

YMCA Geelong Safeguarding Children and Young People Procedure



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Procedure Number	Date Approved	Date Last Amended	Status
YG 104-A-O	17/07/2014	17/07/2014	APPROVED

1 SAFEGUARDING CHILDREN AND YOUNG PEOPLE PROCEDURE

2 INTRODUCTION

YMCA Geelong is committed to safeguarding children and young people (SCYP) from mistreatment and abuse. This procedure aims to provide practical guidance for the implementation of the YG 104-O Safeguarding Children and Young People Policy in YMCA operations to ensure that all children and young people within our services/programs and staffing/volunteer teams are protected from any form of abuse and harm.

All personnel within the YMCA are expected to safeguard children and young people by:

- Demonstrating the YMCA Values of Honesty, Caring, Respect, and Responsibility, in all aspects of personal and work life
- Adopting appropriate practices and behaviour when carrying out their duties
- Reporting any form of child abuse, suspicious behaviour, issue or concern
- Participating and completing any YMCA SCYP training and education programs
- Acting in accordance with all YMCA Policies and Procedures

3 RELATED POLICY

Safeguarding Children and Young People Policy
Working with Children Check Policy
Criminal History Records Check Policy
Hazard Management Procedure
Interactions with Children Policy (Children's Services)
Bullying, Harassment and Discrimination policy
YMCA Code of Conduct
Arrival and Departure in Children's Services Policy
Excursions in Children's Services Policy

4 RELATED LEGISLATION, REGULATIONS

Working with Children Act 2005
Working with Children Regulations 2006
Education and Care Services National Act 2010
Education and Care Services National Regulations 2011
Child Employment Act 2003
Children's Services Act 1996
Education and Care Services National Law 2010
Sex Offenders Registration Act 2004
Serious Sex Offenders Monitoring Act 2005
Disability Services Act 2006
Charter of Human Rights and Responsibilities Act 2006

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5 RELATED STANDARDS or GUIDELINES/PROTOCOLS

Incident Reporting and Investigation Protocol
Social Media Policy

6 SCOPE

This procedure applies to all employees and volunteers of YMCA Geelong Inc. and relevant auspices, clubs and contractors, pending a risk assessment.

The YMCA creates and maintains an environment where all children and young people are protected from any form of abuse or harm, and are provided with an environment that promotes a culture that is safe for children and young people. This is achieved through the provision of a culture that promotes freedom and dignity for all persons, including children and young people, through an emphasis on universal protection and proactive participation, accountability and empowerment.

7 ROLES AND RESPONSIBILITIES

Department/Area	Role/Responsibility
Chief Executive Officer	<ul style="list-style-type: none"> Ensure management understand their obligations in accordance with the SCYP policy and procedure. Plan organisational resources and requirements for implementation of the policy and procedure. Ensure annual organisational reporting is completed.
Co-ordinators, Centre Directors, Managers	<ul style="list-style-type: none"> Implementation of the SCYP policy and procedures within a site.
Human Resources	<ul style="list-style-type: none"> Review of policy and procedures in consultation with relevant stakeholders. Support the coordination of the SCYP framework and implementation. Ensure any significant changes to relevant legislation and/or licencing regulations are adhered to.
Managers and Supervisors	<ul style="list-style-type: none"> Ensure induction, recruitment, competency based training, supervision and reporting requirements are undertaken as described in these procedures. Develop workplace guidelines for local procedure implementation. Responsible for ensuring contractors comply with the procedure. Complete annual self-assessment tool (to be developed in 2014) for applicable centre/program Ensure all staff and volunteers have access to a copy of these SCYP Procedures are aware of their own SCYP obligations, have completed approved education programs, and are aware of risk indicators, legal requirements and reporting processes. Build and promote a local culture that reflects the YMCA's commitment to SCYP, where all people are encouraged and

	empowered to take steps to protect children and young people.
Employees and Volunteers	<ul style="list-style-type: none"> • Undertake annual SCYP Policy and Procedure review and sign off • Take all reasonable steps to protect and safeguard children and young people from any form of child abuse. • Participate in approved education programs. • Review, understand and adhere to the SCYP Policy and Procedure. • Participate in required reporting protocols • Obtain and maintain a valid WWCC, as required in the Working with Children Check policy. • Comply with all other procedures relating to children’s safety as stipulated in the relevant area manual.
Contractors/ consultants /other involved persons	<ul style="list-style-type: none"> • Complete approved education programs • Work within the provisions of these procedures • Participate in required reporting protocols <p>Note: This procedure applies to contractors/consultants who will have or are likely to have direct contact with children and young people, or that are unsupervised and in the presence of children or young people, pending a risk assessment.</p>

8 CONSULTATION

The YG 104 A -O Safeguarding Children and Young People Procedure is derived through the YMCA’s commitment to Safeguarding Children and Young People, and through YMCA’s YG104-G Safeguarding Children and Young People Policy.

Consultation regarding the review and development of YMCA’s SCYP Policy and Procedure occurred during policy and procedure development as per the YMCA Policy Framework. This included initial consultation with YMCA Managers from Children’s Services, Occupational Health and Safety, Payroll and Human Resources, Camping and Newown, North Geelong, Bannockburn Recreation centre management teams.

PROCEDURE STEPS

8.1 Commitment to Safeguarding Children and Young People

The YMCA’s commitment to the safety and wellbeing of all children and young people is embedded in all relevant aspects of operations, and fosters a culture that supports those who speak up and ask questions regarding any concerns about the safety and wellbeing of children and young people.

Behavioral Norms

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In accordance with the YMCA values of Honesty, Respect, Caring and Responsibility, all personnel within the YMCA are expected to act and behave in a manner that demonstrates a commitment to the health and safety of children and young people.

Verbal, emotional, psychological or physical abuse, physical punishment, or the withdrawal of the necessities of care (including food, shelter and emotional warmth) are unacceptable forms of behaviour at the YMCA.

