

SAFEGUARDING CHILDREN & YOUNG PEOPLE

Policy Statement &
Operations Manual

SGCYP3.0



YMCA of HOBART

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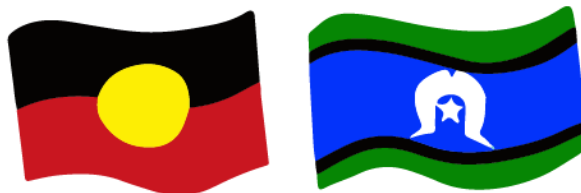
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I. Acknowledgement to Country



The YMCA of Hobart acknowledges the Tasmanian Aboriginal People as the Traditional Owners and ongoing custodians of lutruwita, Tasmania. We pay our respect to all Aboriginal and Torres Strait Islander people and to their Elders past, present and emerging.

II. Policy Statement

“Mankind owes to the child the best it has to give.”

United Nations Convention on the Rights of the Child 1989

Foreword

The YMCA Movement in Australia is a not-for profit federation of Licensed Member Associations. In light of the *Royal Commission into Institutional Responses to Child Sexual Abuse* the YMCA confirmed its commitment to safeguarding children and young people by documenting its determination to embed a child safe culture across its organisation and the communities with which it engages.

YMCA Hobart Inc is a member association and committed to the YMCA Safeguarding Children and Young People Licensing Standards. Although open to all ages, the YMCA Hobart particularly provides children and

youth services with a focus on sport and recreation programs to support the physical, intellectual, and social development of children and young people.

This document articulates the *Safeguarding Children and Young People Policy* (SGCYP) that applies to all YMCA Hobart staff. The companion to the SGCYP is this *Operations Manual* (OM) that spells out staff practices and procedures to ensure the YMCA is always a safe place for children and young people.

Our Vision

For children and young people to feel safe and be safe.

Our Mission

To ensure the YMCA of Hobart is a safe place for children and young people.

POLICY STATEMENT

It is the policy of YMCA Hobart to empower and support children and young people to reach their full potential. To do this we hold the following beliefs:

- All children and young people have the right to develop and reach their potential in environments that are caring, nurturing and safe.
- Any form of child abuse, inclusive of emotional, physical, sexual or neglect, is intolerable under any circumstances.
- We have a legal, moral, and mission-driven responsibility to protect children and young people from harm and to ensure any incidents of suspected child abuse are promptly and appropriately managed.
- We must be a voice for those who need to be heard and eyes for those who need to be seen, especially those whose ability to communicate is affected by age, ability, cultural background, or language.
- Every child and young person deserve the right to thrive, learn and grow, and to be respected, valued, and enabled to become an effective adult member of the community.

Undertaking

This *Policy Statement and Operations Manual* is endorsed by the YMCA of Hobart Board of Directors. It declares our commitment to the YMCA Australia's *Safeguarding Children and Young People Policy* and details how that policy is to be implemented by the YMCA of Hobart. This document will be the subject of regular review.

The YMCA of Hobart Board approves and endorses the content of this *Policy Statement and Operations Manual* (SGCYP Version 3.0) in its entirety.

Signed by:

YMCA of Hobart President: Mr Garry Fisher

YMCA of Hobart Acting CEO: Mr Phil Venables

Dated: 28 / 10 / 21

III. Purpose of the YMCA Hobart Safeguarding Children Operations Manual

This Operations Manual (OM) is adapted from the Feel Safe, Be Safe YMCA Framework. It reflects the values, principles, and commitment of the YMCA Hobart and it details the practices and procedures for how our people apply the *Safeguarding Children and Young People Policy*. Further information can be found at:

<https://ymca.org.au/about-us/safeguarding-children-young-people/safeguardingresources/>

This Operations Manual also introduces the key role of the YMCA of Hobart **Safeguarding Lead**. This is a senior role within the organisation with the primary function of providing expertise and enabling the continuous growth of our safeguarding capability. The **Safeguarding Lead** is also the primary Internal contact for reporting and investigation of all safeguarding matters.

IV. Our Safeguarding Framework

The YMCA Safeguarding Vision of ‘feel safe, be safe’ stands on three pillars:

Culture,
Operations and
Environment

These Pillars are comprised of 15 elements that enable our Y People to understand how Safeguarding directly relates to their individual roles. The Elements in our Safeguarding Framework build upon the 10 National Child Safe Principles and provide the Y Movement with a clear model on how to embed Safeguarding.



