



## YMCA WA SCYP PRACTICE BEHAVIOUR GUIDELINES

<b>Procedure Number</b>		<b>PC-003-GL</b>	
<b>Business Division Owner</b>		People & Culture	
<b>Document Owner</b>		Executive Manager People & Culture	
<b>Current Version</b>	<b>Approved By</b>	<b>Date Approved</b>	<b>Date Effective</b>
3.0	EM PC	14/06/2018	28/06/2018
<b>Document Due for Review: 14/06/2019</b>			



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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"> <li>- Addition of references to SCYP Reporting Procedure and Drug &amp; Alcohol Policy</li> <li>- 6.1 Addition of online Safeguarding refresher training</li> <li>- 6.2 Addition of information regarding transportation and use of private vehicles to align with Transportation Procedure.</li> </ul>	28/06/2018	EMPC

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## 1.0 PURPOSE

YMCA WA will adopt the highest standards of behaviour, guidance and conduct at all times in the delivery of services, including our attitudes and behaviours towards children and young people, staff and members of the community.

This document serves to outline YMCA WA expectations when interacting with and guiding children and young people's behaviour and to identify behaviour that maybe harmful to children and young people.

The principle documents are the YMCA WA Safeguarding Children and Young People Policy and the YMCA WA Code of Conduct.

## 2.0 SCOPE

This procedure applies to all 'YMCA People'. This includes staff, volunteers (including Members of the Board) and contractors.

## 3.0 ROLES AND RESPONSIBILITIES

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

## 4.0 RELATED LEGISLATION AND STANDARDS

The following related legislation and standards can be accessed from YConnect.

Legislation/Standard	YConnect page

## 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	Interactions with Children
PC-001-POL	Safeguarding Children and Young People Policy
PC-004-GL	SCYP Roles and Responsibilities Guidelines
PC-002-PROD	SCYP Reporting Procedures
PC-002-POL	Code of Conduct
PC-015-POL	Drug and Alcohol Policy
SD-002-PROD	Transportation Procedure

## 6.0 STEPS

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

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 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 to ensure they:
  - engage positively in the service or program
  - behave appropriately toward one another
  - are in a safe environment and are protected from external threats
  - are aware of places that require extra supervision and act to minimise danger or risk of harm.
- YMCA WA People ensuring ratios to children and young people are maintained at all times to provide effective supervision.
- YMCA WA People must raise all concerns, issues and problems with their supervisor within relevant guidelines as per the Reporting Procedure.
- YMCA WA People must seek the permission of children and young people before interacting physically with them.
- YMCA WA People and in particular program/service staff and volunteers engaged in the direct delivery of programs and services shall regularly access training in safeguarding children and young people and related matters. This will be supported by YMCA WA and includes online Safeguarding refresher training.

- Physical interactions with a child or young person should be based on meeting the child or young person's needs rather than the need of the YMCA WA Person. For example hugging a child when they are upset and indicate that they would like some physical reassurance as opposed as a YMCA WA Person hugging a child because they as an adult need a hug or think it's cute.
- YMCA WA People are to ensure they are never alone with a child where they cannot be observed by other YMCA WA staff members, or volunteers. For programs such as family day care, in home care and youth mentoring, it is recognised that these 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.
- YMCA WA People shall 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.
- YMCA WA People providing direct care to children and young people must 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.
- YMCA WA People who have developed friendships with families, children and young people who participate in YMCA programs prior to them being employed by YMCAWA must declare the association to their Manager or Supervisor as a conflict or potential conflict of interest.

## 6.2 CONDUCT CONSIDERED UNACCEPTABLE INCLUDES BUT IS NOT LIMITED TO:

YMCA WA People must not: –

- 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 to your home (or equivalent) or encourage meetings outside the program activity. This includes in scenarios when the child or young person may request this to occur. 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.
- Make negative, violent or sexually suggestive comments to a child or young person
- Staff are not to use their own or another private vehicle for transporting children and young people (except 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).

- During transportation of children and young people normal staffing ratios are to be in place, with a minimum of two paid staff at all times (inclusive of the driver). At least one of the staff members must be first aid qualified and will remain within sight and hearing of each other at all times. Where for operational reasons this cannot occur the approved Risk Assessment process addressing single staffing must be in place (this requires GM and or Exec approval). Family Day Care operators are exempt from these requirements and may transport children with a sole operator.
- Share accommodation with a child or young person without other authorized persons or other children and young person present.
- Mobile phone text or email information directly to a child or young person's mobile or email address unless it is a generic bulk communicative gesture relating to the program or business. All communications 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 social media platforms such as Facebook 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.
- 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 approval of the Chief Executive Officer. YMCA WA People must immediately report knowledge of such activities to their Manager or Supervisor.

### 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 personnel.
- Images are not to be distributed (including as an attachment to an email) to anyone outside our 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 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 at all when in contact with young people/children.

## 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, while children and young people are present
- YMCA WA People need to ensure adequate supervision in 'public' change rooms when they are used
- YMCA WA People need to provide the level of supervision required for preventing abuse by members of the public, adult service users, peer service users, 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 – Service Delivery and with consent of parents/guardians of the children or young people involved.
- Practices and behaviour by our personnel during an overnight stay must be consistent with YMCA WA behavior guidelines.
- Standards of conduct that must be observed by our personnel during an overnight stay include:
  - 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 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 factors 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 to 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 in the centre 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 Child Protection and Family Support and complete a report.

## 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