Employees and Volunteers

- 8.1.1 All employees/volunteers are expected to promote and monitor the safeguarding of children and young people, and participate in a culture where all employees/volunteers are expected to speak up and ask questions about the safety of children and young people.
- 8.1.2 All employees/volunteers are to conduct themselves in a manner consistent with their position as a positive role model to children, and as a representative of the YMCA as per the Code of Conduct, and Bullying, Harassment and Discrimination Policy, and all other YMCA Policies.
- 8.1.3 Employees/volunteers providing direct care to children must be clearly identified. Where required, a uniform or consistent standard of dress that is familiar to the children must be worn. In the case of agency or temporary relief staff, they must be clearly identified and wherever possible, their WWCC card and/or appropriate identification displayed for ease of identification for children, educators and parents.
- 8.1.4 Employees/volunteers must not make any negative, culturally insensitive, violent or sexually suggestive comments to or in the presence of a child or young person.
- 8.1.5 Employees/volunteers must not discipline children or young people by use of: emotional abuse, favoritism, physical abuse, verbal abuse, reference to cultural/ethnic differences, swearing or other offensive/innappropriate action.

Staff and volunteers who engage in conduct considered to be unacceptable may be subject to disciplinary procedures and possible dismissal.

Consultants and Contractors

- 8.1.6 Consultants and contractors must behave in a way that upholds the principles of the SCYP Policy or this procedure, and must at all times ensure that their actions and behaviour does not place any unnecessary risk on children and young people within YMCA's programs/services or on existing staff or volunteers.

Participants, Clients and Patrons

- 8.1.7 YMCA expects all patrons/clients to uphold the principles of the SCYP policy, and behave appropriately at YMCA facilities/programs/services, which includes refraining from any form of corporal punishment and/or the use of unacceptable language.

- 8.1.8 Participants affected by alcohol, drugs and other behaviour altering substances, or found to be demonstrating inappropriate and unacceptable standards of behaviour as deemed by a YMCA Manager, will be asked not to participate in the program or service.

Physical and Non-Physical Contact

- 8.1.9 Employees/volunteers must at all times demonstrate acceptable and appropriate behaviour/contact that gives regard to a child and young person's age and developmental needs, culture, ability, the environment, and their emotional needs.
- 8.1.10 Employees/volunteers should avoid any unnecessary physical contact. Any inappropriate physical contact should be reported under clause 9.5 of this procedure, and may be subject to YMCA disciplinary and performance management processes.
- Employees/volunteers must report to their manager/supervisor any physical or non-physical contact initiated by a child or young person that is sexual and/or inappropriate.
- 8.1.11 Employees/volunteers should not have unnecessary or inappropriate physical contact with children or young people, other than for the provision of required personal or medical care, that:
- Involves touching:
 - Of genitals
 - Of buttocks
 - Of the breast area (female children or young people)
 - Would appear to a reasonable observer to have a sexual connotation
 - Is intended to cause pain or distress to the child or young person (eg. Corporal punishment)
 - Is overly physical (eg. wrestling, tickling, or other horseplay)
 - Is unnecessary (eg. assisting with toileting or medical assistance when the child/young person does not require assistance)
 - Is initiated against the wishes of the child or young person, except if such contact may be necessary to prevent injury to the child/young person or to others, in which case:
 - Physical restraint should be the last resort;
 - Where the child/young person has identified behaviors of concern that may inflict injury, any form of physical restraint must first be approved by and documented in behavioural management plans submitted by Carers of DHS;
 - The level of force used must be appropriate to the specific circumstances, and aimed solely at restraining the child or young person to prevent harm to themselves or others;
 - The incident must be reported to management as soon as practicable, and before the end of the shift.

Professional Boundaries

All employees and volunteers should ensure that their interactions with children and young people in YMCA programs/services remains professional and occurs within the scope of the YMCA program or service.

The application of clauses 9.1.12 to 9.1.18 refer to the relationships/interactions staff and volunteers have established with children and young people in YMCA programs/services. This applies to all relationships/interactions that arise by virtue of the YMCA connection and/or through the provision of programs or

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services. It includes cases where a child or young person on a program/service is previously known to the employee/volunteer providing that service.

- 8.1.12 Employees/volunteers must notify their Manager when they become **engaged in direct service/care with** a participant with whom they have a pre-existing relationship.
- 8.1.13 All employees/volunteers who become aware of private interactions that occur outside the scope of a YMCA program/service involving other employees/volunteers are **openly encouraged to notify** their Manager or Supervisor.
- 8.1.14 Employees/volunteers must ensure that any interaction with a child or young person in a YMCA program/service, that occurs outside the scope of the YMCA program/service (i.e. personal friendship, private babysitting, private sports coaching, house-sitting etc.), is declared to local management as soon as possible, and before the commencement of any new arrangement. In such cases the employee/volunteer must also make it clear to the employer/parent/sports-club etc. that they are not working in the capacity of a YMCA employee/volunteer.
- 8.1.15 YMCA employees/volunteers must not initiate outside work or voluntary roles (eg. babysitting, sports coaching, house-sitting etc.) while at a YMCA site or when participating in YMCA related roles.
- 8.1.16 Employees/volunteers must not wear YMCA uniform in connection with any personal or other work.
- 8.1.17 Employees/volunteers must not attempt to make direct contact with any child or young person without the prior written permission from their parent/guardian. Any direct contact with children and young people must only be made in relation to the services provided as part of a specific program/service. Where written permission has not been given, all communication should be directed to parents/guardians.
- 8.1.18 Employees/volunteers must not make 'personal/private' communication/contact with children/young people involved with the YMCA. This includes communication/contact through social media accounts (eg. 'befriending', 'following', 'tagging', or other private communication/messaging), mobile phone texting, email communication, or other communication methods.

Regularity Compliance

- 8.1.19 Employees/volunteers are responsible for specific service/program regulatory compliance, and must ensure that the YMCA programs operates within regulatory obligations in relation to the provision of services and care to children and young people (e.g. minimum qualifications/licences, Child Care ratios and learn to swim ratios).
- 8.1.20 Employees/volunteers employed in licensed or otherwise regulated child care and children's services, disability services or other YMCA programs that operate within specific regulations are required to have knowledge of, and at all times adhere to, all relevant regulations.