V. Safeguarding Children and Young People Commitment Statement

We believe in the power of inspired young people

Our Safeguarding vision is that all Children and Young People are empowered to feel safe and be safe at the Y, in their families and their communities.

In order for young people to be inspired, they must Feel Safe and Be Safe. As part of our Safeguarding Strategy at the Y, we have developed our Safeguarding Framework which aspires to ensure that all Children and Young People are safe and feel safe at the Y, in their families and in their communities.

Our Safeguarding Framework aims to develop:

- A safe **culture** nationally which empowers Children and Young People by promoting Children and Young Person focused leadership and governance;
- Safe **operations** to ensure Y People have the right policies, processes and practices to keep Children and Young People safe; and
- Safe **environments** at the Y and in communities which empower Children and Young People to thrive.

At the Y we commit to embedding our Safeguarding Framework across the Movement and continuing to work towards achieving our mission. In doing this, we commit to providing an environment that ensures the safety and wellbeing of all Children and Young People, families and communities and our Y People.

We commit to implementing and responding to our Stay Safe, Tell Someone Program for Children and Young People and all Y People, that if they see, hear or feel something that makes them worried or concerned, they can tell someone at the Y. We commit to responding to all safeguarding concerns made about children and young people by telling our Member Ys Safeguarding Leads and relevant external agencies as appropriate.

We commit to listening to Children and Young People, empowering them to speak up and amplifying their voices. This includes those from diverse backgrounds including our First Nations Children and Young People, those living with disability, those from culturally and linguistically diverse communities and those who identify as LGBTIQ+.

VI. Our Values and Safe Behaviours

At the Y we have six values that drive what we do and how we turn our belief in the power of inspired young people into a reality. These values are:

- The whole person, consisting of a body, a mind and a spirit each of which is of equal importance;
- The dignity and intrinsic worth of all people regardless of age, gender, ethnicity, belief or other difference;
- Diversity of people, communities and nations;
- Equality of opportunity and justice for all people;
- Healthy communities based on relationships between people which are characterised by love, understanding and mutual respect; and

- Acceptance of personal responsibility.

These values direct how our behaviours and conduct protect the safety of children and young people in all our interactions with them.

Our Safe Behaviours

At the Y we expect All YMCA People to:

- **Listen** and **respond** to the views of children, young people and their families. Hear what they have to say, no matter how big or small and always take them seriously
- **Protect** children and young people, put their safety first and do not cause harm in any environment – this includes online
- **Respect** and **support** all children and young people regardless of their backgrounds, everyone should be made to feel welcome and included
- **Speak** using clear language that is appropriate to children and young people
- **Act** within the laws, regulations, policies and procedures and set a positive example for others
- **Be aware** of signs that may indicate abuse or harm to children and young people and notice if they aren't themselves or things don't seem right
- **Respond** appropriately to any suspected or disclosed abuse or harm to children and young people
- **Empower** children and young people - this includes allowing them to do personal things for themselves
- **Encourage** children and young people to be the best they can be without showing any favouritism
- **Be professional** and **respect the boundaries** of your role at the Y – Y People should not be left alone with a child or young person (this includes transportation) or have any contact outside the Y's programs or facility unless approved by their local Y Association

VII. Definitions of Abuse

Abuse can come in many forms and varied terminology is used when referring to its impact on children and young people. This section provides definitions of child abuse that exists in our society and that YMCA staff may become aware of.

Bullying – 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 may take many forms (including direct and indirect) that are often interrelated and can include: verbal, physical, social or psychological. For the avoidance of doubt, bullying includes cyber bullying, which can also have lasting and damaging consequences.

Child abuse – All forms of physical and/or emotional ill treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity, in the context of a relationship with a person of responsibility, trust or power.

Discrimination – Discrimination means treating or proposing to treat someone less favourably than someone else in the same or similar circumstances, because of a particular characteristic or attribute. Discrimination can be direct or indirect.

Emotional or Psychological abuse – Emotional abuse of a child refers to inappropriate verbal or symbolic acts and/or a pattern of failure overtime to provide a child with adequate non-physical nurturing and emotional availability. Such acts or omissions are likely to damage a child’s self-esteem or social competence.

