

# NQS4 Staffing Arrangements Procedure Centre-Based Volunteers Procedure and Induction Checklist

## Introduction

C&K is committed to the health, safety and wellbeing of children, employees, and all visitors, including volunteers.

At C&K, child protection and safeguarding is a shared commitment – across leadership, governance, employees, families and centre visitors such as volunteers. As a signatory to the [Queensland Government's Statement of Shared Commitment](#), C&K recognises that every interaction counts in creating an environment where children feel safe, secure and self-confident.

## For the purposes of this procedure:

- **Volunteer:** A person who conducts child related work/volunteering more than seven times at C&K (this includes at any C&K branch centre) within a calendar year to donate their time or services without payment. Examples:
  - A child's nanny being an excursion helper; or
  - A grandparent attending their grandchild's centre regularly to contribute e.g. regular cooking activity' or
  - A 'grand friend' (age care resident) attending regularly (more than 7 times a calendar year) as part of an ongoing Intergenerational Program between centre and age care facility' or
  - A community member who attends the centre to support an activity with the children.
- **Not a volunteer:** A person who conducts child related work/volunteering LESS than seven times within a calendar year to donate their time or services to C&K without payment. This person is a visitor. Refer to [Visitor Procedure](#). Examples:
  - A parent/guardian or other authorised person spending time at the centre assisting their child to transition/settle into the program.
  - A parent/guardian contributing to and participating in the program or completing tasks at their child's centre.
- **Images:** Still photos and video recordings. Images of children are classified as personal information and are recorded, used, stored and archived in strict compliance with the *Privacy and Confidentiality Policy* and this procedure.
- **Electronic device:** Any device capable of recording, storing, sharing or transmitting images, including but not limited to smartphones, wearable technology including smartwatches and smart glasses, tablets, cameras and computers.
- **Personal Electronic Device:** Any electronic device capable of recording, storing, sharing or transmitting images, that is the property of a C&K employee, student, volunteer or contractor that works with children. Examples include, but are not limited to, tablet, camera, computer, smartphone, smartwatch or smart glasses.
- **C&K-Issued Electronic Device:** A tablet or camera capable of recording, storing, sharing or transmitting images, that is the property of C&K.
- **Electronic Storage Device:** A portable product designed to store and transport files and images. Examples include, but are not limited to, USB drives, external hard drives and memory cards.

To volunteer at a C&K centre a person must:

- Not be a [Restricted Person](#) ; and
- Immediately stop work in regulated child-related work or volunteering if they become a restricted person.
- Hold a Blue Card if required (see Appendix 1)

## Registration and Induction Process

The following steps **must** be completed prior to a volunteer commencing.

### Step 1:

**Centre Director/Nominated Supervisor or Responsible Person in Charge will:**

- Provide this procedure including induction checklist to the Volunteer.
- Complete and document (via [C&K Volunteer and External Contractor Reference Check Form](#)) one reference check including a focus on child safeguarding suitability questions.
- If the reference check identifies potential concerns, advise WHS. WHS will provide further advice as to whether the engagement of the volunteer is able to proceed.
- If there are no concerns with the reference check, meet with the Volunteer and work through/complete induction checklist.
- Meet with the Volunteer and work through/complete induction checklist.

### Step 2:

**Volunteer will:**

- Complete induction checklist, including compliance training. Both must be completed prior to commencing work.
- Provide Centre Director/Responsible Person in Charge or Manager with documentation as requested.
- If applicable, apply for Blue Card via the [Blue Card Services Website](#).

#### Step 3:

##### Centre Director/Responsible Person in Charge or Manager will:

- Email completed (and signed) induction checklist and any other outstanding documents to [whs@candk.asn.au](mailto:whs@candk.asn.au).
- Provide a copy of this procedure and completed induction checklist to volunteer.
- Create a personnel file for the Volunteer.
- Ensure Volunteer **does not** commence until a confirmation email has been sent from [whs@candk.asn.au](mailto:whs@candk.asn.au). A Volunteer cannot commence until an induction checklist has been completed, and their Blue Card has been linked to Blue Card portal.
- Instances of non-compliance with this procedure will be escalated to the relevant Regional Manager and Chief People Officer for management.
- Welcome the Volunteer by informing children, families and the team their commencement date, days/times and their role/responsibilities.

