



WORK EXPERIENCE STANDARD

Adopted: 09 December 2025

TRIM 371117.2025-001

WORK EXPERIENCE STANDARD

DIRECTORATE: Corporate Services

BUSINESS UNIT: People & Culture

1. PURPOSE/ OBJECTIVES

This standard outlines how Liverpool City Council provides opportunities for work experience to candidates who live or study in the Local Government Area. Work experience placements are generally offered through educational institutions and employment services that the candidates are engaged in. Work experience opportunities provide an important pathway to attract suitable candidates to priority roles within Council, promote employment with Council more broadly and address the ongoing need for employment-related skills development in the local community.

The purpose of this standard is to:

- provide an over-arching framework for consistent work experience programs across all Council business units,
- ensure that work experience programs are provided within the supervisory capacity of Council business units,
- provide the opportunity for community members to gain meaningful experience in Council-relevant roles,
- ensure that work experience participants are treated with equity, fairness and respect and engaged ethically, and
- ensure the health, safety and wellbeing of work experience participants is protected in the workplace.

2. SCOPE

This standard applies to all types of unpaid work experience placement opportunities offered by Liverpool City Council.

3. DEFINITIONS

Council refers to Liverpool City Council.

Educational institutions include secondary schools, work placement service providers, TAFE, universities, and private colleges where work experience participants are completing educational courses.

Employment Services are organisations that assist participants to prepare for and access employment. These are generally government-funded and may offer general employment services or be targeted to specific candidate characteristics.

Supervisor refers to the Council staff member responsible for direct supervision of a work experience participant during their placement.

Work experience refers to all unpaid work opportunities aimed at providing experience in the workplace to participants who are completing related education or engaging in programs to prepare them for employment.

Work experience participant(s) refers to community members who engage in unpaid work experience with Council.

Worker(s) refers to all workplace participants within Council, including paid staff, contractors, volunteers, and students participating in work experience arrangements.

4. STANDARD STATEMENT

Liverpool City Council is committed to offering work experience opportunities that provide meaningful experience to participants, while safeguarding all Council workers and community members. Work experience complies with/ supports LCC's strategic objective "Evolving, Prosperous, Innovative" by helping to facilitate quality local employment, training and education opportunities. This standard incorporates the frameworks provided by the Fair Work Ombudsman to ensure that work experience and internships are managed in accordance with the *Fair Work Act* 2009 (Cth).

4.1. Role definition

- 4.1.1. Work experience placements provide a structured opportunity for work experience participants to observe and develop skills in the workplace.
- 4.1.2. Work experience is not an employment relationship. Work experience placements are un-paid and related to a participant's course of study and/or aimed at assisting a participant to improve their employability.
- 4.1.3. Work experience opportunities will be offered in formal partnerships with educational institutions and/or employment services where possible, aligned with roles that are identified by Council to meet future workforce development requirements.
 - 4.1.3.1. Work experience opportunities may be offered to candidates who are not affiliated with educational institutions and/or employment services in exceptional circumstances only. Such candidates will need to ensure suitable insurance cover and the Council staff member overseeing work experience must be satisfied that the proposed opportunity aligns with the candidate's education and training.
- 4.1.4. Work experience participants may observe staff performing tasks, participate in teamwork with staff, be delegated limited relevant tasks under supervision, and/or work on projects related to their course of study or interest area.
- 4.1.5. Work experience participants will not be used as substitutes for paid staff or deployed to cover staff absence or overtime requirements.
- 4.1.6. Work experience placements will generally be limited to 10 weeks, unless agreed by Council, where extended placements form part of course requirements.

4.2. Placement offers

- 4.2.1. All offers of work experience will be based on the applicant's fit for potential roles, and the Council business unit's capacity to provide adequate tasks and supervision. Recruitment will preference candidates who live or study in Liverpool LGA, other candidates may be considered where their course of study relates to skills prioritised by LCC. Recruitment will promote diversity, equity, and accessibility.
- 4.2.2. The Council staff member overseeing work experience will be the initial point of contact for all work experience referrals from educational institutions/employment programs.
- 4.2.3. The Council staff member overseeing work experience will liaise with business unit managers to determine if the suitability and capacity requirements are satisfied for a work experience placement.
- 4.2.4. Work experience participants under 18 years of age require written parent or guardian consent, generally included in documentation provided by the educational institution/employment service.
- 4.2.5. The Council staff member overseeing work experience will consider the vulnerabilities experienced by workers who are under 18 years of age to ensure that proposed placements are suitable prior to their approval. This could include providing additional supervision, training on acceptable behaviours in the workplace, and selection of tasks during the placement.
- 4.2.6. Where a work experience role is of a nature that genuinely requires any form of clearance check, these must be completed before the work experience placement commences.
- 4.2.7. Where a work experience role is in a work setting that requires the work experience participants and/or staff to have a current immunisation, proof of relevant vaccinations/immunisations must be provided before the work experience placement commences.

4.3. Induction and training

- 4.3.1. Work experience participants will receive the support and training they need to perform their roles safely and effectively.
- 3.3.2. The Supervisor will complete the workplace student site induction checklist with the work experience participant on commencement.
- 3.3.3. Work experience participants will be provided with specific instruction and training for each role by their supervisor.

4.4. Supervision and support

- 4.4.1. Work experience participants will have clear supervision relationships with appropriate Council staff members.
- 4.4.2. Work experience participants will have a Council staff member nominated by the business unit manager to act as their supervisor.
- 4.4.3. Council staff members nominated to act as supervisors for work experience participants to receive guidance from the Council staff member overseeing work experience.
- 4.4.4. Work experience participants will be able to contact the relevant manager and the Council staff member overseeing work experience in the event they have concerns that cannot be addressed by their direct supervisor.