Family violence – Family violence is physical, emotional and/or financial conduct, whether actual or threatened, by a person towards a member of the person’s family (or towards the property of a member of the person’s family) that causes any other member of the person’s family network to fear for, or to be apprehensive about, their personal wellbeing or safety.

Grooming -Grooming is building a relationship with a child or young person with a view to abusing them at some stage. There is no set pattern in relation to the grooming of children. For some perpetrators, there will be a lengthy period of time before the abuse begins. Other perpetrators may draw a child in and abuse them relatively quickly.

Some abusers do not groom children but abuse them without forming a relationship at all.

Grooming can take place in any setting where a relationship is formed, such as leisure, music, sports and religious activities, or in internet chatrooms, in social media or by SMS

Harm – Harm is any detrimental or harmful effect of a significant nature to a person’s physical, psychological or emotional wellbeing. It does not matter how the harm is caused. Harm can be: physical, psychological or emotional abuse or neglect, sexual abuse or exploitation, a single act, omission or circumstance or a series or combination of acts, omissions or circumstances.

Neglect - 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, 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.

Physical abuse - 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.

Sexual abuse - Sexual abuse occurs when an adult involves a child or young person in any sexual activity. Sexual abuse also occurs when a child or young person involves another child or young person in any sexual activity. Perpetrators of sexual abuse take advantage of their power, authority or position over the child or young person for their own benefit. It can include making sexual comments to a child or young person,

engaging children or young people to participate in sexual conversations over the internet or on social media, kissing, touching a child or young person's genitals or breasts, oral sex or intercourse. Encouraging a child or young person to view pornographic magazines, websites and videos is also sexual abuse.

Sexual Exploitation- child sexual exploitation is a type of sexual abuse involving control of a child through force, threats or manipulation. Often the child or young person will firstly be befriended either in person or online to gain trust or control over them. An abuser can be any age, even the same age as the child.

Witnessing family violence - 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 is harmful to children and young people. 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.

VIII. Signs of Abuse

Emotional abuse- potential signs of psychological abuse are similar to the ones for emotional abuse

- Avoiding home
- Running away or continually staying at friend's houses
- Fear of the dark, not wanting to go to bed, bedwetting or nightmares
- Lying or stealing
- Lack of trust in adults
- Poor self image/self-esteem, poor academic performance, poor peer relationships
- Secretive, demanding or disruptive behaviour

Family and Domestic Violence- is strongly associated with child abuse and neglect as it is more likely that a child's basic needs will not be met in a family where domestic violence occurs.

- Depression, crying, low self-esteem
- Anxiety
- Poor coping mechanisms
- Suicidal thoughts
- Eating disorders
- Self-harm
- Substance abuse
- Injuries which are excused as 'accidents'
- Constant and abrupt absences from school
- Receiving recurrent, troublesome phone calls from the parent(s)
- A fear of the parent
- Changes in personal behaviours (e.g. an outgoing student becomes withdrawn)
- An extreme fear of conflict
- The need for assertiveness
- Tendencies towards isolation and avoidance of friends and family
- Insufficient means to live (money, food, clothing)

Neglect

- Failure to thrive

- Developmental delays
- Prone to illness
- Shallow or sickly appearance
- Abnormally high appetite
- Stealing or hoarding food
- Smelly or dirty appearance
- Untreated medical conditions
- Unsupervised for long periods
- Frequent illness, infections or sores

Physical abuse

- Bruises in unlikely places (face, back, ears, hands, buttocks, upper thighs)
- Inconsistent or absent explanation of bruises
- Pressure of marks from fingers on the face, chest or back
- Skull fracture, subdural bleeding, multiple fractures of different ages
- Suspicious burns
- Ingestion of poisonous substances including alcohol or drugs
- The child or young person seems frightened of a parent/carer or adult in their life or they seem afraid to go home
- Delay between getting injured and getting medical help
- Female genital mutilation
- The child or young person reports intentional injury by their parent or carer

Sexual Abuse

- Fear of being alone with a certain person
- Child or young person implies that they have to keep secrets
- Inappropriate knowledge about sex for their age or inappropriate sexual behaviour
- Genital injuries
- Child or young person reports abuse
- Fearful of having their nappy changed
- Sexually transmitted diseases
- Persistent soiling or bed wetting
- Sleep disturbance
- Promiscuous affection seeking behaviour
- Excessive masturbation which does not respond to boundaries or discipline
- Obsessive and compulsive washing