#### Step 4:

##### Workplace Health and Safety team will:

- Record details on C&K's Volunteer Register.
- Link Blue Card details to Blue Card portal.
- Send an email confirmation to Centre Director/Responsible Person in Charge or Manager when all items have been received and the Volunteer is eligible to commence at the Centre.
- Delink Volunteer from the Blue Card portal register when Centre Director/Responsible Person in Charge or Manager has confirmed via email they are no longer engaged at centre/site.
- Report any non-compliance with this procedure to the relevant Regional Manager and Chief People Officer.

#### Step 5: If the Volunteer continues for a period of longer than 12 months

##### Centre Director/Responsible Person in Charge or Manager will:

- Ensure the Volunteer completes an Induction Refresher every 12 months and this is documented using the [Student, External Contractor or Volunteer working with Children 12-month Refresher Induction Record](#).
- Scan the completed form to [whs@candk.asn.au](mailto:whs@candk.asn.au)
- Securely file the completed 12-month Refresher Induction Record in the Volunteer's centre personnel file.

#### Responsibilities

##### Centre Director/Nominated Supervisor or Responsible Person in Charge will:

- Complete all steps of the registration and induction process outlined in this procedure prior to the volunteer commencing.
- Prior to a volunteer commencing, advise (verbally and in writing) teachers and educators, volunteers must never be left in sole charge/care of a child(ren) for any length of time AND remain in sight of and under their supervision at all times when with children.
- Promptly inform the WHS team ([whs@candk.asn.au](mailto:whs@candk.asn.au)), and remove volunteer details from the *Staff Schedule*, when volunteer is no longer engaged at the centre. Keep all volunteer records for 3 years from the last day of engagement at centre.
- Promptly report and document any concerns regarding the volunteers' conduct to ECEM and the WHS team.

##### Teachers and educators will:

- **NEVER** leave a volunteer alone with a child(ren) for any length of time.
- Supervise (within line of sight) volunteer when they are with children.
- Encourage volunteers to actively contribute their feedback and ideas to enhance and improve centre quality.

\*\*\*\*\* Refer to induction checklist for volunteer responsibilities \*\*\*\*\*

## Volunteer Induction Checklist

Centre Details		
Centre Name		
Centre Address		
Volunteer Details <i>This section is required in accordance with Education and Care National Regulation S149 (1)</i>		
Full Name		
Residential address		
Email Address		
Contact Telephone Number		
Proposed Start Date		
Volunteer Emergency Contacts	One	Two
Emergency Contact Name		
Emergency Contact Telephone Number		
Relationship to the Emergency Contact e.g. partner, mother, father etc.		
Is this person aware (and has agreed to) you are providing C&K with their personal information?	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
Blue Card/Exemption Card Information		
Are you a restricted person?	<input type="checkbox"/> No <input type="checkbox"/> Yes Restricted Persons cannot volunteer at C&K	
Do you have a current blue card or blue card exemption?	<input type="checkbox"/> No <input type="checkbox"/> Yes If Yes, provide the following information:	
	Blue Card Type	<input type="checkbox"/> Blue Card <input type="checkbox"/> Exemption Card
	Card Number	
	Expiry Date	
	Date of Birth	
Reference Check		
<i>A minimum of one reference check must be completed and documented by the Centre Director/Nominated Supervisor or RPIC. Consent must be obtained from the Volunteer <b>before</b> contacting their referees.</i>		
First Name and Surname		
Relationship to Volunteer		
Contact Email		
Contact Telephone Number		
Do you consent to C&K contacting this person?	<input type="checkbox"/> No <input type="checkbox"/> Yes	

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## Key Volunteer Responsibilities

Prior to working with children, the centre Director/Nominated Supervisor or RPIC is required to facilitate a meeting with the volunteer to outline their key responsibilities listed below. To find out more, volunteers are strongly encouraged to access the associated policies and procedures available on the C&K Website – [Information for C&K Students, Volunteers and Contractors working with children](#).