Supervision Practices

Supervision of Participants, Clients and Patrons (under 18 years of age)

- 8.1.21 Other than as part of an explicit program or model of care, all employees/volunteers will ensure that they are not alone in a private space with **a child or young person**. When being along with a child is part of a program or model of care, employees/volunteers must ensure that the area has transparent visibility (i.e. clear windows, door ajar), if appropriate.
- 8.1.22 Employees/volunteers must not travel with or be accommodated alone with a child or young people before, during or after a YMCA program or service, without the prior written consent of a parent/legal guardian. Parents are to be informed of travel and sleeping arrangements prior to the commencement of any excursion or camp. Provision can be made with permission of guardian/parents to travel with one adults and a number of children.
- 8.1.23 Employees/volunteers must ensure that written parent/guardian permission is obtained prior to any form of photography/videography of children or young people participating in a YMCA Program/Service. No photography/videography of any form should occur in the changeroom/toilets, or occur in such a way that breaches the privacy of children/young people.
- 8.1.24 Employee/volunteers must take reasonable steps to ensure that members of the public do not take photography/videography of children or young people at a YMCA facility/service without parent/guardian permission. Parents/guardians are permitted to take photography/videography of their own children/young people in line with centre management approval only.
- 8.1.25 Employees and volunteers must make every reasonable effort to ensure that children and young people are released from YMCA programs/services only to an authorised parent/guardian or other safe practice in accordance with the Arrival and Departures in Children's Services Policy, as applicable.
- 8.1.26 All employees and volunteers should make every reasonable effort to provide general supervision to children and young people who attend a YMCA facility without parent/guardian/responsible person (over the age of 16) accompaniment, and who are NOT engaged in formal programs (i.e. basketball, gymnastics classes). Parents and guardians of Children must provide supervision of children before and after classes and sessions as booked.
- 8.1.27 Children under the age of 10 should be supervised by a parent/guardian at all times when participating in YMCA activities, or when in a YMCA facility.
- 8.1.28 When preparing rosters for any program or service area, consideration should be given to providing an appropriate mix of male and female employees/volunteers, wherever practical, after having considered group/participant requirements.
- 8.1.29 All employees/volunteers working with children and young people will work within and maintain program prescribed ratio requirements.
- 8.1.30 Primary school aged children attending YMCA facilities as part of a YMCA scheduled program/service must be appropriately supervised in toilet and locker rooms or be required to accompany one another in pairs, as a minimum. Appropriate supervision refers to the provision of supervision that is reasonable and applicable to the needs of children/young people.

Supervision of Staff and Volunteers (under 18 years of age)

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- 8.1.31 YMCA Managers/supervisors must ensure that written confirmation of parental (or legal guardian) consent has been received before allowing staff and volunteers, who are under 18 years of age, to travel with or be accommodated with other staff/volunteers. CEO approval must be sought prior to any arrangements being out in place.
- 8.1.32 YMCA Managers/Supervisors should take steps to ensure that employees/volunteers (under 18 years of age) are not placed in potentially compromising situations with other staff/volunteers (e.g. being alone in a private space with another employee/volunteer, or required to complete a late shift alone with another employee/volunteer). Where employees/volunteers (under 18 years of age) are placed in potentially compromising situations with other employees/volunteers, YMCA managers/supervisors must implement responsive actions to mitigate any risks (e.g. ensure a third person is available for private meetings or conduct meetings in an open space, prepare rosters that reduce the chance of employees/volunteers being at risk).

Specific Exclusions to these Provisions (Clause 9.1.1 – Clause 9.1.30) include:

- 8.1.33 The following provisions outline elements of interaction with children/young people where YMCA programs/services have specific requirements for the delivery of that program/service, and should be conducted following the completion of a risk assessment.
- Disability services programs typically provide one to one services, including personal care.
 - Youth mentoring services and disability services programs sometimes involve transporting clients alone in cars, subject to Manager approval and with the written authority of the parent/guardian.
 - YMCA camps include accommodation facilities in which primary school aged children utilise designated bathrooms alone.
 - Children’s services (eg. long day care, OSHC, crèche, holiday programs) may involve bathroom assistance to children and young people.
 - Children’s services (eg. long day care, OSHC, crèche, holiday programs) require that children are only released to authorised parents, legal guardians and authorised individuals using sign in and out logs.
- 8.1.34 Any other exceptions to these procedures must comply with relevant regulations, contractual obligations, and be accompanied by a risk assessment and safe work procedures, and be authorised by an Executive Officer.

Emergency Situations

- 8.1.35 In emergency situations, a YMCA employee/volunteer is authorised to take all reasonable steps to protect children and young people from harm, or the threat of harm. This may include being alone with a child or young person, or travelling alone with a child or young person. Employees and volunteers must also ensure that they notify all internal and external authorities of emergency situations, as appropriate.

8.2 Recruitment and Pre-Employment Screening

YMCA has in place appropriate SCYP recruitment and screening practices that apply to the appointment of all paid and voluntary positions, including CEO and Board members.

- 8.2.1 All employees and volunteers will ensure full compliance with Recruitment and Selection Policy and procedures during the recruitment and selection process specifically pre-employment screening: YMCA

Geelong Employment Application Form, National Criminal History Record Checks (NCHRC), WWCCs and Reference Checks.

- 8.2.2 Throughout the reference checking process, management must ensure that at least one question pertains directly to the applicant's suitability to work with children as per the reference check form.
- 8.2.3 New employees and volunteers must have a NCHRC processed before their commencement, as per the NCHRC Policy.
- 8.2.4 All employees and volunteers that work with children or young people in YMCA programs/services will have a WWCC (or other state/territory equivalent) in line with WWCC Policy and relevant legislation.

8.3 Child Protection Training and Induction

All YMCA personnel must undertake Induction and Safeguarding Children and Young People education programs.