4.5. Safety and wellbeing

- 4.5.1. The health, safety and wellbeing of all workers is protected, and work experience participants will be given instruction on their rights and responsibilities.
- 4.5.2. Council will provide a safe working environment for all workers in accordance with Liverpool City Council's Work Health and Safety Policy.
- 4.5.3. Work experience participants will not place themselves or other persons at risk while undertaking approved activities.
- 4.5.4. Work experience participants must not engage in any activity that has not been identified in their placement information and authorised by their supervisor.
- 4.5.5. Insurance cover will be provided by the educational institution/employment service. Proof of coverage will be provided to the Council staff member overseeing work experience prior to commencement.
- 4.5.6. Work experience participants will report any risks or incidents to their supervisor. The supervisor will facilitate completion of any required incident reports.
- 4.5.7. Work experience students will follow their educational institution/employment service's procedures to manage any conflicts or disputes that arise during their work experience placement.

4.6. Carrying out role

- 4.6.1. Work experience participants will be instructed and advised on how to maintain professional standards of behaviour while carrying out their roles.

4.6.2. Council's policies apply to work experience participants. These include but are not limited to:

- Code of Conduct,
- Work Health and Safety,
- Dignity and Respect in the Workplace Policy,
- Privacy Policy,
- Media Policy.

4.6.3. Work experience participants will be provided with copies of relevant policies to be signed and returned before commencement or on their first day. Signed copies of the policies will be retained in Council's file management system.

4.6.4. All tasks carried out under supervision or by observation will be done with the intention of learning and skill development for the work experience participant.

4.6.5. Work experience participants' hours of work and breaks will align with the conditions and arrangements of their supervisor or staff members in their team.

4.6.6. Work experience participants are not expected to incur Council-related expenses. Any costs related to the tasks assigned during the work experience placement will be referred to the Supervisor.

4.6.7. Work experience participants are not permitted to make any comments to the media on behalf of Council. Any queries for a statement by the media must be referred to Council's Media Advisor.

4.7. Recognition

4.7.1. Council will provide feedback to work experience participants to support their continued learning and skill development. This will generally be in the reporting process provided by the educational institution/employment service.

4.7.2. The supervisor will complete placement confirmation, attendance, and task records required by the educational institution/employment service and provide copies to the Council staff member overseeing work experience.

4.7.3. The supervisor will provide regular feedback (at least every third day) to work experience participants about the completion of their learning outcomes.

4.7.4. Council will provide information to the work experience participant's educational institution/employment service as required in the relevant agreement.

- 4.7.5. Work experience participants who make a noteworthy contribution to their community through working with Council may be nominated by Council for external acknowledgement. Their consent will be obtained in such circumstances prior to any nomination.

4.8. Records retention

- 4.8.1. Council will only collect and retain the work experience participant's personal information that is required for their work experience placement and will store this information securely to maintain the participant's privacy.
- 4.8.2. Work experience participant records will be collected by the Council staff member nominated as supervisor and provided to the Council staff member overseeing work experience. The Council staff member overseeing work experience is responsible for the overall management of participant records in Council's file management system.
- 4.8.3. Work experience records will be maintained in Council's file management system in accordance with Council's Privacy Policy and the *Privacy and Personal Information Protection Act 1998 (NSW)*.

4.9. Withdrawing the work experience placement

- 4.9.1. Council will seek mutually agreeable resolutions to any issues that arise during a placement. Where issues cannot be resolved, Council will manage the withdrawal of work experience placements to ensure the dignity of work experience participants.
- 4.9.2. Work experience placements remain mutually agreed and discretionary throughout the duration of the placement.
- 4.9.3. Work experience participants may withdraw from roles and will inform Council of their intent to withdraw and reason for withdrawal and will inform their educational institution/employment service.
- 4.9.4. Council may withdraw work experience placements. Council will inform the affected work experience participant and educational institution/employment service of the reason for withdrawal.

5. THIS STANDARD HAS BEEN DEVELOPED IN CONSULTATION WITH

People and Culture

Talent Acquisition

Executive Leadership Team

Joint Consultative Committee

Unions and Professional Representative Bodies

6. REFERENCES

- *Anti-Discrimination Act 1977 (NSW).*
- *Fair Work Act 2009 (Cth)*
- *Local Government Act 1993 (NSW).*
- *Privacy and Personal Information Protection Act 1998 (NSW).*
- *Work Health and Safety Act 2011 (NSW).*
- Code of Conduct 2025 (Liverpool City Council)
- Dignity and Respect in the Workplace Policy 2015 (Liverpool City Council)
- Media Policy 2025 (Liverpool City Council)
- Privacy Policy 2024 (Liverpool City Council)
- Work Health and Safety Policy 2024 (Liverpool City Council)

7. ATTACHMENTS

In this section list all attachments if any.

AUTHORISED BY

Chief Executive Officer

EFFECTIVE FROM

09th December 2025.

REVIEW DATE

The standard must be reviewed every two years or more frequently depending on its category or if legislative or policy changes occur.

VERSIONS

The current and previous version of the procedure should be set out in the following table.

Version	Amended by	Changes made	Date	TRIM Number
Original		Creation	24 July 2012	005276.2012
New version	L. Chesworth	Re-written to bring up to date with current objectives.	09 December 2025	371117.2025-001