stay composed and follow the directions of the Room Leader or senior educator to ensure safety and compliance.</p>
<p>Confidentiality and Social Media</p>	<p>Privacy, Confidentiality, and Use of Information</p> <ul style="list-style-type: none"> • All information about families, children, and staff must remain private and confidential. • Upon starting your placement, you are required to: <ul style="list-style-type: none"> ○ Read the Privacy and Confidentiality Policy ○ Sign the Confidentiality Agreement (included in the Service Induction for Students) <p>A breach of confidentiality will result in immediate termination of employment and may involve police notification or a report to the Reportable Conduct Scheme. Fines of up to \$2,000 may apply.</p> <p>Student/Volunteer Online Conduct and Social Media Expectations</p> <p>Students and volunteers are reminded that the internet is not anonymous. Anything posted online—whether from home or work</p>

	<p>devices—can reflect on Keiki Early Learning and be traced back to the individual. Be careful to not post anything that could damage your relationship with Keiki Early Learning.</p> <p>When engaging with social media, staff must uphold the same professional standards expected while on placement. The following guidelines apply:</p> <ul style="list-style-type: none"> • Confidentiality: Do not publish confidential, sensitive, or proprietary information about Keiki Early Learning, its children, families, staff, or operations. • Respect and Professionalism: Avoid offensive, discriminatory, or disparaging remarks about Keiki employees, Keiki children, Keiki families, or the organisation. This includes private messaging apps and any content where children appear in the background. • Brand Protection: Do not use Keiki logos, trademarks, or intellectual property in personal posts. • Media Engagement: If contacted by media, refer them to the appropriate Keiki representative. Do not make unauthorised public statements. • Social Connections: Students and volunteers are strongly discouraged from accepting or sending friend requests to families of enrolled children. <p>Responsible Social Networking Tips</p> <ul style="list-style-type: none"> • Be personally accountable for all content you publish. • Assume anything posted may remain public indefinitely. • Use privacy settings but understand that nothing online is truly private. • Avoid inflammatory or inappropriate content. • Correct any misinformation you post as soon as possible. • If you are unsure about posting something, seek guidance from your Trainer or Keiki Coordinator. It is always safer to pause and reflect before publishing.
<p>Observations and Image Taking</p>	<p>During your time at Keiki, you may be asked to complete child observations.</p> <p>It is essential that you follow the instructions provided by the Room Leader to ensure that any child you observe has the appropriate authorisation for their image to be taken.</p> <p>Keiki Early Learning requires explicit consent from parents or guardians before capturing images of children, and it is vital that these permissions are respected. To uphold children’s rights and privacy, always follow the guidance of the Room Leader or Nominated Supervisor when conducting observations involving photography.</p>
<p>Personal Devices and Keiki-Issued Devices</p>	<p>Casual, relief, and agency staff are strictly prohibited from using or wearing personal devices while working directly with children or within licensed spaces. This includes, but is not limited to, mobile phones, tablets, smart watches, smart devices, laptops, or any other device capable of capturing or storing data such as images or videos. In addition, agency staff and non-regular casual or relief staff must not</p>

	<p>access Keiki systems, including platforms such as Xplor, the Sharing Platform (Microsoft), and 1Place.</p> <p>Casual and relief staff who have completed a corporate induction at Keiki and received training from a Nominated Supervisor on the use of Keiki-issued devices may use those devices for the purpose of recording children’s routines and documenting learning. This ensures that all digital interactions are secure, appropriate, and compliant with Keiki’s safety and privacy standards.</p>
<p>Personal Behaviour</p>	<p>All staff are expected to take direction from the Room Leader and demonstrate courtesy and respect toward families, colleagues, and visitors at all times.</p> <p>Bullying, harassment, or discrimination of any kind is not tolerated.</p> <p>Information about a child’s day must not be shared with families unless you are a long-term casual educator who is known to them.</p> <p>Always be welcoming and refer families to a core educator from their child’s room for updates and communication.</p>
<p>Duty of Care & Child Safety</p>	<p>Casual, relief, and agency staff must not attend Keiki Early Learning services under the influence of drugs or alcohol. The consumption of these substances before or during attendance is strictly prohibited. Anyone suspected of being under the influence will be asked to leave immediately, their employment will be terminated on the spot, and the incident will be reported to the Reportable Conduct Scheme.</p> <p>Smoking and vaping are also strictly prohibited at or within 10 metres of any Keiki service. Vaping devices and substances must not be carried by staff, students, or volunteers at any time, and drugs or alcohol must not be in your possession while on site. Non-compliance with these rules will result in immediate termination of employment and a formal report to the Reportable Conduct Scheme.</p> <p>All adults at Keiki are expected to take reasonable steps to ensure the safety and wellbeing of children, staff, and families, and to protect children from abuse and harm.</p> <p>Please read the Child Safety Policy thoroughly. If you have any concerns or suspicions about a child’s safety, speak with the Centre Coordinator or contact the Compliance and Quality Manager at compliance@keikiearlylearning.com.au.</p> <p>Always inform and communicate with other educators if you leave the room for any reason to ensure ratios and adequate supervision are maintained.</p> <p>Do not use cleaning chemicals until you have been shown how to use them safely, and always store chemicals securely and out of children’s reach.</p> <p>All employees, visitors, students, and volunteers must take reasonable care to avoid harm to themselves and others, follow safe workplace practices, and actively promote a safe working environment. Please adhere to the Workplace Health and Safety Policy at all times.</p>