- 8.3.1 Newly recruited YMCA Employees/volunteers will undertake an induction that includes outlining their requirements under the Safeguarding Children and Young People Policy, as per the the YMCA Induction checklist, and conducted by appropriate YMCA Representative.
- 8.3.2 YMCA will provide education programs for all employees/volunteers that provide information on the YMCA's SCYP commitment and framework, reporting and response processes, behaviour expectataions, and policy and procedure requirements. SCYP training/resources/information will be included in annual learning and development for all employees/volunteers.
- 8.3.3 All YMCA Managers/Co-ordinators are required to read, understand and implement policy and procedures.

8.4 Involving Parents, Children and Young People

Parents, children and young people are empowered to exercise a critical and unique role in safeguarding children and young people, through resilience, self-protection and education.

- 8.4.1 Employees/volunteers will ensure that all children, young people, parents and legal guardians have appropriate safeguarding child and young people resources, information and means to raise concerns.
- 8.4.2 YMCA Managers/Co-ordinators should engage parents in regular and proactive communication that promotes:
 - the YMCA's commitment to a child-safe environment;
 - Community awareness/education;
 - Child and young person resilience and self-protection; and
 - Complaint reporting and notification processes.
- 8.4.3 Parents, children and young people are to be appropriately informed of and be given access to YMCA's SCYP policies and procedures.

8.5 Issue and Concern identification, and Child Abuse Allegations and Reporting

YMCA has implemented clear policies and procedures to report all cases of suspected abuse, or breaches to regulation, policy and procedure.

Issue, Concern and Allegation Identification

All individuals are empowered to ask questions and raise issues/concerns about any matter relating to the safety of children and young people.

- 8.5.1 All employees/volunteers must remain alert to the risk indicators of child abuse (as outlined in Appendix B).
- 8.5.2 YMCA Managers/Supervisors must take steps to create a culture where employees/volunteers feel empowered to ask questions and raise issues/concerns/allegations about any matter relating to the safety of children, the YMCA's SCYP commitment, applicable legal requirements, appropriate behaviour guidelines, or any other matter relating to the appropriate interactions with children/young people.
- 8.5.3 All employees/volunteers are encouraged to inform/notify their manager/supervisor about any issue/concern/allegation that relates to inappropriate or unnessecary contact with children or young people, the safety of children or young people, or any other issue/concern that may have an impact on the YMCA's provision of a safe environment for children and young people.
- 8.5.4 YMCA Managers/Supervisors must appropriately respond to **all** reports/allegations/issues/concerns involving children and young people.
 - In circumstances where there is evidence of a satisfactory reason/justification for the incident/matter, or the report is untrue/unfounded (eg. based on incorrect information), and there is evidence that there is no risk to children/young people, no action is required and the manager should maintain local records documenting the report and the process taken. This documentation is not to be given to any other party unless clearly required under relevant legislation.
 - In circumstances where there is evidence of a potential major or minor issue, or evidence of multiple reports from a variety of sources, the report should be reviewed to determine the seriousness of the issue/concern identified, and responded to accordingly:
 - **A minor issue/concern/allegation** (i.e. a matter that presents as a minor breach to policy, procedure or process, that does not endanger, or have the potential to endanger, the health and safety of children/young people) should be recorded locally, and responded to through education/discussion, or performance management/discipline processes.
 - **A major issue/concern/allegation** (i.e. a matter that relates to an instance of, or elevated risk of child abuse, suspicious behaviour, or serious issue or concern regarding the health and safety of children and young people) must be reported and responded to as per clauses 9.5.5 – 9.5.10 of this procedure.

Major Issue/Concern/Allegation Reporting and Notification

A matter is considered a major issue/concern/allegation when it relates to an instance of, or elevated risk of child abuse, suspicious behaviour or another serious issue/concern regarding the health and safety of children and young people.

- 8.5.5 All YMCA employees/volunteers (and other personnel) must report any form of child abuse, suspicious behaviour, serious issue or concern regarding the health and safety of children and young people, that

they may have based on reasonable grounds, directly to their manager/supervisor immediately, or as soon as possible before the end of the shift.

- Employees/volunteers will be allowed adequate work time to make a report.
- Consideration should be given to the need to immediately report to external authorities (See Clause 9.5.9)

- 8.5.6 YMCA managers/supervisors must ensure that an incident reporting form has been completed and that the report has been logged via the YMCA's Online Incident Reporting System, as soon as possible, upon becoming reasonably aware of child abuse, suspicious behaviour, issue or concern regarding the health and safety of children and young people, as outlined in the Incident reporting and investigation protocol.
- YMCA Managers/supervisors must ensure that all documentation used during this reporting process will be filed and stored appropriately. This documentation is not to be given to any other party unless clearly required under relevant legislation.
 - YMCA Managers/supervisors should utilise available resources to assess and appropriately respond to reports of Major issues, such as child abuse, suspicious behaviour, serious issue or concern regarding the health and safety of children and young people.

Responding to a Major Issue/Concern/Allegation

YMCA Managers must formally respond to a major issue/concern/allegation in relation to the health and safety of children and young people, which may include a formal investigation and reporting to external authorities.

- 8.5.7 Following the identification of a major issue relating to the health and safety of children/young people, all YMCA employees/volunteers/managers must take steps to assess and respond to the immediate health and safety risks for the child/young person. If unsure of an appropriate response, YMCA personnel should contact their immediate supervisor/manager or Chief Executive Officer.
- 8.5.8 YMCA Managers must appropriately respond to all major issues/concerns/allegations (i.e. inappropriate contact, suspicious behaviour, or suspected child abuse), and must liaise with the relevant supervisor/manager or Chief Executive Officer, in consultation with Human Resources, as to the appropriate course of action. This may include:
1. Seeking advice from the Department of Human Services (e.g matters that involve the family unit)
 2. Seeking advice from YMCA Human Resources Department
 3. Internal or external Investigation – Refer to [Workplace Investigation Guidelines](#)
 4. Reporting to the Department of Human Services (See Clause 9.5.9)
 5. Reporting to the Police (See Clause 9.5.9)
 6. Reporting/speaking to parents/legal guardians (if appropriate)
 7. Revocation of membership
 8. Escorting the person off premises

NB: Further information regarding the appropriate response to an allegation is available via the [SCYPand flowchart](#)

External Reporting and notification

8.5.9 When it has been determined that external authorities will be notified (i.e. Police, Department of Human Services (DHS), or other external authority), the employee/volunteer/manager must liaise with the appropriate YMCA Managers/supervisors. Any notification must be completed within the specified timeframes outlined in the Incident Reporting and Investigation Policy.

