

SAFEGUARDING CHILDREN AND YOUNG PEOPLE POLICY



NOVEMBER 2017



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**‘We believe in the power of
inspired young people’**

DEFINITIONS OF ABUSE

TERM	DEFINITION
Emotional or psychological abuse	<p>Emotional or psychological abuse occurs when a child or young person does not receive the love, affection or attention they need for healthy emotional, psychological and social development.</p> <p>Such abuse may involve repeated rejection or threats to a child or young person. Constant criticism, teasing, ignoring, threatening, yelling, scapegoating, ridicule and rejection or continual coldness are all examples of emotional abuse. These behaviours continue to an extent that results in significant damage to the child or young person's physical, intellectual or emotional wellbeing and development.</p>
Physical abuse	<p>Physical abuse occurs when a person subjects a child or young person to non-accidental physically aggressive acts. The abuser may inflict an injury intentionally, or inadvertently as a result of physical punishment or the aggressive treatment of a child. Physically abusive behaviour includes (but is not limited to) shoving, hitting, slapping, shaking, throwing, punching, biting, burning and kicking. It also includes giving children or young people harmful substances such as drugs, alcohol or poison. Certain types of punishment, whilst not causing injury can also be considered physical abuse if they place a child or young person at risk of being hurt.</p>
Sexual abuse	<p>Sexual abuse is any act that exposes a child to, or involves a child in, sexual processes beyond his or her understanding or contrary to accepted standards. It includes actions deliberately undertaken with the aim of befriending and establishing an emotional connection with a child to lower the child's inhibitions in preparation for sexual activity. (<i>Royal Commission into Institutional Responses to Child Sexual Abuse</i>).</p>
Grooming	<p>Grooming refers to actions deliberately undertaken with the aim of befriending and establishing an emotional connection with a child to lower the child's inhibitions in preparation for sexual activity.</p>
Neglect	<p>Neglect is the persistent failure or deliberate denial to provide the child or young person with the basic necessities of life. Such neglect includes the failure to provide adequate food, clothing, shelter, adequate supervision, clean water, hygiene, medical attention or supervision to the extent that the child or young person's health and development is, or is likely to be, significantly harmed. Categories of neglect include physical neglect, medical neglect, abandonment or desertion, emotional neglect and educational neglect. The issue of neglect must be considered within the context of resources reasonably available to the family.</p>
Witnessing family violence	<p>Witnessing family violence is a specific form of emotional and psychological abuse. Witnessing family violence occurs when children or young people are forced to live with violence between adults in their home. It can include witnessing violence or the consequences of violence. Family violence is defined as violence between members of a family or extended family or those fulfilling the role of family in a child or young person's life. Exposure to family violence places children and young people at increased risk of physical injury and harm and has a significant impact on their wellbeing and development.</p>
Sexual exploitation	<p>Sexual exploitation occurs when children or young people are forced into sexual activities that are then recorded in some way and/or used to produce pornography. Such pornography can be in the form of actual photos or videos or published on the internet. This can occur even if images of children were not specifically created for the purposes of pornography or gratification at the time of their production. Exploitation can also involve children or young people who are forced into prostitution.</p>
Harm	<p>Harm, to a child or young person, is any detrimental effect of a significant nature on the child or young person's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by</p> <ul style="list-style-type: none"> • physical, psychological or emotional abuse or neglect; or • sexual abuse or exploitation • a single act, omission or circumstance; • a series or combination of acts, omissions or circumstances.
Bullying	<p>Bullying involves the inappropriate use of power by one or more persons over another less powerful person or group and is generally an act that is repeated over time. Bullying can occur in person but also commonly occurs via social media. Bullying has been described by researchers as taking many forms which are often interrelated and include:</p> <ul style="list-style-type: none"> • Verbal (name calling, put downs, threats) • Physical (hitting, punching, kicking, scratching, tripping, spitting) • Social (ignoring, excluding, ostracising, alienating) • Psychological (spreading rumours, stalking, dirty looks, hiding or damaging possessions).
Racial, cultural or religious abuse	<p>Racial, cultural or religious abuse is conduct that demonstrates contempt ridicule hatred or negativity towards a child/young person because of their culture, race or religion</p>

DEFINITIONS USED IN THIS POLICY

TERM	DEFINITION
Child or young person	For the purposes of this policy, the YMCA considers a child or young person to be a person under the age of eighteen years.
Safeguarding Children and Young People Policy	<p>The Safeguarding Children and Young People Policy is the document that defines the principles and intent of the Movement in relation to child protective practice. The principles and intent of this policy are to be implemented locally to protect children and young people from any form of abuse, bullying and exploitation by Board Directors, staff, volunteers and other services users.</p> <p>The YMCA Safeguarding Children and Young People Policy has been adopted by the National Council of YMCAs of Australia and requires compliance by YMCA Australia and all of its Licensed Member Associations.</p>
Safeguarding Code of Conduct	Safeguarding Code of Conduct is an agreement with a set of rules of behaviour and proper conduct for all Board Directors, staff and volunteers when engaging with children or young people. Safeguarding Code of Conduct details an organisation's core values and explicitly communicates everyone's responsibility and obligation to adhere to the outlined standards of ethical behaviour when working with children and young people. It is effective in strengthening the control of an environment.
Extended guardianship	Extended guardianship is a term that acknowledges that children and young people rely on all adults to create a safe environment and act in an informed and committed way to protect them. It is expected that all YMCA People act as extended guardians of children and young people who take part in a YMCA service or activity.
YMCA Child Safety Strategy	<p>The YMCA Child Safety Strategy has been developed so that:</p> <ul style="list-style-type: none"> • all YMCA People share the responsibility for the safeguarding of children and young people. • the safeguarding practices for children and young people within all YMCAs is strengthened. <p>This strategy incorporates the following main three pieces of work for the Movement:</p> <ol style="list-style-type: none"> 1. The development of a Safeguarding Children and Young People Policy. 2. The development of associated YMCA Licensing Standards. 3. An agreement with an independent child protection specialist organisation for the provision of an accreditation and audit program.
YMCA Movement	The YMCA Movement in Australia is a federation of Licensed Member Associations. Each Licensed Member Association is a member of the National Council of YMCAs of Australia. Each Licensed Member Association is a party to a YMCA Licence Agreement and is subject to abiding by the Constitution of the National Council of YMCAs of Australia.
YMCA People	YMCA People include all YMCA Board Directors, staff and volunteers (this includes school, university and TAFE students on placement with YMCAs).
YMCA Licensed Member Association	<p>It is a constitutional requirement of the YMCA Movement in Australia that to be a YMCA, the entity must have entered into a Licensing Agreement with YMCA Australia.</p> <p>Within this policy when this term is used it also incorporates Affiliated organisations.</p>
YMCA Licensing Standards	Each YMCA Licensee must comply with the YMCA Licensing Standards in existence at the time. The YMCA Licensing Standards outline the requirement and responsibilities of a YMCA Licensee.
User Groups	User Groups engage in a contract with a Licensed Member Association to use a YMCA managed or owned facilities or are fully/partly owned by a Licensed Member Association.
Service User	Service User is an individual who participates in a YMCA program or who uses a YMCA service or facility.
United Nations Convention on the Right of the Child	United Nations Convention on the Right of the Child - The United Nations Convention on the Rights of the Child, or UNCRC, is the basis of all of Unicef's work. It is the most complete statement of children's rights ever produced and is the most widely-ratified international human rights treaty in history. Link here.
Discrimination	Discrimination is the unjust or prejudicial treatment of different categories of people, especially on (but not limited to) the grounds of race, age, religion, gender or sexuality.

PURPOSE OF OUR POLICY



“I have the right to give my opinion, for others to listen and value my contribution. I speak from the day I am born. As I grow we will communicate, but we may not always speak the same language. My right to speak is lost to those who have forgotten to listen.”

- Adapted from The UN Convention on the Rights of a Child.

The YMCA strives for an inclusive society where everyone has the opportunity to reach his or her potential. We believe in the power of inspired young people, and as such, we want to provide a tangible expression of their rights and their voices. The safety and protection of children and young people is paramount.

YMCA Australia and all of its Licensed Member Associations, Board Directors, staff and volunteers have a legal, moral and Mission-driven responsibility to:

- protect children and young people from all forms of abuse, bullying and exploitation
- create and maintain a child safe culture that is understood, endorsed and put into action by all the individuals who work for, volunteer, govern or access a YMCA program, service or managed facility
- acknowledge that protecting children is everyone's business.

We recognise that child safe organisations and child safe communities do not just happen. They require conscious actions to protect children from harm and extended guardianship to all children and young people. We acknowledge that safety extends further than YMCA sites, programs and services and strive to develop communities that are safe for all children and young people. We understand our role in contributing to a child safe community.

We respect and support the diverse needs of all children, young people and their families including those who are Aboriginal or Torres Strait Islander, are from culturally and or/linguistically diverse backgrounds, have a disability or identify as LGBTQIA.

With this policy we reiterate our commitment to the way we improve child protective practice within the YMCA. The priority to protect children and young people will apply equally in all our YMCA locations, by all who take on the YMCA name and by all who work with or for the YMCA.





HOW WILL THIS POLICY APPLY





The Safeguarding Children and Young People Policy of the YMCA has been adopted nationally by the Licensed Member Associations. The policy underpins policies and procedures of all the YMCA Licensed Member Associations.

HOW WE WILL ENSURE OUR POLICY IS **CONTINUALLY IMPROVED**

Together, the YMCA Movement will ensure this policy and our child safe practices are continuously reviewed and improved.