Sexual Exploitation

- Unhealthy or inappropriate sexual behaviour
- Being frightened of some people, places or situations
- Being secretive
- Sharp changes in mood or character
- Having money or things they can't or won't explain
- Physical signs of abuse, like bruises or bleeding in their genital or anal area
- Alcohol or drug misuses
- Sexually transmitted infections
- Pregnancy

When a child is sexually exploited online they might be persuaded or forced to:

- Send or post sexually explicit images of themselves
- Film or stream sexual activities
- Have sexual conversations

IX. Code of Conduct: (Practice and Behaviour Guidelines)

With the knowledge of our Values, Safe Behaviours and what constitutes Abuse, our Code of Conduct provides a set of rules to direct all Y Hobart staff when interacting with children and young people. This Code of Conduct is complementary to other Y policy and procedure documents, inclusive of:

- The specific requirements of your position description statement
- Safeguarding Children and Young People Policy
- YMCA Hobart Drug and Alcohol Policy
- YMCA of Hobart Performance and Conduct Policy
- YMCA of Hobart Information Technology Policy
- YMCA of Hobart Social Media Policy.

The YMCA supports the rights and well-being of our staff and encourages their active participation in building and maintaining a safe environment for children. However, it is recognised that YMCA staff will regularly and necessarily have close physical contact with children in their charge. Many of our programs involve the coaching of children and young people in a range of physical pursuits. YMCA staff recognise the power imbalance that can exist between a coach and a child and commit to adhere to the highest standards of professionalism and never exploit that circumstance.

As part of your commitment to our Values, Safe Behaviours and Code of Conduct, all staff are required to sign a Commitment to Safeguarding Children and Young People. A failure to comply with this commitment may amount to misconduct which could instigate disciplinary action.

Adhering to Professional Role Boundaries

Staff should not of their own volition or at the request of a service user, act outside of the confines of their duties (as specified in their position description) when helping to deliver programs. This means staff:

- Must not engage in activities with children or young people who are clients/members of our organisation outside authorised programs.
- Must not provide any form of support to a child or young person or their family, unrelated to our programs.
- Must not seek contact with children or young people (or former participants) outside our programs.
- Must not accept an invitation to attend any private social function at the request of a child or young person who has participated, or is participating, in our programs – or at the request of their family.
- Must not develop any 'special' relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children)
- Must not engage in open discussions of a mature or adult nature in the presence of children (for example, personal social activities)

If any of our staff become aware of a situation in which a child or young person requires assistance that is beyond the confines of that person's role, or beyond the scope of our organisation's usual service, they should at the earliest opportunity:

- refer the matter to an appropriate support agency or

- refer the child or young person to an appropriate support agency or
- contact the child or young person's parent or guardian or
- Seek advice from management.

E-Commitment & Online Communication

Staff are forbidden from using personal and or non-YMCA social networking accounts to Interact with children or young people of families who participate in YMCA services

- Y People must obtain consent from the parent or carer of any participating child or young person before engaging with them online and before posting or sharing any photos or videos of children and/or young people
- Y People must not engage with children or young people through their personal social media profiles
- All safeguarding concerns that are raised must be communicated to the local Y Safeguarding Lead within 24 hours
- Ensure at least two (2) Y People have access to any Y profiles (including instant messaging)
- Y People must not bully, coerce or use profane language when engaging with children and/ or young people

Our E-Commitment:

We will:

- Try our best to make sure that you can continue to safely access and engage with the Y and get the most out of our services
- Make sure to get permission from your parent or caregiver before we talk with you online
- Always make sure that a parent or caregiver and / or other Y People are copied into everything that we send you
- Only communicate with you about Y related activities (unless we are providing youth or counselling services.)
- Get permission from your parent or caregiver before we post or share any photos or videos of you
- Make sure that the right people are told about any concerns you may let us know about
- Do our best to make sure that any information you give to us is protected under privacy laws

We will not:

- Message you privately or one on one unless we are providing youth or counselling services.
- Message you using a personal account -we will only use approved Y profiles. If you are unsure or don't recognise the profile, please speak with an adult you trust.
- Post or share pictures or videos of children and young people - who participate in our programs -on a personal profile (we will only use approved Y profiles)
- Post or share any inappropriate pictures of children or young people on any profiles
- Swear, use adult language or talk about anything that is sexual or might seem sexual when communicating with children and young people
- Bully you or force you to do anything or share anything
- Encourage you to keep what we talk about a secret, or what you talk about with anyone else
- Ask you to meet us anywhere (besides a Y site when other Y People are around)
- Share your information with other people without getting permission from you and your parent or caregiver unless we have to by law- for example when you tell us that someone is trying to harm you
- Encourage you to visit sites that we think may have viruses or where your information is not protected

Overnight Stays and Sleeping Arrangements

Overnight stays are to occur only with the authorisation of our CEO or Safeguarding Lead and of the parents/guardians of the children or young people involved.

