



# YMCA Geelong – Monitoring Service Delivery Procedure

**OFFICE USE ONLY**

Policy Number	Date Approved	Date Last Amended	Status
YG179-O	08/02/2016 08/03/2019	08/2/2016 08/03/2019	APPROVED-CEO

**1. Purpose:**

This procedure has been developed to monitor service delivery by ‘involved’ and ‘external involved’ personnel, to ensure that their practice and behavior meets the organisational guidelines in relation to children and young people.

Involved personnel are defined as:

- All employees and volunteers with direct contact with children and young people, their supervisors and managers.
- All senior managers with responsibility for delivering services to children and young people.
- Anyone involved in dealing with reports or allegations of child abuse or with access to children’s or young people’s records.
- The Chief Executive Officer, and Board Members.

External ‘Involved’ personnel may include:

- Driver from a bus hire company involved in transporting
- Incursion and Excursion facilitators

This procedure ties together many different aspects in order to achieve our communication strategy regarding Safeguarding Children and Young People. The following documents should be read in conjunction with this Safeguarding Children and Young People Policy & OHS Policy:

**2. Procedure:**

Treatment of Children & Young People

- 2.1 As part of the Induction Process, all ‘involved’ people are required to complete the Safeguarding children and young people/ Child Protection training, along with additional training on our policies and practices including ‘Safeguarding Children & Young People Policy’ and the ‘Practice and Behaviour Guidelines’.
- 2.2 Internal Training and Workshops are provided to ensure that all staff understand the expectations of treatment of all children whilst in our care and in our programs and services.
- 2.3 Opportunities are provided for staff and volunteers to attend additional external training on working with children young people and child protection.

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- 2.4 Monitoring of Police Check and WWCC's for every 'involved' person and ensuring that they are reviewed and up to date at all times when working with children and young people. See *Staff Qualifications Spreadsheets and Staff Personnel File Record*.
- 2.5 Managers, Directors, Coordinators and Supervisors conduct daily observations of their staff, and document any incidents or concerns.
- 2.6 Managers, Directors, Coordinators and Supervisors conduct regular site spot checks.
- 2.7 Feedback of other staff and family members is encouraged, and any negative or concerning feedback about an 'involved' persons conduct, practice or behaviour is addressed immediately.
- 2.8 Annually, permanent staff are expected to take part in a Performance Appraisal which is stored on their file.

### 3. Incident Management

If any incidents or concerns are identified in any of the monitoring practices, the following steps are taken, in conjunction with our performance management policies, and current employment legislation:

- Identification of conduct or practice concern
- Analyse concern and gather details / conduct investigation
- Conduct meeting with the 'involved' person
- Consider responses.
- Implement training and provide counselling (if required)
- Make changes required to policy and procedures
- Update staff training or professional development plans.
- Communicate changes to all 'involved' personnel
- Document concern and process followed (as above)
- Follow up and monitor change implemented and 'involved' personnel

### 4. **MONITORING, EVALUATION AND REVIEW**

This procedure will be reviewed annually to ensure that the process is up to date and reflective of organisational requirements.

Compliance will be monitored by the People and Culture Director, Site Manager and CEO or the appointed officer to ensure employees/volunteers to ensure the procedure is

Approved by: Chief Executive Officer

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Policy Owner: CEO

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Amendment history:

Version	Date	Author	Change Description
V1	08/03/2016	Shona Eland	Draft for discussion-Approved
V2	08/03/2019	Shona Eland	Clause 2.1 added "Safeguarding children and young people/ Child Protection training" Clause 2.8 added Annually, permanent staff are expected to take part in a Performance Appraisal which is stored on their file. Clause 3 Incident Management to be a header Clause 4 added "People and Culture Director"

As adopted by the YMCA of Geelong Inc. on 08/03/2019



Chief Executive Officer YMCA Geelong Inc.