- We welcome feedback on our policies and practice, and will endeavour to ensure our complaints processes are child and young people friendly, developmentally appropriate, visible and accessible.
- We commit to responding to feedback and complaints in a timely manner.
- We commit to ensuring complaints and concerns are analysed to identify causes and systemic failures to inform continuous improvement.
- An annual report of the outcomes of the YMCA's Child Safe Strategy will be made available to children, parents, YMCA People and the community via the Movement Community Impact Report.



OUR POLICY COMMITMENTS

The National Council of YMCAs of Australia is responsible for the development and endorsement of the YMCA Safeguarding Children and Young People Policy. It delegates the implementation of the policy to the National Board of YMCA Australia and each of the Boards of the YMCA Licensed Member Associations.

Member Association YMCAs will ensure that localised policies, codes of conduct and procedures support compliance to the Safeguarding Children and Young People Policy.

The role of each entity in relation to the YMCA Safeguarding Children and Young People Policy is detailed in the Appendix to this policy.

OUR COMMITMENT

TO CHILDREN AND YOUNG PEOPLE

- We commit to the safety and wellbeing of all children and young people who access any of our programs, services or facilities.
- We commit to providing children and young people with nurturing experiences via positive and safe relationships with our YMCA people.
- We commit to developing the skills and capacity of children and young people to identify ('Know'), assess ('See'), and manage ('Respond') to unsafe situations.
- We commit to listening to children and young people and empowering them by taking their view seriously and addressing any concerns that they raise with us.
- We commit to consulting with children and young people (and their families) who have additional needs or who are from diverse backgrounds.
- We commit to cultural safety for Aboriginal and Torres Strait Islander children and young people and respect and understand that our Indigenous culture will be promoted to and with others.
- We commit to cultural safety for children, young people and their families from cultural and/or linguistically diverse backgrounds and will provide child safety resources in alternate languages and images whenever possible
- We commit to respond appropriately to the needs of children and young people with a disability and provide a safe environment for them which includes educational resources, strategies and support to help improve the capacity of children, young people and their families to identify and respond to harm.
- We commit to supporting all forms of diversity, including children, young people and their families who identify as being LGBTQIA.
- We commit to support families and communities to promote children and young people's healthy development and wellbeing.
- We commit to take action to ensure that children and young people are protected from discrimination, exploitation, abuse or harm.



TO FAMILIES AND COMMUNITIES

- We commit to supporting parents and carers to protect their children. We will offer assistance that builds on a family's strengths and empowers them to meet the changing needs of their children and young people.
- We commit to communicating honestly and openly with parents and carers about the wellbeing and safety of their children and young people.
- We commit to engaging and listening to parents views in regards to our child protective practice policies and procedures.
- We commit to transparency in our decision-making with parents and carers.
- We commit to supporting and strengthening families by providing information and access to other relevant community services.
- We commit to promoting safe communities for children and young people, both within and outside our organisation.

OUR COMMITMENT

TO YMCA PEOPLE

- We commit to having a management structure that supports and develops staff in their roles.
- We commit to providing all YMCA People with the necessary support to enable them to fulfil their roles. This will include appropriate supervision.
- We will provide regular training for staff which includes the indicators of abuse, high risk environments and situations, the characteristics and stereotypes of victims and offenders, grooming and how to respond to children and young people that disclose abuse. Our YMCA people will be trained in how to 'Know, See and Respond' to child abuse.
- We commit to provide regular opportunities to clarify and confirm policy and procedures in relation to child and young people's safety and welfare.
- We commit to implementing strategies to support staff retention and therefore provide consistent and skilled staff that foster positive relationships.
- We commit to listen to all concerns voiced by YMCA People in regards to keeping children and young people safe from harm.
- We commit to provide YMCA people with access to other services that support safety and welfare.
- We commit to provide opportunities for YMCA People to receive formal debriefing and counselling arising from incidents of child or young person abuse.

TO ENSURE A CHILD SAFE ORGANISATION

- We commit to creating an environment for children and young people to be safe and to feel safe.
- We commit to using best practice standards in the recruitment, screening and employment (including (but not limited to) police and/or working with children check) of YMCA people.
- We commit to providing safe physical environments that when possible, are designed with children, young people, their families and YMCA people.
- We commit to regularly auditing our facilities and immediate surrounding environments to assess their safety.
- We commit to monitoring our online environments to ensure their safety.
- We commit to promoting, supporting and building positive relationships between children and young people, and other users accessing our facilities.
- We commit to ensuring user groups of our facilities comply with our Safeguarding Children and Young People Policy.



The YMCA Safeguarding Children and Young People policy was developed by YMCA Australia in consultation with the Australian Childhood Foundation and the Institute of Child Protection Studies. The wording and content, in part or full, cannot be reproduced in any way by any third party that is not YMCA Australia or a YMCA Licensed Member association.

SAFE BEHAVIOURS

All YMCA people are required to observe child safe principles and exhibit the highest standards of professional behaviour at all times.

All YMCA people are to:

- comply with the YMCA Safeguarding Children and Young People Policy
- comply with all relevant laws, regulations, policies and procedures
- have a working knowledge of children's and young people's rights appropriate to their role
- take all reasonable steps to protect children from abuse (including verbal, physical, emotional and sexual abuse), neglect, bullying and grooming
- respect and support the diverse needs of all children, young people and their families including those who are Aboriginal or Torres Strait Islander, are from culturally and or linguistically diverse backgrounds, have a disability or identify as LGBTQIA
- demonstrate extended guardianship, and promptly and without hesitation report:
 - complaints from children, young people or their families
 - allegations or disclosures of child abuse or neglect
 - concerns about child safety
 - any breaches of this Safeguarding Code of Conduct
- listen and respond to the views of children, young people and their families, and encourage meaningful contributions
- demonstrate positive guidance and appropriate behaviour management strategies
- exhibit physical contact with children and young people which is appropriate to the delivery of programs and services
- ensure as far as practicable that YMCA person is not left alone with a child or young person in a YMCA program or facility, unless specifically approved
- protect the privacy of children, young people and their families

YMCA People must not:

- put children/young people at risk of abuse or neglect
- do things of a personal nature that a child can do for themselves
- use personal phone, camera or video camera to take images of children and young people
- exhibit any type of favouritism towards a child/young person
- transport a single child or young person alone unless specifically approved
- engage in open discussions of a mature or adult nature in the presence of children or young people
- use inappropriate language, in the presence of children (e.g. swearing, sexually explicit language)
- discriminate against any child, including on the basis of gender identity, culture, race, or disability
- have any contact outside of the YMCA with a child/young person or their family who participates in a YMCA program or service without the organisation's consent (includes direct contact such as in person as well as indirect such as by phone, or online)
- ignore or disregard any suspected or disclosed child abuse or neglect

By observing these standards YMCA people acknowledge their responsibility to immediately report any breach of this code to Management.

APPENDIX

WHO IS RESPONSIBLE FOR IMPLEMENTING THE POLICY?

ENTITY	ROLE/RESPONSIBILITY
National Council of YMCAs of Australia	<ul style="list-style-type: none"> Promote the principles and intent of this policy Adhere to its status as a Priority One Licensing Standard. Ensure the policy is reviewed on a three yearly cycle as a minimum or at a time governed by legislation, regulations or organisational learnings that precipitates a change to the policy. Facilitate regular discussions at all levels of the Movement to support a culture of openness, continued improvement and accountability to protecting children and young people.
National Board – YMCA Australia	<ul style="list-style-type: none"> Facilitate a review of the Safeguarding Children and Young People Policy each three years as a minimum at a time determined or promoted by changes to legislation, regulations or organisational review. Develop, monitor and annually review the YMCA Licensing Standards to ensure that they are continuously improved to support the safety of children and young people. Promote and monitor the requirements of the Priority One Licensing Standard. Approve an independent child protection specialist organisation to work with the YMCA, in consultation with the Movement. Monitor all Licensed Member Associations and their affiliates accreditation with the agreed independent child protection specialist organisation. In collaboration with Licensed Member Associations, develop and implement a YMCA Child Safety Strategy for the Movement every three years. Ensure adequate resources are allocated to the National Office function to allow for the development and effective oversight of the YMCA Child Safety Strategy and the Safeguarding Children and Young People Policy. Develop and promote opportunities for the Movement to enhance a culture of transparency, accountability and continuous improvement and learning in relation to the YMCA Safeguarding Children and Young People Policy. Provide an annual report identifying risks and areas for improvement. Advocate for, and promote the rights of, children and young people nationally. Ensure the voice of young people and children is heard in relation to the review and further development of this policy.
Licensed Member Associations	<ul style="list-style-type: none"> Ensure all YMCA People understand their obligations in accordance with the intent and principles of YMCA Safeguarding Children and Young People Policy and its implementation at a local level. Ensure that the YMCA Safeguarding Children and Young People Policy is complied with. Ensure that localised policies, codes of conduct and procedures support compliance to the Safeguarding Children and Young People Policy. Adhere to the YMCA Licensing Standards. Comply with the National Critical Incident Policy in respect to Notifiable Incidents. Ensure an annual review (as a minimum) is completed in regard to child safety and reported to the Member board. Allocate adequate resources to enable the effective implementation of local policies and operational procedures that are compliant with the YMCA Safeguarding Children and Young People Policy. Support the YMCA Child Safety Strategy. Achieve and maintain accreditation with an agreed independent child protection specialist organisation. Provide YMCA Australia with the outcome reports of independent audits. Advocate for and promote the rights of children and young people at a local level. Ensure the voice of young people and children is heard in relation to the implementation and further development of this policy. Develop opportunities for regular discussion at all levels of the Association to support a culture of continuous improvement and accountability for the safety of children and young people. Ensure children, staff, volunteers, Board Directors and safety are listened to and have a way of being heard in regards to child protective practice. Empower and engage children and young people in local policy and/or operational procedure development that has a direct impact on them.