<b>Meeting Date(s)</b>	
<b>Facilitator Name (Centre Director/Nominated Supervisor or RPIC)</b>	
<b>Child Health, Safety and Safeguarding</b> <b>Safeguarding</b> <b>Volunteers will:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Always treat children with care, respect and dignity.</li> <li><input type="checkbox"/> Remain within the line of sight of a C&amp;K educator at all times.</li> <li><input type="checkbox"/> Take all reasonable precautions to protect children from harm and hazard.</li> <li><input type="checkbox"/> Refer to appendix 2 of this procedure for child protection and abuse types and definitions.</li> <li><input type="checkbox"/> Immediately report centre child safety concerns to the Centre Director/Nominated Supervisor or RPIC. If the concern, disclosure, or complaint is not addressed, escalate it to C&amp;K Central - 3552 5300   <a href="mailto:feedback@candk.asn.au">feedback@candk.asn.au</a>.</li> <li><input type="checkbox"/> Immediately escalate to the Centre Director/Nominated Supervisor or RPIC AND make a report to Child Safety (<a href="#">Regional Intake Service</a>   <a href="#">Department of Child Safety Seniors and Disability Services</a>) if you have reasonable suspicion a child has suffered, is suffering or is at unacceptable risk of suffering, significant harm and there is not a parent/guardian willing and able to protect the child from harm.</li> <li><input type="checkbox"/> Immediately stop working and inform C&amp;K if your 'working with children check' (Blue Card) is suspended, expired, cancelled or become a <a href="#">Restricted Person</a> under the Queensland Blue Card System.</li> <li><input type="checkbox"/> Immediately stop working and inform C&amp;K if become a <a href="#">Restricted Person</a> under the Queensland Blue Card System.</li> </ul> <b>Children's health and safety</b> <b>Volunteers will:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Role model and support sun-safe practices. When outside, Slip on protection clothing, Slop on sunscreen, Slap on a hat, Seek shade and Slide on sunglasses (optional).</li> <li><input type="checkbox"/> At meal times, model healthy eating and positive attitudes to food and follow hygiene and food safety practices.</li> <li><input type="checkbox"/> Keep chemicals and other hazardous items out of reach of children. Store chemicals in locked cupboards. Do not keep key in lock.</li> <li><input type="checkbox"/> Implement centre risk minimising strategies to minimise children's exposure to known allergies. Do not bring any known food allergen into the centre.</li> <li><input type="checkbox"/> Assist educators to actively supervise children. Follow centre's supervision strategies.</li> </ul> <b>Volunteers are never permitted to:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Implement any form of inappropriate discipline towards a child.</li> <li><input type="checkbox"/> Be alone with a child for any length of time.</li> <li><input type="checkbox"/> Sexually, physically or emotionally harm children or employees.</li> <li><input type="checkbox"/> Exhibit grooming behaviours towards a child(ren), families or employee.</li> <li><input type="checkbox"/> Bring any hazardous items into the centre.</li> <li><input type="checkbox"/> Bring any clothing, toys or craft resources power by button batteries.</li> </ul>	<b>Associated C&amp;K policies and procedures</b>  <a href="#">Code of Conduct</a> <a href="#">Child Protection Policy</a> <a href="#">Sun Safety Procedure</a> <a href="#">Nutrition and Food Safety Procedure</a> <a href="#">Child Safe Sleep and Rest Procedure</a> <a href="#">Supervision Procedure</a> <a href="#">Outdoor Learning Environment Safety Procedure</a>

