



YMCA WA SCYP PRACTICE BEHAVIOUR GUIDELINES

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Business Division Owner		People & Culture	
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DOCUMENT CONTROL			
Version	Description of Revision	Date Effective	Owner
1.0	First Release		EMPC
2.1			EMPC
2.2		30/11/2017	EMPC
3.0	<ul style="list-style-type: none"> - Addition of references to SCYP Reporting Procedure and Drug & Alcohol Policy - 6.1 Addition of online Safeguarding refresher training - 6.2 Addition of information regarding transportation and use of private vehicles to align with Transportation Procedure. 	28/06/2018	EMPC
4.0	<ul style="list-style-type: none"> - The child or YP's voice will be respected and listened to - New reference to National Framework for Protecting Australia's Children 2009-2020 and - Addition of definition of YMCA People - Addition that YMCA People are to ask children and young people for their permission before interacting physically - Addition that YMCA WA People will have sound knowledge of children's rights and respond to their rights to feel safe and be heard. 	24/09/2019	EMPC
4.1	Additional emphasis relating to grooming behaviours.	11/11/2019	EMPC
5.0	<ul style="list-style-type: none"> - 1.0 simplification of the Purpose, - 6.1 risk assessment to be in place if it is not operationally viable for 2 paid staff members to transport children or young people. 	06/02/2020	EMPC
5.1	<ul style="list-style-type: none"> - Scope extended to include delivery of services online. - YMCA People may not use online platforms to contact or converse with children & young people for any reason other than the delivery of services. 	20/04/2020	EMPC

5.2	<ul style="list-style-type: none"> - Related documents extended to include Supervision of Children Procedure and Diversity and Inclusion Policy - We expect that all YMCA WA People promote equity, diversity and inclusion - Clear guidance around transportation - Linking of Overnight stays and sleeping arrangement sections. 	27/05/2020	EMPC
5.3	<ul style="list-style-type: none"> - Included guidelines when operating in online environments to ensure children's and young people's safety. 	24/11/2020	EMPC
5.4	<ul style="list-style-type: none"> - Included reference to electronic devices such as smart watches 	17/02/2021	EMPC
5.5	<ul style="list-style-type: none"> - ACF logo updated. - Included the requirement for annual General Manager approval of baby-sitting requests. 	7/07/2021	EMPC
5.6	<ul style="list-style-type: none"> - Revised review dates from 3 years to 2 years to comply with Vocational School regulations. 	03/03/2022	EMPC
5.7	<ul style="list-style-type: none"> - Reviewed for accuracy and continuous improvement 	01/08/2023	EMPC



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1.0 PURPOSE

YMCA WA people will adopt the highest standards of behaviour, guidance and conduct at all times in the delivery of services, in particular our approach and behaviours towards children and young people

This document serves to outline YMCA WA's expectations in regard to our approach and behaviour when interacting with, children and young people.

2.0 SCOPE

This procedure applies to all 'YMCA People' (see definition below) whether services are delivered in person or via approved online platforms.

3.0 ROLES AND RESPONSIBILITIES

Role Title	Responsibilities
Executive Manager	<ul style="list-style-type: none"> • Implement policy and procedures across the organisation • Ensure personnel have access to and understand this policy and related procedures • Ensure all managers/supervisors have access to support and advice to understand and implement procedures • Review and update this document and supporting resources in consultation with relevant stakeholders • Support the coordination of the Safeguarding Children and Young People framework and implementation • Ensure training and advice in the application of procedures is provided
Managers / Supervisors	<ul style="list-style-type: none"> • Ensure procedure is followed and implemented
YMCA WA People	<ul style="list-style-type: none"> • Compliance with procedure.

4.0 RELATED LEGISLATION AND STANDARDS

Legislation/Standard
Australian Human Rights Commission – National Framework for Protecting Australia's Children 2009-2020 – National Principles for Child Safe Organisations

5.0 SUPPORTING PROCEDURES, POLICIES AND OTHER DOCUMENTS

Refer to the YConnect page for the current link to related documents listed below.

Document ID	Document Title
SD-ELCOSH-05-12-PROD	Interactions with Children (including Guiding Children's Behaviour) Procedure
PC-001-POL	Safeguarding Children and Young People Policy
PC-004-GL	SCYP Roles and Responsibilities Guidelines
PC-002-PROD	SCYP Child Protection Reporting Procedure
PC-002-POL	Code of Conduct
PC-015-POL	Drug and Alcohol Policy
SD-002-PROD	Transportation of Children and Young People Procedure
SD-ELCOSH-04-16-PROD	Supervision of Children Procedure
PC-004-POL	Diversity and Inclusion Policy

6.0 STEPS

Guidelines in regard to acceptable behaviours and best practice for all YMCA People are available and will be regularly revised with input from children and young people, parents, staff, and management.