YMCA Victoria Safeguarding Children and Young People Procedure

OFFICE USE ONLY

Procedure Number	Date Approved	Date Last Amended	Status
PS703-O	25/05/2018	13/06/2018	Approved

1 SAFEGUARDING CHILDREN AND YOUNG PEOPLE PROCEDURE

2 INTRODUCTION

YMCA Victoria is committed to safeguarding children and young people (SCYP) from mistreatment and abuse, and this procedure aims to provide practical guidance for the implementation of the YMCA 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 appropriately
- Acting in accordance with all YMCA Policies and Procedures

3 RELATED POLICY

[YMCA Safeguarding Children and Young People Policy](#)

[PS716-O Working with Children Check Procedure](#)

[PS702-O Criminal History Records Check Procedure](#)

[OHSE 900-3-5-O Hazard Management Procedure](#)

[PE1209-O Interactions with Children Policy \(Children's Services\)](#)

[PS 705-G Bullying, Harassment and Discrimination policy](#)

[PS703-O YMCA Code of Conduct](#)

[PE1211-O Arrival and Departure in Children's Services Policy](#)

[PE1217-O Children's Services Excursions and Routine Outings Policy](#)

[YMCA Victoria Incident Management Procedure](#) (Formerly Incident Reporting and Investigation Procedure)

[PS 704- O Disciplinary and Termination Policy -20100730](#)

[PS706-O Recruitment and Selection Policy \(Approved\) 120626](#)

[Recruitment and Selection Procedure](#)

[Social Media Policy](#)

[Social Media Procedure](#)

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](#)
[Serious Sex Offenders Monitoring Act 2005](#)
[Sex Offenders Registration Act 2004](#)
[Disability Act 2006](#)
[Charter of Human Rights and Responsibilities Act 2006](#)
[Occupational Health and Safety Act 2004](#)
[United Nation Convention on the rights of the child](#)
[Children, Youth and Families Act 2005](#)
[Commission for Children and Young People Act 2012](#)
[Victorian Crimes Act 1958](#)
[Child Safety and Wellbeing Act 2005](#)

5 RELATED STANDARDS or GUIDELINES/PROTOCOLS

[Reportable Conduct Scheme – Managers Guidelines](#)

6 SCOPE & PURPOSE

This procedure applies to all employees, volunteers and relevant contractors of the Young Men's Christian Association of Victoria Inc. (YMCA Victoria) and its related entities and Victorian YMCA Youth and Community Services Inc. For this document, we refer to these companies and entities as the YMCA.

The purpose of this procedure is to support compliance with and provide operational guidance on the implementation of the YMCA Safeguarding Children and Young People Policy, to ensure that 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
Board	<ul style="list-style-type: none"> Ensure adequate resources are allocated to allow effective implementation
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 policy and procedure implementation Ensure annual organisational reporting is completed
Executives Officers, General Managers and Development Managers	<ul style="list-style-type: none"> Implementation of the SCYP policy and procedures within Sectors. Ensure YMCA employees and volunteers have access to and understand this policy and related procedures. Ensure all managers/supervisors have access to support and advice to understand and implement these procedures, including incident management and reporting.
People and Culture	<ul style="list-style-type: none"> Review 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"> Responsible for ensuring all employees, volunteers, and contractors/consultants have access to, understand and comply with this procedure and other relevant policies and procedures.

	<ul style="list-style-type: none"> • Ensure induction, recruitment, competency based training, supervision and reporting requirements are undertaken in accordance with these procedures and relevant legislation. • Develop workplace guidelines for local procedure implementation. • Complete annual self-assessment tool for applicable centre/program • Monitor practices in the workplace and appropriately respond to complaints/incidents and any inappropriate behaviour as per this procedure and the incident management procedure. • Build and promote a local culture that reflects the YMCA's commitment to SCYP, where all YMCA employees, volunteers and contractors are encouraged and empowered to show extended guardianship to protect children and young people.
Employees and Volunteers (including 'Involved Personnel')	<ul style="list-style-type: none"> • Take all reasonable steps to protect and safeguard children and young people from any form of child abuse. • Undertake annual SCYP Policy and Procedure review, and sign the SCYP Commitment Statement (Appendix A) • Participate in approved training and education programs. • Review, understand and adhere to the SCYP Policy and Procedure. • Participate in required Incident Reporting and Investigation Procedure and immediately report any suspected child abuse to external authorities and YMCA Management, as per the reporting obligations within this procedure. • Obtain and maintain a valid WWCC, as required in the Working with Children Check procedure. • Comply with all organisational and local procedures relating to safeguarding children and young people.
Contractors/ consultants /other involved persons	<ul style="list-style-type: none"> • Demonstrate satisfactory completion of appropriate child protection training and education programs • Work within the provisions of these procedures • Participate in required Incident Management Procedure <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 PS701A-O Safeguarding Children and Young People (SCYP) Procedure is derived through the YMCA's commitment to Safeguarding Children and Young People, and through YMCA's YMCA Safeguarding Children and Young People Policy.

Consultation regarding the review and development of YMCA Victoria's SCYP Procedure occurred during the procedure development as per the YMCA Policy Framework. This included initial consultation with YMCA Australia, Managers from Children's Services, Occupational Health and Safety, and Human Resources, and wider consultation across YMCA operational sectors and with Operational Coordination Team members. The subsequent formation of a cross-organisational working group ensured the SCYP Procedure was developed in consultation with key stakeholders across the organisation.

9 PROCEDURE STEPS

9.1 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.

Behavioural Norms

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

- 9.1.1 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.
- 9.1.2 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, and must not make any derogatory, culturally insensitive, violent or sexually suggestive comments in reference to or in the presence of a child or young person as per the [Code of Conduct](#), and [Bullying, Harassment and Discrimination Policy](#), and all other [YMCA Policies](#).
- 9.1.3 All employees/volunteers providing direct care to children must be clearly identified (e.g. wearing a name badge). 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.
- 9.1.4 All employees/volunteers must not discipline children or young people by use of emotional abuse, favouritism, physical abuse, verbal abuse, reference to cultural/ethnic differences, swearing or other offensive/inappropriate action.
- 9.1.5 All employees/volunteers must ensure that their approach and interactions with children and young people are sensitive, respectful and inclusive of all backgrounds and abilities. Where our organisation is involved with children who are Aboriginal or Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who have a disability, our personnel will promote their safety (including cultural safety), participation and empowerment.

Staff and volunteers who engage in conduct considered to be unacceptable or in breach of the Safeguarding Children and Young People Policy or Procedure may be subject to disciplinary procedures, which may include termination of the employee's employment or the cessation of the volunteer's engagement.

Consultants and Contractors

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

or volunteers. The [Child Protection Training and Compliance matrix](#) for Contactors (11.3.3 - Appendix C) can be consulted to ascertain the training requirements.

Participants, Clients and Patrons

- 9.1.7 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.
- 9.1.8 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

- 9.1.9 All 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.
- 9.1.10 All employees/volunteers should avoid any unnecessary physical contact. Any inappropriate physical contact (e.g. Contact that invades the privacy of a child/young person, or contact that is not required as part of the delivery of service) 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. The manager/supervisor must ensure an incident report is completed in line with the Incident Management Procedure.
- 9.1.11 All 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 chest area
 - Would appear to a reasonable observer to have a sexual connotation
 - Is intended to cause pain or distress to the child or young person (e.g. Corporal punishment)
 - Is overly physical (e.g. wrestling, tickling, or other horseplay)
 - Is unnecessary and inappropriate to have physical contact with a child or young person when they can carry out the task of a personal nature or in a programmatic environment (e.g. bathing, dressing a child, doing/playing with a child's hair, 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 with disability has identified behaviour of concern that may inflict injury, any form of physical or chemical restraint must first be approved by the Office of the Senior Practitioner Department of Health and Human Services (DHHS);
 - 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 then Management must ensure an incident report is completed in accordance with the Incident Management Procedure.

Professional Boundaries

All employees/volunteers should ensure that their interactions with children and young people in YMCA programs/services remain professional and occur within the scope of the YMCA program or service. The YMCA does not endorse the provision of private arrangements (e.g. babysitting), to customers of the YMCA. Where private arrangements are entered the YMCA staff and volunteers must ensure clauses 9.1.12 to 9.1.21 are complied with at all times.

The application of clauses 9.1.12 to 9.1.21 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 the YMCA connection and/or through the provision of programs or services. It includes cases where a child or young person on a program/service is previously known to the employee/volunteer providing that service.

- 9.1.12 All employees/volunteers must not initiate/seek/request private arrangements (i.e. outside work or voluntary roles such as babysitting, sports coaching, housesitting etc.) while at a YMCA site or when participating in YMCA related roles.
- 9.1.13 All employees/volunteers must notify their Manager of any/all private arrangements (e.g. private sports coaching etc.) that are entered with a child/young person who is otherwise participating in a YMCA program or service, or regularly present at a YMCA facility once they become aware of this connection.
 - YMCA Victoria employees/volunteers will not babysit children with whom they have a direct relationship with through the YMCA other than in exceptional circumstances which must be approved, in writing, by the relevant General Manager (11.5 – Appendix E) and recorded centrally. Where approved private arrangements are entered into, the YMCA employee/volunteer must ensure clauses 9.1.14 to 9.1.20 are complied with at all times.
- 9.1.14 All employees/volunteers must notify their Manager of any/all private arrangements (e.g. babysitting, private sports coaching etc.) that are entered with a child/young person who is otherwise participating in a YMCA Program or Service, or regularly present at a YMCA facility.
- 9.1.15 All employees/volunteers must inform the parent/legal guardian that any/all private arrangements provided are not endorsed by the YMCA and are in no way affiliated with the YMCA, and employees/volunteers must provide information/resources (e.g. an information sheet or brochure) to the parent/legal guardian about all employees/volunteer's role and responsibilities in relation to the safety of children and young people.
- 9.1.16 When advised of the private arrangement, Managers must inform and remind employees/volunteers of their obligations of this procedure, specifically as set out in clause 9.1.13 and 9.1.14, and must ensure that employees/volunteers have access to information/resources, as referred to in clause 9.1.14, to provide to parents/legal guardians upon the notification of private arrangements.
- 9.1.17 Employees/volunteers must not wear YMCA uniform in connection with any private arrangements.