Electronic devices AND taking images and recordings of children	Associated C&K policies and procedures
<p>C&amp;K follow the <i>National Model Code for Taking Images or Videos of Children while Providing Early Childhood Education and Care (National Model Code)</i>. Refer to definitions on page 1 of this document.</p> <p><b>Volunteers will:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> When children are present at the centre, store personal electronic devices securely in a 'non-licensed area' not accessed and used by children.</li> <li><input type="checkbox"/> When not working with children, access and use personal electronic devices in non-licensed areas when children are present at the centre.</li> <li><input type="checkbox"/> Only use a C&amp;K-issued electronic device to record images of children.</li> <li><input type="checkbox"/> Frame photo to de-identify child wherever possible.</li> <li><input type="checkbox"/> In a developmentally appropriate way. Seek a child's informed consent before capturing their image. Refer to <i>ACECQA Information Sheet - Empowering children under 5 by asking them to give their consent</i> for practical guidance.</li> <li><input type="checkbox"/> Record and use images of children: <ul style="list-style-type: none"> <li>• In a way that respects their rights, safety and security.</li> <li>• That positively showcases and documents their learning, including their strengths, interests and agency, and engagement with the learning environment and their peers.</li> <li>• That informs and supports pedagogical reflection and decision-making.</li> </ul> </li> </ul> <p><b>Volunteers are never permitted to:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Use a personal electronic device, personal online product/platform or personal electronic storage device to capture, share, store or transmit children's images.</li> <li><input type="checkbox"/> Use or have on their possession a personal electronic device* that can record, share, store or transmit children's images, unless prior written authorisation has been obtained for an essential purpose, as listed in appendix 3 of this procedure.</li> <li><input type="checkbox"/> Use or have on their possession a personal electronic storage device.</li> <li><input type="checkbox"/> Use or access a personal online product/platform, such as email, social media, when working with children.</li> <li><input type="checkbox"/> Store a personal electronic device in any location accessed and used by children when children are present at centre; unless prior authorisation has been obtained for an essential purpose, as listed in appendix 3 of this procedure.</li> <li><input type="checkbox"/> Force or coerce a child to be in a photograph or video if they don't want to.</li> <li><input type="checkbox"/> Record images of children: <ul style="list-style-type: none"> <li>○ in bathrooms, toilets, nappy change room/areas, cot/infant sleep rooms, cubbies and any location where a teacher or educator cannot see the image being taken;</li> <li>○ not appropriately dressed, for example, in their underwear, in a state of undress, completely undressed or with their genitalia or underwear exposed;</li> <li>○ in a position that could be perceived as sexualised in nature; and</li> <li>○ when injured or in an emotionally distressed state or dysregulation escalation.</li> </ul> </li> </ul> <p>*Wearable smart watches and fitness trackers that <b>cannot</b> record images can be worn when working with children.</p>	<p><a href="#"><u>Safe Use and Management of Children's Images for the Educational Program Procedure</u></a></p> <p><a href="#"><u>Safe Use and Management of Personal Devices at Centres Procedure</u></a></p>