This reporting obligation relates to suspected abuse occurring either in the context of the child or young person's family/home environment, in places or organisations outside of the family, or specifically in the course of their involvement in YMCA activities.

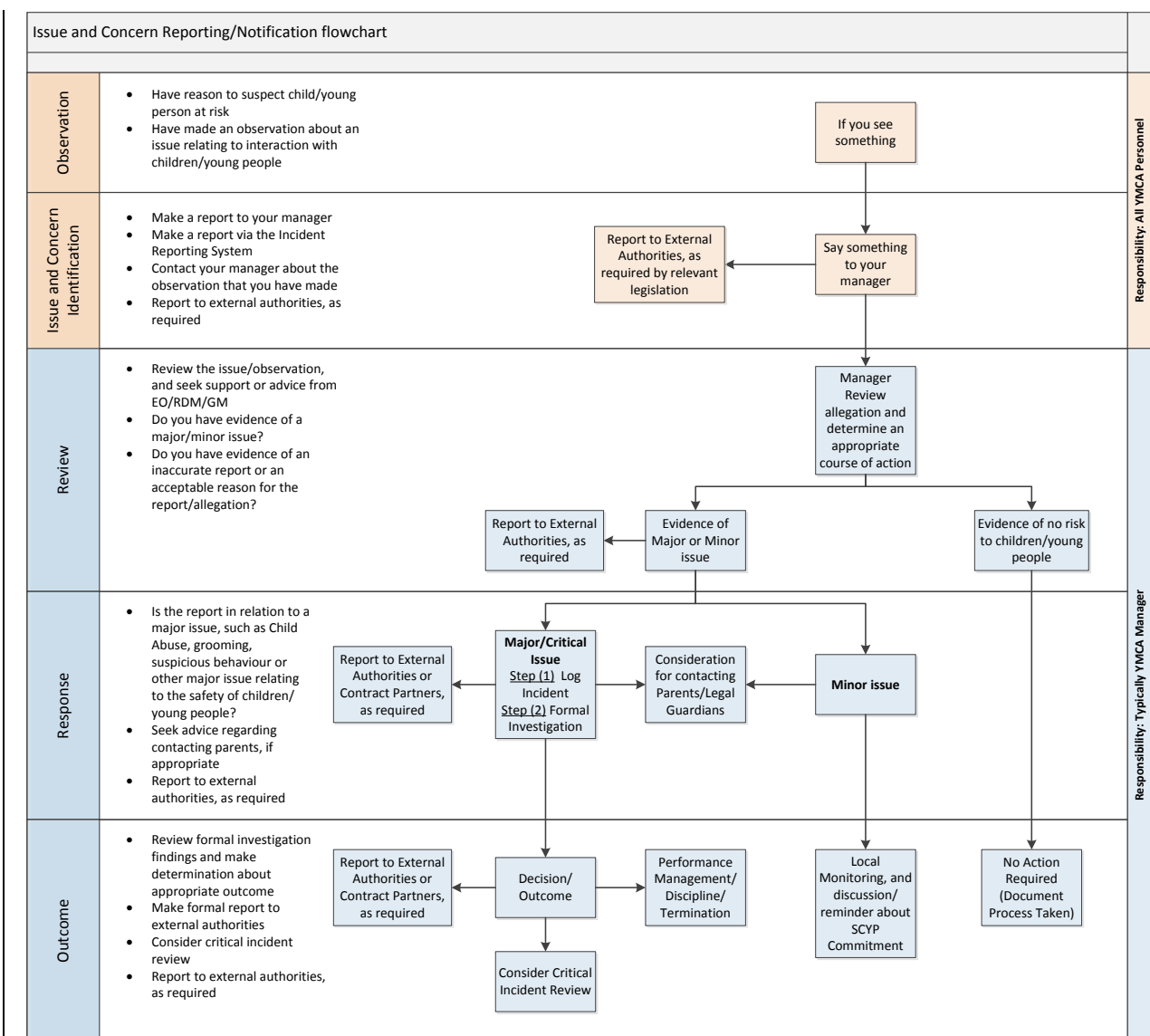
- **A report to DHS** should be made in circumstances that occur within a child or young person's family/home environment involving suspected physical abuse, disclosure of sexual abuse, emotional abuse, persistent neglect and/or family violence, the perceived abandonment of a child or where a child's behaviour may cause harm to themselves or others and the parents are unable/unwilling to control the child. Specific detail of what to report can be found in the [Incident Reporting and Investigation Protocol](#).
- **A report to the local Police Station** should be made in circumstances of concern about emotional, physical or sexual abuse, physical or sexual assault, neglect, accumulated harm, or any other threat to the health and safety of children and young people. Specific detail of what to report can be found in the [Incident Reporting and Investigation Protocol](#).
- ❖ If a situation is **life threatening contact police on Triple Zero '000'**.
- ❖ For immediate **concerns about the safety of a child of a child within their family unit**, contact the **Department of Human Services Child Protection Crisis Line by telephone on 13 12 78**.

8.5.10 YMCA managers must seek advice and direction from the relevant YMCA Managers/supervisors, in consultation with the CEO, regarding the involvement/notification of the parents/legal guardians of the child or young person, in relation to the matter.

Patron and Child Reporting

8.5.11 All YMCA employees, volunteers and managers must observe the same procedural requirements outlined in clauses 9.5.1 to 9.5.10 when a patron or member of the public reports of inappropriate contact, suspicious behaviour, or any form of suspected child abuse.

