



nsw commission for
children & young people

Staff, Volunteers and Students: Tips for Supporting your Team

Managers in child-safe and child-friendly organisations want to create and maintain an open and aware environment where all adult participants feel responsible for the protection and well-being of children and young people in their programs.

Having clear communication channels, opportunities for discussion, training and consistent enforcement of policies and procedures helps you do this.

Tips for supporting your team

1. **Organise regular supervision of staff, volunteers and students as soon as possible from commencement of their position/placement.**

2. **Where one-on-one supervision is not possible, arrange regular team supervision and support sessions and emphasise the importance of participating in these sessions.**

3. **Look for opportunities to keep volunteers up to date with program activities and other important information about the organisation. You could use your newsletter to give information for volunteers about special events and staff changes etc.**

4. **Resolve any and all conflicts fairly and quickly.**

5. **Help staff, volunteers and students to develop their skills and broaden their experience.**

6. **Create opportunities to involve staff, volunteers and students in developing new child-safe and child-friendly processes. What are the kids telling them?
How can we use this input?**

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