<p>Dress Code, Personal Belongings and Personal Devices (Phones and Smart watches)</p>	<p>Casual, relief, and agency staff are not provided with uniforms by Keiki Early Learning. If you have a uniform from your agency, please ensure it is clean and worn each day. Otherwise, wear clean, comfortable clothing that adheres to sun-safe practices. Clothing such as short skirts, shorts, or non-opaque leggings should be avoided to maintain professional standards and ensure safety.</p> <p>For sun protection, a wide or broad-brimmed hat must be brought and worn daily when outdoors with children. Please take time to read and understand our Sun Protection Policy to ensure full compliance.</p> <p>Be mindful of the personal belongings you bring into the service. Items that may pose a risk to children or staff can result in immediate termination of your contract and may be reported to the Reportable Conduct Scheme.</p> <p>Keiki Early Learning is not responsible for any loss or damage to personal belongings, so please take appropriate care with what you bring on site.</p>
<p>Learning Program and Interactions with Children</p>	<p>During your time at Keiki, you are expected to actively engage with children during play and learning experiences by offering guidance and support in a positive and respectful manner. Position yourself at the child’s level and maintain appropriate eye contact to foster meaningful interactions.</p> <p>Relief staff are encouraged to listen to children’s views and support them to speak up about anything that makes them feel uncomfortable or unsafe.</p> <p>Casual, relief, and agency staff must never be left alone with children. While you may lead experiences or group sessions as part of your role, you will always remain under the supervision of Keiki educators.</p> <p>During mealtimes, sit with children to model positive social interactions and promote healthy eating habits through conversation and appropriate behaviour.</p> <p>Serving food to children is not part of your responsibilities and is strictly prohibited to protect those with allergies or dietary requirements.</p>
<p>Support from Management</p>	<p>If you have any concerns about your placement or your time at Keiki, please contact the Nominated Supervisor/Centre Coordinator.</p> <p>If required, you can also contact the People and Culture (Human Resources) team by email hr@keikiearlylearning.com.au.</p>

Induction Process – Casual, Relief and Agency

- The People and Culture Team will manage the appointment and employment of all casual, relief and agency staff.
 - Create an Xplor Account (Xplor and Elmo)
 - They will confirm that all required documentation is current and valid and upload to Xplor and Elmo

- WWCC
 - Early Childhood Qualifications
 - First Aid and CPR Training (not mandatory)
 - Food Safety Training
 - Child Protection/Mandatory Reporting Training
 - Instruct the Casual or Relief Staff to download the Swag/Employment Hero app
- During induction, the relief, casual and agency staff and the Nominated Supervisor, Centre Coordinator, or Responsible Person will:
 - Complete [Keiki Casual Induction Checklist](#) on 1Place
 - Ensure educator has downloaded the Swag/Employment Hero app if relief/casual. If an agency staff member, show how to sign in and out using visitor log
 - Tour the service and introduce to all educators and staff
 - Share relevant child information (e.g. court orders, allergies, medical needs), reminding them of confidentiality, and emergency procedures, including their role in an emergency.



Supporting Documents

Policies

- [Child Safety Policy](#)
- [Code of Conduct](#)
- [Emergency Management Policy](#)
- [Incident, Illness and Administration of First Aid Policy](#)
- [Privacy and Confidentiality Policy](#)
- [Supervision of Children Policy](#)
- [Workplace Health and Safety Policy](#)

Other Documents

- [Keiki Crew Handbook](#)
- [Keiki Student and Volunteer Handbook](#)
- [Students & Volunteers Process](#)

Resources

- [Education and Care Services National Law \(WA\) Act 2012](#)
- [Education and Care Services National Regulations 2012](#)



Sources

- Australian Children’s Education & Care Quality Authority (ACECQA).
- Early Childhood Australia Code of Ethics. (2016).
- Education and Care Services National Law (WA) Act 2012. (2024).
- Education and Care Services National Regulations 2012. (2024).
- Guide to the National Quality Framework. (2024).
- National Child Safe Principles



Links to Regulations

- National Quality Standard**
- Quality Area 7: Governance and Leadership**

7.1	Governance	Governance supports the operation of a quality service
7.1.1	Service philosophy and purpose	A statement of philosophy guides all aspects of the service's operations.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.
7.2.2	Educational leadership	The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle.
7.2.3	Development of professionals	Educators, co-ordinators and staff members' performance is regularly evaluated and individual plans are in place to support learning and development.

Education and Care Services National Regulations

120	Educators who are under the age of 18 to be supervised
145	Staff record
149	Volunteers and students
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available

Education and Care Services National Law

167	Offence relating to protection of children from harm and hazards
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Review & Document Control

Policy Reviewed	Modifications
August 2017	Extension of Policy from regulations and set out expectations for all parties
15 th November 2017	No changes recommended
8th January 2018	Quality Area updated to reflect NQS. Centre Director changed to Coordinator.
31st May 2018	Amended to include the new Student/Volunteer procedure details.
June 2019	Updated with new Keiki logo
December 2019	Minor grammatical changes Addition to 'Room Leader' regarding nappy changing
November 2020	New template. Removed form names
May 2021	Combined policy and guidelines. Rewrote guidelines. Linked to policies.
November 2022	Minor wording & grammatical changes.
January 2023	Added requirements of Regulation 149.
July 2025	Amended: covering vapes, personal devices, videos and image taking of children, supervision of children.
August 2025	Additional clarifications around image taking and devices added.

Disclaimer

It is each employee, family and visitor to the service's responsibility to read, understand, follow and address any concerns with management about this policy.

Are you looking at the most recent version of this document?

You can find it at: <https://keikiearlylearning.com.au/policies-and-procedures/>

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