Allegation Reporting and Notification Chart



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9 MONITORING, EVALUATION, REVIEW

9.1 Procedure Document Monitoring, Evaluation and Review

9.1.1 The Safeguarding Children and Young People Procedure will be reviewed every 3 years, in consultation with required stakeholders. Some circumstances may trigger an early review, this includes but not limited to legislative changes, incident outcomes involving the YMCA, and other matters deemed appropriate by the Board of YMCA Victoria and/or Chief Executive Officer.

9.2 Procedure Compliance Monitoring, Evaluation and Review

9.2.1 Compliance Program for this procedure will consist of:

1. Each centre/program/service manager is responsible for conducting a SCYP self-assessment (of the applicable centre/program/service), via the Risk Management Framework (to be developed in 2014) on an annual basis.
2. Each region will collate and review centre/program/service self assessments annually at a regional meetings, in accordance with SCYP KPIs.
3. Regional compliance will be reported as per the YMCA's Risk Management Procedure (to be developed in 2014).
4. YMCA will complete an annual organisation-wide self-assessment
5. External audit and verification based on a sample, conducted by an independent third party shall occur as required.
6. Extraordinary review to be conducted as required by the Board or Chief Executive Officer.

10 Appendices

10.1 YMCA Geelong Policy and Procedure Sign Form - Appendix A – Commitment and Sign-off

MEMORANDUM

To: All Employees, Volunteers, Auspiced Clubs,
Board of YMCA Geelong Inc.

From: Shona Eland- Acting CEO YMCA Geelong

Date: 6th April 2014

Re: Policy and Procedures Obligations

It is a condition of your employment/position/involvement with YMCA Geelong that you act in accordance with the YMCA Geelong Policies and Procedures and read, understand and ask your supervisor for clarity if you do not understand the content.

Policies are required to;

- Ensure consistency across all program areas in the way we act or perform tasks
- To inform customers of expectations
- To protect staff and volunteers and provide a safe work place
- Ensure good governance and stewardship of the YMCA.

Our policies are reviewed regularly and your feedback is welcomed at any time by emailing geelong@ymca.org.au or speaking to the CEO.

You will be communicated to when policies are up dated and you will be required to sign off that you have read and understand the content and will perform your roles in accordance with the policy.

Breaches with the policies will be counselled in the first instance and if subsequent breaches occur disciplinary procedures will apply.

Please review the Policies in the Manual which is located at each workplace reception, staff room or on www.geelong.ymca.org.au - click on policies on the home page and sign off each policy you have read and the date.

Staff/volunteers under 18 years are required to complete this also as a condition of employment/volunteering. Parent are encourage to assist their children understand the content.

Some policies will be required to be completed prior to appointment others must be signed off within 3 months of appointment or notifications of a policy update.

Your supervisor or the person undertaking your induction/performance review will indicate which policies are applicable to your roles and therefore which policies you must read and sign off on.

YMCA GEELONG POLICY & PROCEDURE COMPLIANCE FORM

Name: _____ Department: _____

Job Role: _____

YMCA Geelong Policy and Procedures

Children's Services

Required by	Code	Policy Name	Policy Type	Page No.	Staff/ Volunteer Signature	Date
Vac care	YG 101-O	Toileting Supervision in children's Services Policy V2 100210(Approved)	Operational	5		
ALL	YG 103-O	Unaccompanied minor supervision Policy	Operational	10		
ALL	YG 104-G	Safeguarding Children and Young People Policy	Governance	13		
ALL	YG105-G	Mandatory Reporting Policy	Governance	21		
ALL	YG 112-O	Participation of volunteers & students (Refer to Field Placement Student Procedure)	Operational			
ALL	YG 114-O	Medication Policy V4 (Approved) 140210	Operational	26		
Vac Care	YG 115-O	Use of Electronic Devices in Childrens Services Policy V1 (Approved)	Operational	34		
All	YG 116-O	Supervision in Children's Services Policy	Operational	38		
ALL	YG 137-O	Payment of Fees and Provision	Operational	43		

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		of Statement Policy				
ALL	YG 140-O	Acceptance and Refusal of Authorisation Policy	Operational	47		
All	YG 144-O	Child Safe Environment Policy	Operational	47		
ALL	YG 145-O	Accident, Illness, Injury and Infectious Disease Policy	Operational	50		
Vac Care/Camp/ Gymnastics	YG 146-O	Excursions and routine outings Policy	Operational	60		
ALL	YG 147-O	Sun Smart Policy	Operational	66		
Vac Care	YG 148-O	OSHC Orientation Enrolment Policy	Operational	72		

Required by	Code	Policy Name	Policy Type	Page No.	Staff/ Volunteer Signature	Date
Vac Care	YG 149-O	Nutrition, Food & Beverages, Dietary Requirements Policy	Operational	78		
All	YG 150-O	Customer Feedback Policy (incudes Dealing with complaints)	Operational	83		
Vac care	YG 151-O	Interactions with Children in Children's Services Policy	Operational	92		
Vac care/ Camp	YG 152-O	Water Safety in Children's Services Policy	Operational	97		
All	YG 153-O	Confidentiality of Records Policy	Operational	102		
Vac Care	YG 154- O	Administration of First Aid in Children's Services Policy	Operational	106		
Vac Care	YG 155-O	Responsible Person in Childrens Services Policy	Operational	111		
Vac Care	YG 156-O	Administration of Medication Policy	Operational	115		
Vac Care	YG 157-O	Arrival and Departure in Children's Service Policy (aka Delivery of children to and collection of children from)	Operational	122		
Vac Care	YG 158- O	Emergency Evacuation in children's Services Policy	Operational	126		
Vac Care	YG 159-O	Medical Conditions Notifications Policy	Operational	129		
All	YG 160-O	Transport of Children in Children's Services Policy	Operational	136		