Confidentiality and Intellectual Property	Associated C&K policies and procedures
<p>As a C&amp;K volunteer you may obtain and/or have access to personal or sensitive information relating to C&amp;K, enrolled children, families and/or C&amp;K employees e.g. health information, contact information, child protection, personal issues, concerns or complaints and/or educational progress.</p> <p><b>Volunteers will:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Be respectful of the privacy of children, families, employees and centre visitors.</li> <li><input type="checkbox"/> Be mindful of when and where discussions that include personal and/or sensitive information. Ensure information is not overheard by unauthorised persons.</li> <li><input type="checkbox"/> De-identify children's personal information.</li> <li><input type="checkbox"/> Immediately inform the Centre Director/Nominated Supervisor or RPIC OR C&amp;K's Privacy Officer (<a href="mailto:privacy@candk.asn.au">privacy@candk.asn.au</a>) of any suspicions or becoming aware of a confidentiality or data breach.</li> <li><input type="checkbox"/> Acknowledge that all intellectual property created during your time with C&amp;K is owned by C&amp;K.</li> <li><input type="checkbox"/> Agree that any idea, invention, design or copyrightable work developed (in whole or part) while engaged with C&amp;K belongs to C&amp;K, unless otherwise agreed in writing. Promptly disclose such creations, assign all rights to C&amp;K, and cooperate in securing patents, without additional compensation.</li> </ul> <p><b>Volunteers are never permitted to:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Share personal or sensitive information outside C&amp;K without prior written authorisation from C&amp;K and, if applicable, the parent/guardian.</li> <li><input type="checkbox"/> Collect, store, use, disclose, or destroy personal or sensitive information except as required for their duties and with C&amp;K's explicit authorisation.</li> </ul>	<p><a href="#">Privacy Policy</a></p>
Conduct and Obligations	Associated C&K policies and procedures
<p><b>Volunteers will:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Always demonstrate professional and ethical behaviour, in accordance with the C&amp;K Code of Conduct and C&amp;K values.</li> <li><input type="checkbox"/> Show care, respect, dignity, and empathy to children, families, and C&amp;K employees.</li> <li><input type="checkbox"/> Perform agreed tasks to the best of your ability.</li> <li><input type="checkbox"/> Use positive behaviour guidance and seek educator direction when needed.</li> <li><input type="checkbox"/> Raise concerns first with the Centre Director/Nominated Supervisor or RPIC as outlined in the Grievance Procedure.</li> <li><input type="checkbox"/> Show initiative, follow C&amp;K educator directions, and seek guidance when needed.</li> <li><input type="checkbox"/> Be punctual and notify the centre promptly if absent or late.</li> <li><input type="checkbox"/> Sign in/out of the centre via Konnect as a 'Visitor'.</li> </ul> <p><b>Volunteers are never permitted to:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Complete children's personal care routines i.e. meal routines, nappy change and toileting routines, sleep and rest routines.</li> <li><input type="checkbox"/> Harass, discriminate, or vilify anyone based on their gender, race, ethnicity, sexuality, religion, age, disability, beliefs, opinions or background.</li> <li><input type="checkbox"/> Be in sole charge of a child at any time.</li> <li><input type="checkbox"/> Administer first-aid or medication to a child.</li> <li><input type="checkbox"/> Engage in inappropriate conversations about C&amp;K, a C&amp;K child, a C&amp;K employee or C&amp;K family.</li> </ul>	<p><a href="#">Code of Conduct</a></p> <p><a href="#">Supporting Relationships and Partnerships Procedure</a></p> <p><a href="#">Supporting Children's Behaviour Procedure</a></p> <p><a href="#">Complaint Management Procedure</a></p>

Workplace Health and Safety	Associated C&K policies and procedures
<p>C&amp;K is committed to providing a safe and healthy workplace for children and C&amp;K employees, students, volunteers, external contractors and visitors. Volunteers must comply with their obligations under the Work Health and Safety Act 2011 and C&amp;K Workplace Health and Safety Policy and Procedures.</p> <p><b>Volunteers will:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Immediately report hazards, near misses, accidents or incidents to the Centre Director/Nominated Supervisor or RPIC.</li> <li><input type="checkbox"/> Take reasonable care for their own health and safety and that of others.</li> <li><input type="checkbox"/> Follow displayed procedural posters, emergency maps and plans.</li> <li><input type="checkbox"/> Comply with all reasonable or lawful direction of C&amp;K employees,</li> </ul> <p><b>Volunteers are <b>never</b> permitted to:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Be adversely affected by alcohol or other substance.</li> <li><input type="checkbox"/> Smoke or vape within the grounds of or within 5m from a centre boundary.</li> <li><input type="checkbox"/> Bring any vaping equipment or vaping substances to the centre.</li> <li><input type="checkbox"/> Bring any hazardous items to the centre e.g. button batteries. Equipment, clothing or craft materials powered by button batteries are strictly prohibited.</li> </ul>	<p><a href="#"><u>Workplace Health and Safety Policy Statement</u></a></p> <p><a href="#"><u>Child Centre Incident Reporting Procedure</u></a></p>