- 9.1.18 Employees/volunteers must not attempt to make direct contact with any child or young person, on an individual basis, 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.
- 9.1.19 Employees/volunteers must not engage in 'personal/private' contact with children/young people involved with the YMCA. This includes communication/contact through social media accounts (e.g. 'befriending', 'following', 'tagging'), mobile phone, texting and email communication.
- 9.1.20 Employees/volunteers should refrain from the giving of gifts to children/young person participating at the YMCA. There may be certain circumstances where it is common to provide gifts (such as festive season, or at the end of a program), however gifts must not be given to children/young people without permission from both the YMCA Manager/Supervisor and the parent/guardian of the child/young person.
- 9.1.21 Under no circumstances is any form of 'sexual behaviour' to occur between, with, or in the presence of, children or young people participating in any of our YMCA Victoria centre/programs/services. Engaging in sexual behaviour while participating in our service is prohibited even if the young persons involved may be above the legal age of consent. 'Sexual behaviour' needs to be interpreted widely, to encompass 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.

The YMCA is committed to protecting the children and young people with whom it interacts. Any failure by an employee/volunteer to comply with the requirements of clauses 9.1.12 to 9.1.21 will be treated seriously by the YMCA and may lead to disciplinary action including termination of the employee's employment or the cessation of the volunteer's engagement.

Regulatory Compliance

- 9.1.22 All 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/licenses, educator/carer ratios and learn to swim ratios).
- 9.1.23 All employees/volunteers employed in licensed or otherwise regulated education and care 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 legislation and regulations.

Supervision Practices

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

- 9.1.24 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, or vehicle 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) and that a risk assessment has been completed and authorised by a Manager/Supervisor.
- 9.1.25 All employees/volunteers must not travel with or be accommodated alone with children or young people before, during or after a YMCA program or service, without the prior written consent of a parent/legal guardian and the appropriate exclusions under clause 9.1.40. Parents are to be informed of travel and sleeping arrangements prior to the commencement of any excursion or camp.
- 9.1.26 Supervision during overnight stays are to occur only with the authorisation of the relevant General Manager (11.5 – Appendix E) and of the parents/guardians of the children or young people involved. Practices and behaviour by our employees/volunteers during an overnight stay must be consistent with the practices and behaviour expected during delivery of our YMCA Victoria program or service at other times. 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 or sexually based material, for example, through movies, television, the Internet or magazines
 - Not leaving children under the supervision or protection of unauthorised persons such as hotel staff or friends
 - Not involving sleeping arrangements that may compromise the safety of children and young people such as unsupervised sleeping arrangements¹, 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
- 9.1.27 All employees/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.
- 9.1.28 All employees/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. swimming lessons). This includes facility supervision policies including, but not limited to [Watch Around Water](#).
- 9.1.29 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.
- 9.1.30 All employees/volunteers working with children and young people will work within and maintain program prescribed ratio requirements.

¹ 'unsupervised sleeping arrangements' broadly means there is no structure and sleeping arrangements are left up to the children and young people. Arrangements should be made and communicated to the children and young people, with guidelines such as but not limited to; limiting the number of children and young people in a room, no co-sleeping, same gender in a room, lights out at certain time, random checks by employees/volunteers conducted.

- 9.1.31 All employees/volunteers are required to supervise children and young people in change rooms while balancing that requirement with a child or young person's dignity and right to privacy. In addition:
- All employees/volunteers should avoid one-to-one situations with a child or young person in a change room area; subject to exclusion clause 9.1.40
 - All employees/volunteers should avoid using the change room area to, for example, undress, while children and young people are present
 - All employees/volunteers need to ensure adequate supervision in 'public' change rooms when they are used
 - All employees/volunteers need to provide the level of supervision required for preventing abuse by members of the public, adult service users, peer service users, or general misbehaviour, while also respecting a child's privacy
 - Female employees/volunteers should avoid entering male change rooms and male employees/volunteers should avoid entering female change rooms, unless required for the child's safety.
- 9.1.32 Primary school aged children attending YMCA facilities as part of a YMCA scheduled program/service must be appropriately supervised in bathrooms, showers and locker rooms or be required to accompany one another in pairs, as a minimum. Appropriate supervision may be performed by a relevant school teacher, and 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)

- 9.1.33 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.
- 9.1.34 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 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).

Photography/Videography

- 9.1.35 All employees/volunteers must ensure that written parent/guardian permission is obtained prior to any form of photography/videography, or disclosure of personal information of children or young people participating in a YMCA Program/Service being taken, collected or used in any way by a YMCA employee/volunteer. Employees/volunteers must ensure that any photography/videography of children or young people participating in a YMCA program/service is safely secured at the YMCA program/service. YMCA employees/volunteers are not permitted to post any photography/videography of children or young people participating in a YMCA program/service on any personal website, social media site or application. Please refer to [Social Media Procedure](#).
- 9.1.36 All employees/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 accordance with this procedure, and local practices.

- 9.1.37 No photography/videography of any form should occur in the change room/toilets, or occur in such a way that breaches the privacy of children/young people
- 9.1.38 No photography/videography of children or young people participating in a YMCA Program / Service should be taken on a personal device (mobile phone, iPad, video camera etc.). YMCA devices are to be used for this purpose and in accordance with the above clauses.

Specific Exclusions to these Provisions (Clause 9.1.1 – Clause 9.1.34) include:

- 9.1.39 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 (e.g. long day care, OSHC, crèche, holiday programs) may involve bathroom assistance to children and young people.
 - Children's services (e.g. 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.
 - As per the Arrival and Departure Policy, call the police if the correct action if a parent/guardian/delegated guardian dose not arrive to pick up a child from care.
- 9.1.40 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 (11.5 – Appendix E).

Emergency Situations

- 9.1.41 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 in a vehicle 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 and completed an incident report in line with the Incident Management Procedure

9.2 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.

- 9.2.1 All employees/volunteers will ensure full compliance with [PS706-O Recruitment and Selection Policy](#) and procedures during the recruitment and selection process specifically pre-employment screening: National Criminal History Record Checks (NCHRC), WWCCs and Reference Checks. Where required under the Children Protection and Compliance Matrix (11.3 Appendix C). 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 checking form, as per the [Reference Checks section of the HR Manual](#).

- 9.2.2 New employees and volunteers must have a NCHRC processed before their commencement, as per the [NCHRC Policy](#).
- 9.2.3 All employees/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.
- 9.2.4 The recruitment and pre-screening requirements for Contractors and Consultants shall vary depending on the type of engagement, and involvement with children, please refer to 11.3 Appendix 3 (11.3.3 Consultants and Contractors Training Requirements).

9.3 Induction and Safeguarding Children and Young People Training, Compliance Education Requirements

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

Employees and Volunteers

- 9.3.1 All newly recruited YMCA Employees/volunteers will undertake an induction that includes outlining their requirements under the Safeguarding Children and Young People Policy and Procedure, as per the YMCA pre-induction checklist (available on the [Pre-Induction section of the HR Manual](#)) and the YMCA Induction checklist (available on the [Induction section of the HR Manual](#)), and conducted by appropriate YMCA Representative.
- 9.3.2 Except as outlined in Appendix C – Safeguarding Children and Young People Training and Compliance Requirements, all YMCA employees, volunteers, contractors and consultants will complete an induction process including information on the YMCA's commitment to safeguarding children, the SCYP Commitment Statement and Sign-Off Form (Appendix A/B), the Australian Childhood Foundation Child Protection Training (or its equivalent), and behaviour/conduct expectations as outlined in the YMCA Code of Conduct.
- 9.3.3 YMCA will provide other training and education programs for all employees/volunteers that provide information on the YMCA's SCYP commitment and framework, legislative requirements, child abuse definitions and dynamics, roles and responsibilities, reporting and response processes, behaviour expectations, and policy and procedure requirements. SCYP training/resources/information will be included in annual learning and development for all employees/volunteers, including the Australian Childhood Foundation's Safeguarding Children and Young People Training program.
- 9.3.4 All YMCA Managers are required to read, understand and implement [Manager SCYP Implementation guidelines](#).

9.4 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.

- 9.4.1 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 including information on the YMCA process for responding to reports and allegations of child abuse to parents/guardians, as appropriate
- 9.4.2 YMCA Managers should engage parents in regular and proactive communication that promotes:
- The YMCA's commitment to a child-safe environment;

- Community awareness/education;
- Expectations of behaviour/conduct of YMCA personnel;
- Child and young person resilience and self-protection; and,
- Complaint reporting and notification processes.

9.4.3 Parents, children and young people are to be appropriately informed of and be given access to YMCA's SCYP policies and procedures.

9.4.4 YMCA will involve, parents, children and young people in evaluating and improving an organisation's service delivery and respond to feedback provided

9.5 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.

9.5.1 All employees/volunteers must remain alert to the risk indicators of child abuse (as outlined in Appendix D).

9.5.2 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.