All		Infectious Diseases (refer to YG 145-O)	Operational			
All	YG 162-G	Human Resource Policy (Staffing)	Operational	140		
All	YG 163-G	Governance & Management Policy	Operational	143		
N/A		Dealing with Complaints ref to YG 150 -O	Operational			
All	YG 164- O	Anaphylaxis Policy in Children's Services Policy	Operational	146		
Human Resources						
All	YG 106-G	Code of Conduct	Governance	152		
All	YG 107-O	Recruitment Screening Policy	Operational	161		
Required by	Code	Policy Name	Policy Type	Page No.	Staff/ Volunteer Signature	Date
All	YG 108-O	Positive Behaviour Guidance Policy	Operational	166		
Mgt	YG 112- O	Field Placement Procedure	Operational	170		
All	YG 118-O	YMCA Geelong Uniform Policy Draft V4 140212.docx	Operational	173		
All	YG 123-O	Family and Friends Policy	Operational	181		
All	YG 125-G	Confidentiality Agreement - YMCA Geelong Inc	Governance	184		
All	YG 135-G	Recruitment and Selection Policy140124 DRAFT.docx	Governance	186		
All	YG 138-O	Working with Children Check Policy (Draft).140318	Operational	189		

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All	YG 138A-O	Working with Children Check Procedure	Operational	194		
All	YG 139-O	CHRC Policy (Approved)27032012.docx	Operational	200		
All	YG 143-G	Bullying Harassment and Discrimination Policy	Operational	203		
All	YG 143A-G	Bullying Harassment and Discrimination Procedure	Operational	211		
All	YG 161-O	Discipline and Termination Policy	Operational	214		
All	YG 161A-O	Discipline and Termination Procedure	Operational	222		
All	YG 162- G	Human Resource Policy (Staffing)	Governance	226		
Operations						
Gymnastics	YG 102-O	GV Technical Membership Subsidy Scheme Policy V1 110102104 (Approved)	Operational	240		
Camp/ BRC/ Newtown/ North Geelong	YG 109-O	Membership, Enrolments and Facility Hire Policy	Operational	243		
Camp/ BRC/ Newtown/ North Geelong	YG 137-O	Fees and Charges Policy V2 12/06/2014	Operational	246		
Required by	Code	Policy Name	Policy Type	Page No.	Staff/ Volunteer Signature	Date
Camp/ BRC/	YG 166-O	Code of Conduct for Parents,	Operational	250		

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Newtown/ North Geelong YMCA clubs		Coaches, Spectators and Participants Policy				
Health and Safety						
All	YG 113-O	Emergency Evacuation and Management.doc V2 (Approved)	Operational	257		
All	YG 119-O	First Aid Policy Draft	Operational	262		
All	YG 120-O	Working at Heights Policy	Operational	269		
All	YG 136-O	Extreme Heat Policy (DRAFT) 140318	Operational	273		
All	YG 142-O	Incident Reporting Procedure	Operational	278		
Marketing and Communications						
All	YG 100-O	Social Media Policy.(Draft)131029 V1	Operational	298		
Mgt/ Co-ord	YG 165-O	Use of Copyright Material (Draft) 140313	Operational	308		
Financial Management						
Mgt	YG 124-O	Corporate Credit Card Policy V1090214	Operational	313		
Mgt	YG 141-O	Dishonored Payment Policy	Operational	316		
Governance						
	YG 111- G	Partner, Organisation, Business Sponsorship Policy V2 140218	Governance	319		

		(Draft)				
All	YG 126-G	Privacy Policy (Draft) 140318	Governance	325		
Board	YG 127-G	Mission Policy (Draft) V1 140318.docx	Governance	328		
Board	YG 128-G	Risk Management Policy (Draft)140318	Governance	332		

Required by	Code	Policy Name	Policy Type	Page No.	Staff/ Volunteer Signature	Date
Board	YG 129-G	Ethics and Interest Policy (Draft) 140318	Governance	332		
Board/Mgt	YG 130-G	Participation and Inclusion Policy.(DRAFT) 140318docx.docx	Governance	337		
Board	YG 131-G	Long Service Leave Fund Policy (Draft) 140318	Governance	343		
Board	YG 132-G	Board Access to Information Procedure (DRAFT)140318	Governance	347		
Board	YG 133-G	Board Access to Legal Advice Procedure (draft) 1403018.docx	Governance	350		
Board	YG 134-G	Board Recruitment and Election of Office Bearers Policy(Draft) 140318	Governance	354		
Board	YG 163-G	Governance & Management Policy	Governance	360		

Policy Category	Who needs to know
Children's Services	Community Programs Co-ordinator, Duty Management, Centre Managers, All Children's Services Staff Health and Safety Officer, Auspiced Clubs, Customers
Human Resources	Payroll/HR Co-ordinator, All Staff/Volunteers, Coaches

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	Auspiced Clubs, Centre Managers/Co-ordinators, Board, Management
Operations	Gymnastics staff, Customer Service, Duty Managers Centre Managers/Co-ordinators, Customers
Health and Safety	Management, Customer Service, Duty Managers, Centre Managers/Co-ordinators, Maintenance, Cleaning Staff
Marketing and Communication	All Staff and Volunteers
Financial Management	Board, Management, Customers
Governance	Board, Management, Customer Service

I _____ hereby certify that I have read the required policies and procedures that are required in my role and understand the intent of the content. I have sought clarification from my supervisor of policies that I am not sure about and to the best of my ability will be able to comply to the requirements outlined in the policies.

Signature employee/volunteer: _____ **Date:** _____

Supervisor: _____ **Date:** _____

10.2 SCYP Procedure - Appendix B – Definitions and Risk Indicators

The purpose of the following definitions and risk indicators is to provide guidance for assessing and responding to matters relating to the health and safety of children and young people. These definitions and risk indicators should only be used as a guide, and should not be relied upon solely to identify and assess risks associated with child abuse.

Physical Abuse

Physical abuse occurs when a person purposefully injures or threatens to injure a child or young person. This may take the form of slapping, punching, shaking, kicking, burning, shoving, or grabbing. The injury may take the form of bruises, cuts, burn or fractures.

Possible signs of physical abuse are:

- Bruises, burns, sprains, dislocations, bites, cuts
- Improbable excuses give to explain injuries
- Refusal to discuss injuries
- Withdrawal from physical contact
- Arm and legs kept covered in hot weather
- Fear of returning home or of parents being contacted, showing wariness or distrust of adults
- Self-destructive tendencies
- Being aggressive towards others
- Being very passive and compliant
- Chronic running away

Emotional or Psychological Abuse

Emotional or psychological abuse is a chronic attack on a child or young person's self-esteem or social competence. It can take the form of name-calling, threatening, ridiculing, ignoring, witnessing family violence, intimidation or isolation the child or young person.