Centre/Site Induction
<ul style="list-style-type: none"> <li><input type="checkbox"/> Centre Tour <ul style="list-style-type: none"> <li>• Sign in/out as a 'Visitor' via iPad/Konnect</li> <li>• First Aid Officers</li> <li>• Location of toilets, handwashing facilities, first aid kits, secure storage for personal electronic device.</li> </ul> </li> <li><input type="checkbox"/> Centre Emergency Evacuation and Lockdown Procedures: <ul style="list-style-type: none"> <li>• Responsibilities</li> <li>• Location and use of fire equipment</li> <li>• Evacuation routes</li> <li>• Assembly point</li> <li>• Emergency contact numbers</li> <li>• Complete <a href="#"><u>Fire Safety Instruction Record Form</u></a></li> </ul> </li> <li><input type="checkbox"/> Outline relevant site hazards and risk assessment plan. Show location of risk assessment plan folder.</li> <li><input type="checkbox"/> Introductions – children, families and centre team (if required)</li> <li><input type="checkbox"/> Brief overview of routines</li> </ul>

### Volunteer Confirmation and Acknowledgement

I confirm:

- ☐ I have read, understood and will abide by the key responsibilities outlined this induction checklist.
- ☐ I will access C&K policies and procedures relevant to my role as a volunteer on the C&K Website – [Information for C&K Students, Volunteers and Contractors working with children](#).
- ☐ I am not a Restricted Person under Queensland's Blue Card System. I
  - have not been issued with a Negative Notice.
  - do not have a suspended Blue Card or Exemption Card.
  - am not a disqualified person.
  - have not been charged with a disqualifying offence that has not been finalised.
- ☐ I have never been the subject of a workplace or regulatory authority investigation relating to child harm or inappropriate interactions with a child.
- ☐ I have never been convicted of a criminal offence relating to child harm or inappropriate interactions with a child.
- ☐ The information recorded in this induction checklist is true and correct.
- ☐ I will immediately inform the Centre Director/Nominated Supervisor in writing if any information I have provided to C&K changes.

<b>Volunteer First Name and Surname</b>	
<b>Volunteer Signature</b>	
<b>Date</b>	

### Centre Director/Nominated Supervisor Confirmation and Acknowledgement

I confirm:

- ☐ All items of this induction checklist have been completed and documents obtained.
  - ☐ Copy of current Blue Card/Exemption Card (if applicable)
  - ☐ One reference check complete and document (via C&K Volunteer and External Contractor Reference Check Form)
- ☐ I have provided a copy of this procedure and the completed induction checklist to the volunteer.
- ☐ A personnel file for the volunteer has been created.
- ☐ A copy of this induction checklist and all required supporting documents have been scanned and emailed to whs@candk.asn.au
- ☐ I have securely filed this completed induction checklist and documentation in the volunteers' centre personnel file.

<b>Centre Director/Nominated Supervisor First Name and Surname</b>	
<b>Centre Director/Nominated Supervisor Signature</b>	
<b>Date</b>	



### Appendix One – Blue Card Requirements

- Most students will require a valid Blue Card.
- High school students under the age of 18 completing work experience do not require a Blue Card.
- Students under the age of 18 completing placement for a qualification/degree do require a Blue Card.
- A student that requires a Blue Card cannot commence at a C&K Centre until they receive/hold a current Blue Card, and it has been registered on the online Blue Card portal by C&K. **NO LINKED CARD NO START.**
- A registered health practitioner may not require a Blue Card if their study relates to their current AHPRA registration. A Blue Card **is** required if their duties are outside of the scope of their AHPRA registration.

### Appendix Two – Definitions

#### Emotional (Psychological) Abuse

Emotional abuse of a child may include use of inappropriate comments or behaviour towards a child which results in significant emotional harm or trauma including but not limited to verbal abuse, threats, manipulative behaviour, hostility, rejection, deliberately making a child feel unimportant or embarrassed or exposing child to domestic and family violence or stories and/or media about violence.