9.5.3 All employees/volunteers must inform/notify their Manager/supervisor about any issue/concern/allegation that relates to inappropriate or unnecessary 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.

9.5.4 **YMCA Managers/Supervisors must respond to all reports/allegations/issues/concerns** that relate to the health, safety or wellbeing of children and young people.

- **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) must be logged on INX and may be responded to locally 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 logged on INX and responded to as per clauses 9.5.5 – 9.5.10 of this procedure.

9.5.5 All employees/volunteers (and other personnel) must report any Safeguarding Children and Young People matters, (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) **regardless of the level (near miss, minor, major, critical)** directly to their Manager/Supervisor.

- 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).
- Refer to the Incident Management Procedure for guidance.

9.5.6 YMCA Managers/Supervisors must ensure that **all incidents are logged** via the [YMCA's online Incident Reporting System \(INX\)](#), 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 Management Procedure](#).

- YMCA Managers/Supervisors must ensure that all documentation used during this reporting process will be included as an attachment within the Incident Reporting System (INX) and hardcopies 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 issues or concerns regarding the health and safety of children and young people.
- YMCA Managers/Supervisors should ensure that those involved following an allegation or report of abuse or neglect have access to counselling and support.

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.

9.5.7 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 Area Manager/Development Manager/Executive Officer.

9.5.8 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 General Manager, Executive Officer, Development Manager or Area manager, in consultation with People and Culture, as to the appropriate course of action. This may include:

- Seeking advice from the Department of Health and Human Services (DHHS) (e.g. matters that involve the family unit)
- Seeking advice from YMCA Victoria People and Culture Department
- Internal or external Investigation – Refer to [Workplace Investigation Guidelines](#)
- Reporting to the Department of Health & Human Services (DHHS) (See Clause 9.5.9)
- Reporting to the Police (See Clause 9.5.9)
- Reporting to the Commissioner for Children and Young People (CCYP), under the Reportable Conduct Scheme (See Clause 9.5.10)
- Reporting/speaking to parents/legal guardians (if appropriate)
- Revocation of membership
- Escorting the person off premises

NB: Further information regarding the appropriate response to an allegation is available via the [Manager SCYP Implementation guidelines](#).

External Reporting and Notification

- 9.5.9 When it has been determined that external authorities will be notified (i.e. Police, Department of Health and Human Services (DHHS), or other external authority), the employee/volunteer/manager must inform the appropriate Area Manager, Development Manager, General Manager or Executive Officer. Any notification must be completed within the specified timeframes outlined in the [Incident Management Procedure](#).

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 DHHS** 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 Management Procedure](#).
- **A report to Victoria Police** 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 people². Specific detail of what to report can be found in the [Incident Management Procedure](#).
- **A report to CCYP under the Reportable Conduct Scheme** required the organisation to report any allegations of child abuse by a staff member, volunteer or contractor of YMCA Victoria to CCYP for monitoring and oversight. Specific detail of what to report and how to report can be found in the [Reportable Conduct Scheme – Managers Guidelines](#)
- ❖ 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 Health & Human Services Child Protection Crisis Line by telephone on 13 12 78**.

- 9.5.10 YMCA managers must seek advice and direction from the relevant General Manager, Executive Officer, or Development Manager, in consultation with the Group Manager – People and Culture, regarding the involvement/notification of the parents/legal guardians of the child or young person, in relation to the matter.

Patron and Child Reporting

- 9.5.11 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.

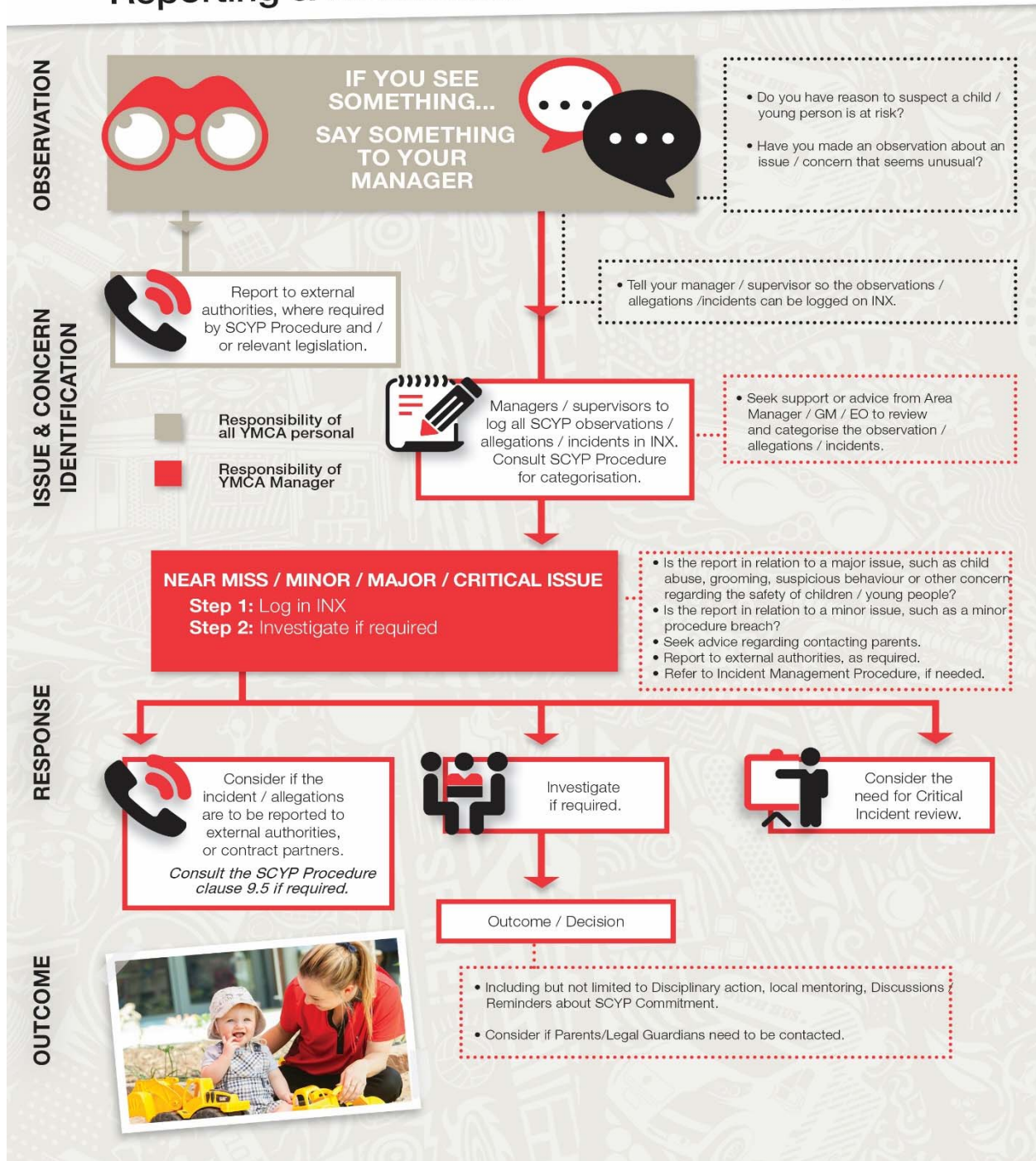
² Any adult who forms a reasonable belief that a sexual offence has been committed in Victoria by an adult against a child under 16 years of age must report that information to police.



SAFEGUARDING CHILDREN & YOUNG PEOPLE



Reporting & Notification Flowchart



10 MONITORING, EVALUATION, REVIEW

10.1 Procedure Document Monitoring, Evaluation and Review

- 10.1.1 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.

10.2 Procedure Compliance Monitoring, Evaluation and Review

- 10.2.1 The 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 on an annual basis.
2. Each sector will collate and review centre/program/service self-assessments annually, in accordance with SCYP KPIs.
3. Sector compliance will be reported as per the YMCA's Risk Management Procedure
4. YMCA will complete an annual organisation-wide self-assessment
5. External audit and verification based on a sample, conducted by the Australian Childhood Foundation shall occur at 3 yearly intervals.
6. Extraordinary review to be conducted as required by the Board, Chief Executive Officer or Executive Officer/General Manager.

Approved by: Policy Procedure Group

Meeting date: 25/05/2018

Effective date: 13/06/2018

Review date: 25/05/2020

Policy Owner: Group Manager – People & Culture

Contact Details policy owner: T 03 9403 5000 E Humanresources.vic@ymca.org.au

Amendment history:

Version	Date	Author	Change Description
V1	25/02/2013	Tim Reynolds	Draft for discussion
V2	20/11/2013	Tim Reynolds	Preliminary draft
V3	21/11/2013	Tim Reynolds	Preliminary draft
V4	25/11/2013	Tim Reynolds	Final drafting
V5	11/12/2013	Tim Reynolds	Final drafting
V6	24/12/2013	Tim Reynolds	Final drafting
V7	28/01/2014	Tim Reynolds	Final drafting
V8	06/02/2014	Tim Reynolds	Final drafting post final consultation
V9	17/02/2014	Tim Reynolds	Final draft for endorsement
V10	04/03/2014	Tim Reynolds	Final
V11	04/07/2014	Tim Reynolds	Amendments to Reporting Flowchart Amendments to Professional Boundaries Clause

V12	28/10/2014	Tim Reynolds	Amendments to the Private Arrangements Clauses Amendments to the Photography Clauses Amendments to the Disciplinary Consequences
V13	18/11/2014	Tim Reynolds	ACF Feedback Amendments SCYP System Audit Amendments
V14	18/05/2018	Kate Trevanion	Review for Endorsement Policy replacement as per the National Movement (YMCA SCYP Policy) Expansion to the description on the reporting for Minor Issue/Concern/Allegation Reporting and Notification Amendments to the Babysitting clause Update to the 'External Reporting and Notification' to include the Reportable Conduct Scheme under the Commissioner for Children & Young People Inclusion of feedback based on Australian Childhood Foundation (ACF) recommendations <ul style="list-style-type: none"> - Wording in relation to sexual behaviour - Wording in relation to diversity and equity - Sleeping Arrangements and Overnight stay - Change room arrangements Update to the Reporting & Notification Workflow

11 Appendices

11.1 Appendix A – SCYP Policy & Procedure - Commitment and Sign-off

SCYP Commitment Statement and Sign-Off Form

The YMCA is committed to Safeguarding Children and Young People (SCYP) in its care. As part of this commitment, we have developed the SCYP policy and procedure, and implementation guidelines for our organisation that are approved and endorsed by our Chief Executive Officer and the Board of the YMCA Victoria.