Possible signs of emotional abuse:

- Physical, mental and emotional development is delayed
- Highly anxious
- Showing delayed speech or sudden speech disorder
- Fear of new situations
- Low self-esteem
- Inappropriate emotional response to painful situations
- Extremes of passivity or aggression
- Drug or alcohol abuse
- Chronic running away
- Compulsive stealing

Neglect

Neglect is the failure to provide the child with the basic necessities of life, such as food, clothing, shelter, and supervision, to the extent that the child's health and development are placed at risk. Such acts are generally referred to as "acts of omission". Categories of neglect include physical neglect, medical neglect, abandonment or desertion, emotional neglect and educational neglect (National Child Protection Clearing house, Resource Sheet Dec,2004)

Possible signs of neglect:

- Frequent hunger
- Poor personal hygiene
- Constant tiredness
- Inappropriate clothing, e.g. summer clothes in winter
- Frequent lateness or non-attendance at school
- Untreated medical problems
- Low self-esteem
- Poor social relationship
- Compulsive stealing
- Drug or alcohol abuse

Bullying

Bullying involves the inappropriate use of repeated unreasonable behaviour directed toward an individual, or group of individuals, that creates a risk to health and safety. Bullying has been described by researchers as taking many forms which are often interrelated and include:

- **Verbal** (name calling, put downs, threats)
- **Physical** (hitting, punching, kicking, scratching, tripping, spitting)
- **Social** (ignoring, excluding, ostracising, alienating)
- **Psychological** (spreading rumors, stalking, dirty looks, hiding or damaging possessions)

Bullying still occurs in child and youth oriented programs and can cause enormous distress to children. Children who are bullied have run away from home or school, become frightened, withdrawn and miserable, and attempted suicide. The notion that bullying is just one of life's challenges to be faced and conquered can be very disempowering for the victim, adding to their already great sense of isolation and vulnerability. When bullying is not addressed victims may learn to feel worthless, to feel that it is their fault for not coping with the bully, that they can never win, and to live in fear. Equally as destructive are the messages learned by the bully when their behaviour is minimised or ignored. They learn to use power over people, to control people using fear, that dealing with situations using anger and fear works, and that they have the right to attack anyone weaker than themselves.

Child Sexual Abuse

Sexual abuse occurs when an adult or someone bigger and/or older than the child (generally 5 or more years older) uses power or authority over the child to involve the child in sexual activity. Physical force is sometimes involved. Sexual abuse involves a range of sexual activity. There are two main categories:

Contact	Non Contact
<ul style="list-style-type: none"> • Touched and fondled in genital areas • Forced to touch another person's genital areas • Kissed or held in a sexual manner • Forced to perform oral sex • Vaginal or anal intercourse • Vaginal or anal penetration with object or finger 	<ul style="list-style-type: none"> • Obscene calls/obscene remarks on computer or in written notes • Voyeurism • Exposed to or photographed for pornography • Sexually intrusive questions or comments • Forced to self-masturbate or watch others masturbate • Indecent exposure

Possible signs of sexual abuse are broken into two areas. There are physical signs of abuse and behavioural signs of abuse and:

PHYSICAL SIGNS	

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Genital and anal areas	General
<ul style="list-style-type: none"> • Bruises, scratches or other injuries not consistent with accidental injury • Itching, soreness, discharge or unexplained bleeding • Painful and frequent urination • Signs of sexually transmitted infections • Semen in the vagina, anus or external genitalia or on clothing 	<ul style="list-style-type: none"> • Bruises, bite marks or other injuries to breasts, buttocks, lower abdomen • Difficulty walking or sitting • Torn, stained or bloodied underwear • Pregnancy in adolescence where the identity of the father is vague or secret • Recurrent urinary tract infections • Persistent headaches or recurrent abdominal pain • Unexplained pain in the genital area

BEHAVIOURAL SIGNS	
<i>Behavioural indicators must be interpreted with regard to the individual child's level of functioning and development stage.</i>	
Sexual	General
<ul style="list-style-type: none"> • Over attention to adults of a particular sex • Displaying unusual interest in the genitals of others • Acting out adults sexual behaviour with adults, dolls or other children • Open displays of sexuality, for example, repeated public masturbation • Precocious knowledge of sexual matters • Promiscuity, repetitious sexually precocious behaviours 	<ul style="list-style-type: none"> • Sudden changes in mood or behaviour • Difficulty sleeping and nightmares • Regressed behaviour, for example bed wetting, separation anxiety, insecurity • Change in eating patterns including preoccupation with food • Lack of trust in familiar adults, fear of strangers, fear of men • Lack of appropriate role boundaries in family – child fulfils parental role • Acting-out behaviour – aggression, lying, stealing, unexplained running away, drug or alcohol abuse, suicide attempts • Withdrawn behaviour such as passivity, excessive compliance, mood swings or depression • Learning problems at school, loss of concentration, unexplained drop in school performance • Poor peer relationships, family and /or child appear socially isolated • Excessive bathing • Inappropriate displays of attention between child and parent or caregiver (usually father, step-father or mother's partner) that appear lover-like

	rather than parent-like (being excessively over protective towards child, restricting child's social activities or being inquisitive of child's sexuality)
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Approved by: Acting Chief Executive Officer
 Effective date: 17/07/2014
 Review date: 17/07/2017
 Policy Owner: CEO
 Contact Details policy owner: T 5221 8344 E geelong@ymca.org.au
 Amendment history:

Version	Date	Author	Change Description
V1	17/05/2014	Shona Eland	Draft for discussion
V2	17/07/2014	Shona Eland	Update content after SMT 04/06/2014

As adopted by the YMCA of Geelong Inc. on 24/06/2014



Acting Chief Executive Officer YMCA Geelong Inc.