Parents/guardians will be able to access documentation regarding behaviour guidelines and expectations.

6.1 PRACTICE THAT YMCA WA PEOPLE MUST FOLLOW:

YMCA People must conduct themselves in a manner that is consistent with their position and always act as a positive role model for children and young people. The guidelines for this conduct includes but is not limited to –

YMCA WA People accepting responsibilities for supervising children and young people are to ensure they must:

- engage positively in the service or program
- behave with respect toward one another
- are in a safe environment and are protected from external threats
- are aware of situations and environments that require extra supervision and act to minimise danger or risk of harm.
- Have sound knowledge of children's rights and respond to their right to feel safe and be heard. The child or young person's voice will be respected and listened to.
- Ensure relevant ratios to children and young people are maintained at all times to provide effective supervision.

- Raise all concerns, issues and problems with their supervisor within relevant guidelines as per the Safeguarding Reporting Procedure.
- Seek the permission of children and young people before interacting physically with them.
- Regularly access training in safeguarding children and young people and related matters. This may include E-Learning and or face to face learning.
- Limit physical interactions with a child or young person based on meeting the child or young person's needs rather than the needs of the YMCA WA Person.
- Ask and gain permission from children and young people before interacting physically with them.
- Avoid any behaviour and or action that could be reasonably interpreted as grooming behaviour, this includes but is not limited to behaviour in which individual children / young people are singled out for special treatment, acting in a secretive way and or breaking established protocols for interactions.
- Ensure they are never alone with a child or young person where they cannot be observed by another YMCA WA staff member or volunteer. Y People should not be left alone with a child or young person or have any contact outside the Y's programs or facility unless approved by the Chief Executive Officer (it is recognized that in the case of family day care, in home care and youth mentoring, YMCA WA People will be left alone with children and young people however the risk of harm will be minimized through the completion of a formal risk assessment of the activity including risk mitigation strategies).
- Ensure young children under the age of twelve (12) in YMCA programs/services are appropriately supervised in bathrooms, showers and locker rooms or be required to accompany one another in pairs at such times.
- Be identified by a YMCA WA name badge and, where practicable, a branded uniform that is familiar and is the same as that of their co-workers where providing direct care to children and young people.
- Declare to their Manager or Supervisor prior to being employed, associations, conflicts or potential conflict of interest and developed friendships with families, children and young people who participate in YMCA programs.
- During transportation of children and young people ensure normal staffing ratios are in place, with a minimum of two paid staff at all times (inclusive of the driver). Where this cannot occur for operational reasons, a risk assessment must be in place and approval provided by the Chief Executive Officer (CEO). Family Day Care operators are exempt from these requirements and may transport children with a sole operator.
- Remain within sight and hearing of each other at all times and at least one of the staff members must be first aid qualified. Where for operational reasons this cannot occur the approved Risk Assessment process addressing single staffing must be in place (this requires CEO approval).
- Promote equity, diversity and inclusion. YMCA WA People will ensure practices and community service delivery are inclusive and respectful of individual differences and abilities. They will embrace and celebrate diversity – age, gender, sex, sexual orientation, race, national or ethnic origin, religion, language, political beliefs and physical ability; and actively support participation in our services by all children, young people and adults irrespective of their abilities, developmental capabilities or life circumstances.
- Ensure that when operating in online environments (e.g. online meetings, online sessions) safeguarding risks are managed such as what other participants can view during an online activity. This includes ensuring that confidential information is not displayed in the background and that children or young people cannot be viewed by

other people's cameras unless the child or young person has already provided signed consent to participate in that activity/meeting. If other participants use inappropriate language during a session it should be considered whether a warning is appropriate and, if it continues, removing that individual from the session or ending the session. If inappropriate images are shown, the session should be stopped. Refer to the Y WA's Code of Conduct and incident reporting processes.