All personnel, from the YMCA Victoria Board of Directors and senior managers to casual employees and volunteers, are required to observe the policy, procedure and guidelines.

Management considers a failure to observe expected conduct and behaviour to be misconduct, and will result in appropriate disciplinary action. Depending on the seriousness of the misconduct, disciplinary action may include suspension while matters are investigated and/or dismissal. In addition to any internal disciplinary proceedings, any breaches of law will be reported to police.

Commitment

I, _____
Name of staff member or volunteer

- have been provided with a copy, have read, and have understood the Safeguarding Children and Young People Policy and Procedure of the YMCA
- understand my responsibilities in relation to ensuring and promoting the safety of children and young people
- will observe the guidelines during my employment/time with the YMCA to ensure and promote the safety of children and young people participating in and accessing services, programs, and facilities provided by the YMCA.

Staff member/Volunteer signature: _____ Date: ____/____/____

Management Confirmation

Receipt and filing on personnel file of SCYP Signed Employee/Volunteer Commitment Statement

Name of management representative: _____

Position/title of management representative: _____

Manager Signature: _____ Date: ____/____/____

11.2 Appendix B - Contractor SCYP Commitment Statement and Sign-off

SCYP Commitment Statement and Sign-Off Form

The YMCA is committed to Safeguarding Children and Young People (SCYP) in its care. As part of this commitment, we have developed the SCYP policy and procedure, and implementation guidelines for our organisation that are approved and endorsed by our Chief Executive Officer and the Board of the YMCA Victoria.

All personnel, from the YMCA Victoria Board of Directors and senior managers to casual employees and volunteers, are required to observe the policy, procedure and guidelines.

Management considers a failure to observe expected conduct and behaviour to be a breach of your engagement contract with the YMCA. Depending on the seriousness of the misconduct, subsequent action may include direct instruction regarding expected conduct and behaviour, or the frustration and cancellation your engagement with the YMCA. In addition to any internal processes, any breaches of law will be reported to police.

Commitment

I, _____

Name of Contractor

- understand the YMCA's Safeguarding Children and Young People Policy and Procedure requirements.
- understand my responsibilities in relation to ensuring and promoting the safety of children and young people
- will observe the guidelines during my time with the YMCA to ensure and promote the safety of children and young people participating in and accessing services, programs, and facilities provided by the YMCA.
- hold a valid Working with Children Check (or equivalent) and have completed adequate Child Protection Training, that gives regard to my obligations for protection of children and external reporting obligations.

Contractor signature: _____ **Date:** ____/____/____

Working with Children Check Number _____ **Expiry** ____/____/____

Name of Witness: _____

Position/title of Witness _____

Witness Signature: _____ **Date:** ____/____/____

11.3 Appendix C – Safeguarding Children and Young People Training and Compliance Requirements

This Appendix clarifies the induction and training requirements for staff, volunteers, contractors and consultants at YMCA Victoria.

Except as outlined in this Appendix all YMCA employees, volunteers, contractors and consultants will complete an induction process including information on the YMCA's commitment to safeguarding children, the SCYP Commitment Statement and Sign-Off Form (Appendix A/B), the Australian Childhood Foundation Child Protection Training (or its equivalent), and behaviour/conduct expectations as outlined in the YMCA Code of Conduct.

11.3.1 Employees Training and Compliance Requirements

To support the implementation of the SCYP Policy and Procedure, the below framework can be used (as a guide only) to identify the various training and compliance requirements for employees at the Y. All employees are required to participate in the YMCA's SCYP policy and procedure implementation, this includes completion of the ACF Child Protection Training, satisfactory NCHRC, a valid WWCC, face to face interviews and 2 Reference Checks.

Employee Scaling

Using the below framework, each employee position will be evaluated to identify the level of interaction with children or their time commitment (which ever is higher); this will then inform the training and compliance requirements for that employee.

Contact with Children and Young People

Minimal	Low	Medium	High
<ul style="list-style-type: none"> No contact 	<ul style="list-style-type: none"> Irregular & supervised/unsupervised contact 	<ul style="list-style-type: none"> Supervised contact Regular contact 	<ul style="list-style-type: none"> Direct supervision Core part of role Regular Contact

Time Commitment

Minimal	Low	Medium	High
<ul style="list-style-type: none"> Short Term Engagement (less than 1 week) 	<ul style="list-style-type: none"> Up to one month 	<ul style="list-style-type: none"> Up to 4 months 	<ul style="list-style-type: none"> More than 4 months

Examples

Category	Example Positions
High	Most Center/Services Staff (e.g. Managers, Directors, Team Leaders and Coordinators, Personal Trainers (Who work with Children/Young People), Lifeguards, Camping Employees, Children's Services Employees, OSCH Employees, Crèche Employee, Swimming Coach/Teachers, Gymnastic Coaches/Assistants, Program Employee, Youth Services Employees, Duty Managers, Shift Supervisor)
Medium	Centre/Service Staff that don't work with children (e.g. Café Staff, Cleaner, Maintenance employee)
Low	Support Staff (e.g. State Office staff who do not work with children)
Minimal	Support Staff (e.g. Finance Hub Employees who have no contact with children)

Training & Compliance Requirements for Employees

Following the identification of the level of child interaction and/or time commitment, the training and compliance requirements for each position will then be based on the below framework.

Level	Online Child Protection Training Timeframe	Working with Children Check Timeframe	Other Checks Required	SCYP Statement of Commitment
Minimal	Completed Within 5 Months	Can commence on Application Receipt	<ul style="list-style-type: none"> NCHRC 2 Reference Checks Full Recruitment Process (Completed prior to Commencement)	Yes (Completed prior to Commencement)
Low	Within 5 Weeks	Can commence on Application Receipt		
Medium	Within 5 Days	Can commence on Application Receipt		
High	Prior to Commencement	Can commence on Valid WWCC		

11.3.2 Volunteers Training and Compliance Requirements

To support the implementation of the SCYP Policy and Procedure, the below framework can be used (as a guide only) to identify the various training and compliance requirements for volunteers at the Y.

Volunteer Scaling

Categorising volunteer positions within the matrix is based on Contact with Children & Young People and the duration of volunteer engagement at the Y. Higher categorised positions have more compliance and training requirements. The following matrix has been populated with some examples as a guide.

Contact with Children & Young People 	High (Direct contact with children Core part of role Regular Contact)	<i>Example: Children's Activities Leader at Fundraising Event</i>	<i>Example: Weekend Camp Leader</i>	<i>Example: Camp Leader</i> <i>Youth Mentor</i>	<i>Example: Youth Parliament Taskforce</i> <i>Regular Campsite Worker</i>
	Medium (Regular contact with children, Supervised)			<i>Example: Holiday Program Leader</i> <i>YMCA Buddies</i> <i>Sporting Referees</i>	<i>Example: Sports Coaches</i>
	Low (Irregular contact with children, supervised)	<i>Example: Work Experience Student</i>		<i>Example: Sporting Referees</i> <i>Massive Murray Paddle Volunteer</i>	<i>Example: Board Member</i> <i>Sporting Referees</i>
	Minimal (No contact)	<i>Example: Online Focus Group Member</i>	<i>Example: Fundraising Event Volunteer</i>	<i>Example: Marketing Volunteer</i>	<i>Example: Administration Volunteer</i>
		Minimal (1-2 hours on a non-regular basis)	Low (Up to a day per week on a non-regular basis)	Medium (1-7 days per week on a non-regular basis)	High (1-7 days per week on a regular basis)
		Time Commitment at the Y			

Please note: Some positions may spread across multiple levels, and some individual people may also have higher compliance requirements than others in the same position, depending on their contact and time commitment (eg. sporting referees).

Please note: Positions classified with both Medium time commitment AND Medium interaction with children should undergo the same training and compliance requirements as those classified as 'High'.

Training & Compliance Requirements for Volunteers

Based on the identified scaling for a given volunteer position, the following table outlines the training and compliance requirements for that volunteer position.

Level	Online Child Protection Training Timeframe	Working with Children Check Timeframe	Other Checks Required	SCYP Statement of Commitment
Minimal	Not Required	Can commence on Valid WWCC		Not Required
Low	YMCA Event Induction immediately prior to event (15 min group training)	Can commence on Valid WWCC		Yes (Completed prior to Commencement)
Medium	ACF SCYP Online Training prior to commencement	Can commence on Valid WWCC	<ul style="list-style-type: none"> • NCHRC • 1 Reference Check • Face to face interview (Completed prior to Commencement)	
High	ACF SCYP Online Training prior to commencement	Can commence on Valid WWCC	<ul style="list-style-type: none"> • NCHRC • 2 Reference Checks • Face to face interview (Completed prior to Commencement)	

11.3.3 Consultants and Contractors Training and Compliance Requirements

To support the implementation of the SCYP Policy and Procedure, the below framework can be used (as a guide only) to identify the various training and compliance requirements for contractors/consultants at the Y.