#### Grooming Behaviours

Involves a person manipulating a child, parents/guardians and/or significant persons such as teachers and educators to gain their trust, build rapport, and exert their power over them so they can then abuse a child. Grooming tends to follow patterns that may include these behaviours:

- targeting a specific child
- building trust and rapport with the child and their family
- giving the child special attention such as giving gifts for no special occasion that makes the child feel they owe respect and trust
- making physical contact with a young child that is sexual in nature and inappropriate
- spending time alone with the child rather than spending time with people of similar age
- referring to a child's body in an inappropriate manner
- isolating the child
- beginning to sexualise the relationship with the child
- maintaining overall control of the child once sexual abuse has occurred, for example using secrets, blame and threats

#### Neglect

Neglect happens when a child's basic needs are not met, affecting their health and development. Basic needs include food, housing, clean-living conditions, health care, adequate clothing, personal hygiene and adequate supervision.

#### Physical abuse

Physical abuse happens when a child has been hurt or injured, and it is not an accident. Physical abuse does not always leave visible marks or injuries. Physical abuse can include physical/corporal punishment, hitting, shaking, choking, smothering, throwing, burning, biting, poisoning and using physical restraints.

#### Sexual abuse

Sexual abuse occurs when an adult, other child or adolescent uses their power or authority to involve a child in sexual activity. Sexual abuse includes but is not limited to:

- Kissing or holding a child in a sexual manner
- Exposing a sexual body part to a child
- Having sexual relations with a child under 16 years of age
- Talking in a sexually explicit way that is not age or developmentally appropriate
- Fondling a child in a sexual manner
- Penetrating a child's vagina or anus by penis, finger or any other object
- Oral sex
- Rape
- Showing pornographic images to a child
- Having a child pose or perform in a sexual manner
- Forcing a child to watch a sexual act

#### Sexual misconduct

Includes inappropriate conversations of a sexual nature, comments that express a desire to act in a sexual manner, unwarranted and inappropriate touching, inappropriate personal correspondence (including electronic communications such as e-mails, Facebook and text messages) with a child or young person, inviting a child to your home or other venue, or to drive in your car without permission from the parent/guardian, watching children undress when supervision is not required.

#### Physical (Corporal) Punishment

Use of physical force with the intention of causing a child to experience pain or discomfort to correct or punish a child's behaviour.

#### Inappropriate discipline

Examples of inappropriate discipline which may constitute a serious breach of the National Law and/or National Regulations and could potentially be considered criminal matters:

- hitting, pushing, slapping, pinching or biting a child
- force-feeding a child
- yelling at or belittling a child
- humiliating a child
- physically dragging a child
- locking children away (or isolating them)
- depriving a child of food or drink
- unreasonable restraining of a child (this may include restraint in a highchair)
- excluding children from events
- consistently moving children to the office or other space away from the play areas
- moving children to another room as punishment
- verbally or physically threatening a child.

Other examples of inappropriate practice are:

- negative labelling of child or family
- criticising a child's actions or behaviours
- discouraging a child from taking part in activities
- blaming or shaming a child
- making fun of or laughing at or about a child
- using sarcastic or cruel humour with or to a child
- excessive use of negative language to a child, such as, "no" "stop that!" "don't..." "you never..."
- taking photos or audio recordings of a child without asking them first or proceeding after they say 'no'.

### Appendix Three – Approved essential purposes for volunteers to use a personal electronic device when working with children

Approved Essential Purpose	Authorisation Required	Authorisation Required
Receive urgent communication regarding a critically ill or dying family member.	To be determined in consultation with the volunteer and at the discretion of Centre Director/Nominated Supervisor	Written authorisation of the Centre Director/Nominated Supervisor via <i>Use of Personal Electronic Device for Essential Purposes Authorisation Form</i>
Electronic device used to manage a diagnosed medical condition e.g. blood glucose meter/glucometer or heart monitor.	Throughout the volunteer's engagement with centre	
Electronic device to assist hearing loss/impairment and/or speech/language impairment/disorder e.g. Augmentative and Alternative Communication Device and/or hearing device.	Throughout the volunteer's engagement with centre	