6.2 CONDUCT CONSIDERED UNACCEPTABLE INCLUDES BUT IS NOT LIMITED TO:

YMCA WA People must not: –

- Make negative, violent or sexually suggestive comments to a child or young person.
- Under any circumstances in any form, enter into, demonstrate and or encourage any type of 'sexual behaviour' to occur between, with, or in the presence of, children or young person participating in any service or program. Engaging in sexual behaviour is prohibited even if the young persons involved may be above the legal age of consent. 'Sexual behaviour' can be described as, the entire range of actions that would reasonably be considered to be sexual in nature, including but not limited to:
 - 'contact behaviour', such as sexual intercourse, kissing, fondling, sexual penetration or exploiting a child through prostitution
 - 'non-contact behaviour', such as flirting, sexual innuendo, inappropriate text messaging, inappropriate photography or exposure to pornography or nudity.
- Engage in any physical contact that is inappropriate, this includes but is not limited to
 - engage in rough physical games
 - cuddle, kiss, hug or touch children or young people in an inappropriate and/or culturally insensitive manner
 - undertake tasks of a personal nature that a child could do for themselves including toileting and changing children's clothes
- Take a child or young person (even at the child's or young person's request) to their home (or equivalent) or encourage meetings outside the program activity (For programs such as family day care, in home care and youth mentoring, it is recognised that YMCA WA People may be left alone with children and young people however the risk of harm will be minimized by a thorough induction, screening procedure and regular support visits by YMCA WA program staff. Children or young people are only to be transported in circumstances that are directly related to the delivery of YMCA WA services. It is unacceptable to transport children or young people for any other reason.
- Use their own or another private vehicle for transporting children and young people (except where programming permits e.g. Family Day Care operators). The only circumstances a private vehicle may be used is in an emergency (such as immediate evacuation due to potential life-threatening circumstances – such as bushfire).
- Share accommodation with a child or young person without other authorized persons or other children and young person present. Refer to Section 6.6 for guidance on programs that involve overnight stays and sleeping arrangements.
- Use a personal mobile phone, text or email information directly to a child or young person's mobile or email address. Generic bulk communicative gestures relating to the program or business or otherwise authorised by the specific program and or service must be made from a YMCA WA authorized telecommunication device which is monitored and screened. All other communication made should be directed to the parents/guardians.

- Use a personal mobile phone or personal electronic devices in the presence of children or young people (except where programming permits e.g. Family Day Care operators).
- Use social media platforms such as Facebook, Instagram or twitter etc., to contact or converse with children and young people from a personal social media account. Any contact should be directed to parent/guardians only.
- Use online platforms that are approved for service delivery to contact or converse with children & young people for any reason other than the delivery of services.
- Engage with children and young people who participate in YMCA WA programs, or members of their family in non-YMCA WA activities such as baby-sitting and weekend trips. Such activities may only occur with prior written annual approval of the CEO and risk assessment. Prior approval must be obtained from the CEO for changes to agreements, such as baby-sitting additional YMCA WA children. YMCA WA People must immediately report knowledge of such activities to their Manager or Supervisor.
- Act in any way which may be interpreted as grooming.

6.3 GIFTS AND GIVING OF GIFTS

- The practice of gift giving by YMCA WA People to children and young people to whom we provide service is subject to:
 - obtaining prior authorisation from a supervisor
 - parents or other responsible adults being made aware of any gift given.

6.4 PHOTOGRAPHY

- Children and young people are able to be photographed while involved in our service or program if:
 - Permission has been sought by the child's parent or guardian or the young person them self has granted prior and specific approval
 - the context is directly related to participation in our services and programs.
 - the child or young person is appropriately dressed and posed
 - the image is taken in the presence of other YMCA WA personnel.

In addition to the above:

- Images are not to be distributed (including as an attachment to an email) to anyone outside the YMCA WA organisation other than the child photographed or their parent, without management knowledge and approval.
- Images (digital or hard copy) are to be stored in a manner that prevents unauthorised access by others.
- Images (digital or hard copy) are to be destroyed or deleted as soon as they are no longer required.
- Images are not to be exhibited on our website, social media or marketing materials without parental knowledge and approval, or such images must be presented in a manner that de-identifies the child or young person. Any caption or accompanying text may need to be checked so that it does not identify a child or young person if such identification is potentially detrimental.
- Personal devices are not to be used under any circumstances when interacting with children or young people.

6.5 CHANGE ROOM ARRANGEMENTS

YMCA WA People are required to supervise children and young people in change rooms while balancing that requirement with a child or young person's right to privacy.

In addition:

- YMCA WA People should avoid one-to-one situations with a child or young person in a change room area
- YMCA WA People are not permitted to use the change room area to undress themselves, while children and young people are present
- YMCA WA People need to ensure adequate supervision in 'public' change rooms when they are used by children or young people
- YMCA WA People need to provide an appropriate level of supervision required for preventing abuse by members of the public, adult service users, peer service users, and or general misbehavior, while also respecting relevant levels of privacy
- Female YMCA WA People are to avoid entering male change rooms and male YMCA WA People are to avoid entering female change rooms.

6.6 OVERNIGHT STAYS AND SLEEPING ARRANGEMENTS

- Overnight stays are to occur only with the authorisation of our Executive Manager – Education, Youth and Leisure and with consent of parents/guardians of the children or young people involved.
- Practices and behaviour by YMCA WA people during an overnight stay must be consistent with YMCA WA behavior guidelines.
- Standards of conduct that must be observed by YMCA WA people during an overnight stay including but not limited to:
 - providing children and young people with privacy when bathing and dressing
 - observing appropriate dress standards when children and young people are present – such as no exposure to adult nudity
 - not allowing children or young people to be exposed to pornographic material, for example, through movies, television, the Internet or magazines
 - not leaving children under the supervision or protection of unauthorised persons such as accommodation staff
 - not involving sleeping arrangements that may compromise the safety of children and young people such as unsupervised sleeping arrangements, or an adult sleeping in the same bed as a child or young person
 - the right of children and young people to contact their parents, or others, if they feel unsafe, uncomfortable or distressed during the stay
 - parents expecting that their children can, if they wish, make contact.