Contractor & Consultant Scaling

Using the below framework, each contractor position should be evaluated to identify the level of interaction with children and/or their time commitment (whichever is higher); this will then inform the training and compliance requirements for that contractor.

The following matrix has been populated with some examples of our most common contractor positions.

↑ Contact with Children & Young People	High (Direct supervision Core part of role Regular Contact)			<i>Example: Ongoing Contractor</i> <i>YMCA Program Deliver Contractor</i>
	Low (Irregular supervised contact)		<i>Example: Event Contractor</i>	
	Minimal (No programming or service contact)	<i>Example: Maintenance Contractor</i>		
		Minimal (1-2 hours on a non-regular basis)	Low (Up to one day per week on a non-regular basis)	Medium (Ongoing programming)
Programming Commitment →				

Examples:

Maintenance Contractor – includes such as plumber, electrician, engaged maintenance contractors for corrective maintenance or capital works.

Event Contractor – includes contractors engaged to deliver service for a particular event such as a magician, face painter, holiday program incursion.

Ongoing Contractor – includes ongoing contractors engaged in positions such as exercise physiologist or personal trainer, who deliver ongoing services.

YMCA Program Delivery Contractor – includes contractors engaged to deliver a YMCA program such as a tennis coach, personal trainer (in YMCA uniform) or group fitness classes.

Training & Compliance Requirements for Contractors:

The training requirements for various levels of volunteers are as follows:

Level	Minimum Checks Required (EO/RDM/Manager may require additional checks)	Minimum SCYP Training Required	SCYP Statement of Commitment
Minimal	<ul style="list-style-type: none"> Valid WWCC Risk Assessment (Prior to Commencement)	n/a	No
Low	<ul style="list-style-type: none"> Valid WWCC Risk Assessment (Prior to Commencement)	Introductory Child Protection training (e.g. Equivalent/similar to YMCA Event Induction provided to YMCA Volunteers , or externally provided similar induction/training)	Abbreviated Commitment statement that refers to abiding by SCYP Policy and Procedure. See Appendix B of SCYP Procedure
High	<ul style="list-style-type: none"> WWCC NCHRC Recruitment & Selection Policy/Procedure Apply (including interviews, 2x Reference Checks etc.) (Prior to Commencement)	Detailed Child Protection Training (e.g. Equivalent to online ACF Child Protection Training provided to YMCA Employees & Volunteers)	Abbreviated Commitment statement, that refers to abiding by SCYP Policy and Procedure. See Appendix B of SCYP Procedure

Managers should ascertain whether the individual is correctly classified as a contractor or employee, material available on the [Fair Work Ombudsman's website](#) is available to assist. For further information or assistance, please your manager.

Please note: Contractors categorised as High will need to demonstrate that they have fulfilled the above SCYP requirements. This may include evidence of child-protection training completed elsewhere, within the last 12 months. Contractors can complete training from other providers, but the YMCA is happy to provide access to the ACF training to assist them to comply with our policy. The enrolment key for contractors/consultants is YVIC-CONTRACTOR.

External Organisation Partnership Requirements

All external organisations that enter into commercial contracts/partnerships with the YMCA (e.g. Independent Cafes, Physiotherapists etc.) will be required to agree/abide by the YMCA's SCYP Policies and Procedures, similarly to the contractor/consultant requirements above. These requirements should form part of the engagement agreement entered into upon commencement of the arrangements, and be accompanied with a YMCA Risk Assessment where elements of the SCYP Policy/Procedure cannot be adhered to (e.g. Physiotherapist alone with a person under 18).

Note: User Groups are different to consultants/contractors or commercial partners; "User Groups" operate within a YMCA Facility via a room/stadium hire agreement and operate a service that isn't required or established by the YMCA (such as a basketball/netball competition), and are not considered commercial partnerships. These agreements should incorporate the requirements set out in the User Group Agreement SCYP Template, available on the SCYP section of the HR manual.

11.3.4 Special Circumstances

A YMCA Manager should provide alternative training opportunities to an individual who is unable to complete the Australian Childhood Foundation Child Protection Training due to a special circumstance, including but not limited to:

- Intellectual disability
- Learning difficulty
- Culturally and linguistically diverse background
- Adult survivor

- Under 18 years of age

The below table provides some of the options available in special circumstances.

Special Circumstance	Compliance Requirements (other than training)	Child Protection Training Options
Intellectual Disability	• Same as Employee/Volunteer/Contractor Requirements	<ul style="list-style-type: none"> • One: One guidance • Job Support or Agency Assistance • Interactive Group Session • Facilitator Led Group Session • Easy English Alternative
Learning Difficulty	• Same as Employee/Volunteer/Contractor Requirements	
Culturally and linguistically diverse background	<ul style="list-style-type: none"> • International Police Check may be required, as per NCHRC Policy/Procedure • Same as Employee/Volunteer/Contractor Requirements 	
Under 18	• Same as Employee/Volunteer/Contractor Requirements (except WWCC Not Required)	
Adult Survivor	• Same as Employee/Volunteer/Contractor Requirements	
Other Special Circumstances	• Same as Employee/Volunteer/Contractor Requirements	As above, or consult your manager

Training Options for use, as appropriate

Training Options	Details
One: One guidance	Where another person sits with the individual and takes them through the online training, to assist with their learning. This will mean that the individual receives a Completion Certificate.
Job Support or Agency Assistance	Where an external provider is engaged to take the individual through the online training, to assist with their learning. This will mean that the individual receives a Completion Certificate.
Interactive/ Computer-based Group Session	A group session led by a YMCA Manager, where individuals complete the online training together. Each participant sits in front of a separate computer and everyone works through the training together. This will mean that the individual receives a completion certificate
Facilitator Led Group Session	A group session led by a YMCA Manager, where individuals all sit together and are taken through the training (i.e. on a projector/big screen). This will mean that the individual will not receive a completion certificate. Appropriate records must be kept and stored.
Easy English	Provision of the ACF Child Protection training in 'Easy English'.

NB: There is not a one size fits all approach, YMCA Managers will need to consider each situation on a case by case basis, and implement a solution that meets the special circumstances and the Child Protection training obligations.

In special circumstances where an individual is unable to complete the online child protection training, the YMCA Manager must ensure adequate records are kept (and provided to the relevant Payroll Specialist, or Volunteer Manager) that include details of the training completed, and reasons for special circumstances.

11.4 Appendix D - SCYP Procedure – 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	
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

Behavioural indicators must be interpreted with regard to the individual child's level of functioning and development stage.

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 affection 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)

11.5 Appendix E - Exceptions to SCYP Procedure – General Manager sign off form

Safeguarding Children and Young People Procedure Exceptions

General Manager/Executive Officer - Sign-Off Form

Date ___/___/___

Relevant clause in Safeguarding Children and Young People Procedure (select one):

- ☐ 9.1.13 - Private Babysitting arrangement
- ☐ 9.1.26 - Supervision within overnights stays with YMCA Victoria programs
- ☐ Specific exclusions under 9.1.39:
 - ☐ 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 (e.g. long day care, OSHC, crèche, holiday programs) may involve bathroom assistance to children and young people.
 - ☐ Children's services (e.g. 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.
 - ☐ As per the Arrival and Departure Policy, call the police if the correct action if a parent/guardian/delegated guardian does not arrive to pick up a child from care.
- ☐ Other, please specify: _____

Name of Employee/Volunteer or Program: _____

Detail of exception: _____

Reason for exception being authorised: _____

Time limit/expiry on exception: _____

For Private Babysitting arrangements only:

Employee Name: _____

Name of child or young person: _____

Location of child or young person: _____

Parents advised: Yes/No

Date of Risk Assessment Completed: ____/____/____

Please ensure a copy of the completed Safeguarding Risk Assessment is completed to this form, template below.

Authorising General Manager/Executive Officer name: _____

Authorising General Manager/Executive Officer sector: _____

Authorising General Manager/Executive Officer signature: _____

Next steps:

Upload the Exception Sign off and completed Risk Assessment to the 'SCYP Exceptions' page on YNET.

If this exception is for a Private Babysitting Arrangement, please ensure this form and the risk assessment is stored locally on the employees file.

Safeguarding Risk Assessment

The risks identified in a Safeguarding Risk Assessment are risks to children and young people of abuse. The below template provides **examples** of potential risks, hazards and control measures, some of which may / may not be applicable to your service, program or activity, nor are the examples exhaustive.

Where examples are not applicable, enter N/A and where you intend to develop a more comprehensive Risk Assessment you may include some or all of the factors included in Appendix 2 or identify additional factors specific to your service, program or activity.

If you have an existing Risk Assessment and Management system please ensure that the relevant items are included.