6.7 POSITIVE BEHAVIOR GUIDANCE

- Expectations of behaviour will be clearly expressed to children and young people in positive terms and reinforced consistently in a developmentally appropriate way.
- Inappropriate behaviours by children and young people that require immediate intervention include any behaviour which could cause harm to themselves or others.
- YMCA WA People will take the following factors into account when adopting strategies to respond to challenging behaviours, will understand that a child's or young person's behaviour can be affected by many issues including, but not limited to, the following:

- their age and development
 - their general health and wellbeing
 - strategies and practices
 - external factors such as family, home life, or media coverage of traumatic events.
- YMCA WA People shall show their respect by using normal tone and volume when speaking with children and young people; allowing older children greater freedom and responsibility in recognition of their developmental stage. Shouting at children or a young person is unacceptable unless imminent danger is likely.
 - YMCA WA People when guiding a child or young person's behaviour, will identify the behaviour as the issue and not label the child or young person.
 - YMCA WA People are under no circumstances to discipline children or young people through the use of physical punishment or the withdrawal of the necessities of care (including food, shelter and emotional warmth) this includes but is not limited to frightening, humiliating and or verbally abusing.
 - YMCA WA People will ensure Parents/Guardians who wish to discipline their own children or young people whilst at the program / centre / service will not at any time use any form of corporal punishment or use unacceptable language.
 - YMCA WA People will develop supportive relationships with the children and young people that encourages them to learn skills in self-discipline, conflict resolution and interacting with others in a positive manner.
 - YMCA WA People will be given opportunities for professional development in regards to training and up to date information on strategies and ways to guide children and young people's behaviour. Where the behaviour is beyond the scope of individuals training, other stakeholders will be approached to support strategy development.
 - YMCA WA People will ensure children and young people's supervision is appropriate to their stage of development and protects their safety and wellbeing at all times.
 - YMCA WA People will be aware that best practice is to include transparency in their interactions and engagement of children and young people. This includes, where possible, not being in a position where they are alone with children and young people.
 - There are formal behavioural and conduct expectations that YMCA WA require from children and young people and their parents/carers whilst attending a service or program. YMCA WA values respect, responsibility, honesty and caring and therefore has a zero tolerance to bullying.
 - YMCA WA reserves the right to exclude individuals from participation in programs and services if they, or their behaviour, falls outside of the defined target client group or scope of services. YMCA WA will endeavour to refer individuals to appropriate alternative services.

6.8 USE, POSSESSION OR SUPPLY OF ALCOHOL AND DRUGS

- In accordance with YMCA WA's Alcohol and Drug Policy, YMCA WA People must not use, possess or be under the influence of an illegal drug whilst on duty. They must also not be under the influence of alcohol, be incapacitated by any other legal drug such as prescription or over-the-counter drugs or supply alcohol or drugs (including tobacco) to children and young people participating in our services.

- YMCA WA reserves the right to exclude any individual from participation in programs and services if they are adversely affected by alcohol, drugs and other behaviour altering substances or if they demonstrate inappropriate unreasonable and unacceptable behaviour as deemed by YMCA WA People.
- In the instance where a YMCA WA People can clearly identify with good evidence that a parent or guardian is affected by drugs or alcohol and they have concern for their ability to transport, care for or supervise their child or young person YMCA WA will work towards alternate arrangements however, where concerns remain, our duty of care requires us to contact either the Police or the Department of Communities - Child Protection and Family Support and complete a report.

6.9 GROOMING BEHAVIOURS AND ACTIONS

In accordance with this behaviour guideline YMCA WA people must not act or behave in any way which may be reasonably interpreted as grooming.

Children and young people must not be singled out for special treatment and or treated in any way which isolates them, both positively and negatively from other children.

YMCA WA people are forbidden to establish intimate, secret and or any type of ‘special’ relationship with a child or young person where that relationship may be deemed as inappropriate and is inconsistent with YMCA WA’s authorised behaviours and practices.

7.0 FEEDBACK

Feedback on this procedure must be directed to the Document Owner outlined in the cover of this procedure.

The Document Owner is responsible for maintaining the currency of this document.

8.0 DEFINITION OF TERMS

Term	Definition
YMCA People	Staff, volunteers, Family Daycare and In-home Care educators contractors, Board Directors and student placements.
Electronic Device	Includes but not limited to ipods, ipads, tablets, computers, cameras, mp3 players, Gameboy, Wii, Xbox, PSP, phones, cameras, video players, smart watches and TV’s.