Service, program or activity details	Example
Name of service, program or activity:	<i>Out of School Hours Care</i>
Description:	<i>After school excursion</i>
Location:	<i>Sydney Cinema, 1 Main Street, Sydney, 2000</i>
Date(s):	<i>01.03.2017</i>

Risk Area	Hazard(s)	Control Measures	Procedures	Rating*	Responsibility
Personnel * Refer to Risk Matrix Rating (page 7)					
Staff skills, knowledge, attitude & ability	Inadequacy of staff skills, knowledge, attitude & ability to perform required duties causes harm	<ul style="list-style-type: none"> Recruitment guidelines are followed and implemented, including requirement for Police Clearance & WWCC Staff selection, induction, supervision & monitoring 	<i>Example:</i> <i>Recruitment Policy</i> <i>Induction Procedures</i> <i>SCYP Training</i>	<i>Example:</i> LOW	<i>Example:</i> HR Manager- David Phillips

Risk Area	Hazard(s)	Control Measures	Procedures	Rating*	Responsibility
		<ul style="list-style-type: none"> Skills assessment, feedback, coaching and support to address needs such as skills deficits, stress, personal support Training provided through: induction, training modules, tutorials, staff meetings, operations manuals Qualifications are periodically updated 	<i>Staff Performance Review framework</i>		<i>Supervisor – Mary Jones</i>
Staff under 18	Vulnerability is not recognised when working alone with adults	<ul style="list-style-type: none"> Clear guidelines in place for employing under 18's On boarding of minors is completed in conjunction with parents/guardians 			
Staff supervision	<ul style="list-style-type: none"> Staff behaviour cannot be directly monitored e.g., outreach, 24/7 residential care Individual staff alone with young people Inappropriate staff behaviour causes harm 	<ul style="list-style-type: none"> Code of Conduct is established with staff when beginning employment Code of Conduct is established with client when beginning professional relationship Policy to ensure that two staff members are present/in view of each other whilst engaging young people Clear policies and procedures regarding terms of entry and access to personal space A risk assessment is conducted prior to any staff working alone If working alone is permitted, monitoring, communication and emergency mechanisms will be provided Staff are trained to minimise risk and able to promptly respond to risks 			
Staff support	Workplace stresses negatively impacting on staff performance	<ul style="list-style-type: none"> Staff are aware of how to access Employee Assistance Program Staff are provided opportunities for de-briefing 	<i>Example:</i> <i>Grievance Policy</i> <i>EAP Policy</i>		

Risk Area	Hazard(s)	Control Measures	Procedures	Rating*	Responsibility
External agency providers / contractors	<ul style="list-style-type: none"> Unsuitable external provider staff: lack of WWCC, police, reference checks, qualifications External personnel unfamiliar with organisation procedures and expectations about behaviour of staff High risk and/or specialised tasks 	<ul style="list-style-type: none"> Contractor agreed scope of works and/or contracts signed prior to commencing work A risk assessment is conducted prior to commencing work and provided to contractor. Supervision of works and contractors Sign in register maintained 	<i>Example:</i> <i>External Agency Providers Contract</i> <i>Sign in register</i>		
Facility hire groups	<ul style="list-style-type: none"> Unsuitable hire group: lack of WWCC, police, reference checks Hire group unfamiliar with organisation procedures and expectations about behaviour of group 	<ul style="list-style-type: none"> Facility Hire agreement in place prior to hire commencing Hire group abide by conditions of use of facility A risk assessment is conducted prior to commencing the hire and provided to the hirer Sign in register maintained Supervision of hire group Spot check patrols 			
Non-staff residents living on site	<ul style="list-style-type: none"> Lack of WWCC, police, reference checks, qualifications Unfamiliar with agency procedures and expectations about behaviour 	<ul style="list-style-type: none"> Non-staff residents policies, procedures and risk assessment in place and agreed to prior to residency Register of all non-staff residents maintained 			
Facility					
Visibility	<ul style="list-style-type: none"> Remote or seldom-used areas Poor visibility into all areas 	<ul style="list-style-type: none"> CCTV Monitoring Security patrols 			
Security & Access	<ul style="list-style-type: none"> Unauthorised persons entering the facility Inability to restrict activities to area Inability to restrict public access to area Inability to monitor entry / exit from area 	<ul style="list-style-type: none"> CCTV Monitoring Facility Users abide by conditions of use of facility Security patrols Swipe card access 			
Change-rooms, toilets, bedrooms	<ul style="list-style-type: none"> Lack of appropriate privacy including: separation of sexes, separation of staff & 	<ul style="list-style-type: none"> Procedures include planned toilet breaks where children go in groups 			

Risk Area	Hazard(s)	Control Measures	Procedures	Rating*	Responsibility
	customer facilities, accessibility to the general public <ul style="list-style-type: none"> Lack of appropriate supervision including number and gender of personnel 	<ul style="list-style-type: none"> Change-rooms, toilets, bedrooms inspections conducted periodically 			
External venue	Unsuitable external venue (see above – visibility, security and change rooms etc)	<ul style="list-style-type: none"> Hire agreement with external venue provider in place prior to hire commencing to address risk issues 			
Client group					
Vulnerability	Age, disability, social/cultural background, history of maltreatment increases the vulnerability of clients	<ul style="list-style-type: none"> Increased supervision ratios Appropriately experienced and qualified staff 	<i>Example: Service Operations Manual</i>		
Client Behaviour	<ul style="list-style-type: none"> Psychological, physical and /or sexual abuse to other persons Children/ young people do not behave appropriately towards each other Theft of personal possessions, money and assets. 	<ul style="list-style-type: none"> Screening of applicants to identify risk behaviours Risk assessment and (behaviour) management plans completed for clients. Staff informed of the risks, staff trained to deal with behaviour / risks Increased supervision Client enrolment / facility hire agreement incorporates risk assessment, (behaviour) management plans and behavioural expectations and consequences for breaches. Procedure to be outlined in the operations manual, signed on completion by staff/volunteers Behaviour standards are set and monitored by staff CCTV and signage indicating monitoring in place 	<i>Example: (Behaviour) Management Policy and Plans</i>		
Personal care / first aid	<ul style="list-style-type: none"> Unsuitable personal care arrangements e.g. sleeping, bathing, toilet re: age / gender / disability Lack of privacy Lack of appropriate visibility 	<ul style="list-style-type: none"> Personalised management plans for high needs clients Facilities are appropriate to needs 			

Risk Area	Hazard(s)	Control Measures	Procedures	Rating*	Responsibility
Client trauma	<ul style="list-style-type: none"> • Clients disclosing abuse • Clients disclosing or exhibiting self-harming or suicidal tendencies • Clients suffering vicarious trauma 	<ul style="list-style-type: none"> • SCYP Policy displayed and communicated to all staff • SCYP training completed by all staff (induction and annually) • Reporting procedures for concerns are documented and implemented within the organisation • Residents and families are encouraged to provide feedback regularly on service provision • Monitoring and checking in system is implemented with young residents. • Referral to external support agencies 			
Supervision	<ul style="list-style-type: none"> • Inadequate supervision causes injury/harm 	<ul style="list-style-type: none"> • Assessment is conducted to ascertain supervisory requirements for any activity 			
Activities					
On-site	<ul style="list-style-type: none"> • Close physical contact • Frequent one-on one interactions • Transporting • Peer supervision 	<ul style="list-style-type: none"> • All activities are outlined within programmed experiences and documented accordingly • Activities are conducted in line with relevant regulations • Staff are trained to balance challenge and risk 			
Transport	<ul style="list-style-type: none"> • Staff behaviour cannot be directly monitored • Individual staff alone with young people • Inappropriate staff behaviour causes harm 	See 'Staff Supervision'			
Excursions	<ul style="list-style-type: none"> • Inadequate approval sign off • Inadequate screening of other persons who may be present e.g. family members 	Excursion Risk Assessment are undertaken			
Overnight stays	<ul style="list-style-type: none"> • Inadequate approval sign off • Inadequate screening of other persons who may be present e.g. family members • Inappropriate sleeping arrangements 	See 'Excursions' and 'Facilities'			

Risk Area	Hazard(s)	Control Measures	Procedures	Rating*	Responsibility
Social Media, photography					
Social media	<ul style="list-style-type: none"> Unacceptable use of Internet-enabled devices Physical location of computers does not facilitate supervision Lack of regulation of contact through social media 	<ul style="list-style-type: none"> Code of conduct is established with client when beginning professional relationship Code of conduct is established with staff when begin employment 			
Photography & videography	<ul style="list-style-type: none"> Inadequate assessment & authorisation prior to photographs/videos being taken Inadequate supervision of external photographers 	<ul style="list-style-type: none"> Parental consent sourced Correct recruitment, screening and supervision of external providers followed 			
General public, spectators, parents					
Parent behaviour	<ul style="list-style-type: none"> Parents do not behave appropriately Children are not collected / supervised as planned 	<ul style="list-style-type: none"> Briefing parents / spectators on behavioural expectations Be clear on any specific requirements including court orders 			
Visitor Behaviour	<ul style="list-style-type: none"> Personal injury from unforeseen violence and aggression from persons 	<ul style="list-style-type: none"> Emergency procedures outline lockdown procedures Communication devices are on staff at all times Client agreements define responsibility for visitor behaviour 			

Risk Matrix Rating						
Note: <i>Risk matrix does not fit all situations. If in doubt, please contact the Safeguarding Coordinator.</i>		CONSEQUENCES				
		MINIMAL No injury Minor impact	MINOR First aid events with no adverse effects	MODERATE Medical treatment required. Events with temporary adverse effects	MAJOR Extensive injury. Events with long-term effects. Attracts authorities	CATASTROPHIC Fatality or permanent disability. Event with major impact. Mass media attention
LIKELIHOOD	PROBABLE Is expected to occur in most circumstances	MEDIUM	MEDIUM	HIGH	HIGH	HIGH
	LIKELY Will probably occur in many circumstances	MEDIUM	MEDIUM	HIGH	HIGH	HIGH
	POSSIBLE Could occur at some time	LOW	MEDIUM	MEDIUM	HIGH	HIGH
	UNLIKELY Not expected to occur	LOW	LOW	MEDIUM	MEDIUM	HIGH
	IMPROBABLE May occur only in exceptional circumstances	LOW	LOW	LOW	MEDIUM	HIGH

Approval & Review			
Plan prepared by (print):		Approved by (print):	
Role:		Role:	
Signed:		Signed:	
Date:		Date:	
Venue & Safety Information attached:	Yes / No (please delete)	Communicated to:	