Practices and behaviour by YMCA staff during an overnight stay must be consistent with the practices and behaviour expected during delivery of the program at other times.

Standards of conduct that must be observed by YMCA staff during an overnight stay include:

- Providing children and young people with privacy when bathing and dressing.
- Observing appropriate dress standards when children and young people are present – such as no exposure to adult nudity.
- Not allowing children or young people to be exposed to pornographic material, for example, through movies, television, the Internet, or magazines
- Not leaving children under the supervision or protection of unauthorised persons such as hotel staff or friends.
- Not involving sleeping arrangements that may compromise the safety of children and young people such as unsupervised sleeping arrangements, or an adult sleeping in the same bed as a child or young person.
- The right of children to contact their parents for any reason.
- The right of parents to contact their children.

Photography of Children and Young People

Children and young people to whom we deliver service may be photographed or videoed while involved in our programs only if:

- The relevant Centre/Program Manager has granted prior and specific approval
- The context is directly related to participation in our program
- We have the express written permission of the parent or guardian
- Y approved devices are utilised such as centre cameras, ipads
- The child is appropriately dressed and posed
- The image is taken in the presence of other personnel.
- Appropriate secure storage of the photos and videos is organised

- Images are not to be distributed (including as an attachment to an email) to anyone outside our organisation other than the child photographed or their parent/guardian, without management knowledge and approval.
- Images (digital or hard copy) are to be stored in a manner that prevents unauthorised access by others, for example:
 - if in hard-copy form, in a locked drawer or cabinet
 - if in electronic form, in a 'password protected' folder.
- Images (digital or hard copy) are to be destroyed or deleted as soon as they are no longer required.
- Images are not to be exhibited on our website without parental knowledge and approval, or such images must be presented in a manner that de-identifies the child or young person. Any caption or accompanying text will be checked so that it does not identify a child or young person if such identification is potentially detrimental.

Physical Contact

Any physical contact with children and young people must be appropriate to the delivery of programs such as a swim teacher and based on the needs of the child or young person (such as to assist or comfort a distressed young person) rather than on the needs of our personnel.

Under no circumstances should any of our personnel have contact with children or young people

participating in our programs that

- involves touching:
 - of genitals
 - of buttocks
 - of the breast area (female children)
- would appear to a reasonable observer to have a sexual connotation
- is intended to cause pain or distress to the child or young person – for example corporal punishment
- is overly physical – as is, for example, wrestling, horseplay, tickling or other roughhousing
- is unnecessary – as is, for example, assisting with toileting when a child 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 a last resort
 - 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 possible.

Staff are required to report to management any physical contact initiated by a child or young person that is sexual and/or inappropriate, for example, acts of physical aggression, as soon as possible, to enable the situation to be managed in the interests of the safety of the child or young person, our staff and any other participants.

Positive Guidance [Discipline]

We strive to ensure that children and young people participating in our programs are aware of the acceptable limits of their behaviour so that we can provide a positive experience for all participants. Children are encouraged to feel safe and be safe, and have positive relationships and friendships with their peers. Wherever possible, children and young people are encouraged to ‘have a say’ and participate in all relevant organisational activities, especially on issues that are important to them. Children and young people are given information about their safe participation in organisational activities including access to information about child abuse prevention programs.

However, there are times when staff may be required to use appropriate techniques and behaviour management strategies to ensure:

- An effective and positive environment
- The safety and/or wellbeing of children, young people or personnel participating in our programs

We require our staff to use strategies that are fair, respectful and appropriate to the developmental stage of the children or young people involved. The child or young person needs to be provided with clear directions and given an opportunity to redirect their misbehaviour in a positive manner.

Under no circumstances are our staff to take disciplinary action involving physical punishment or any form of treatment that could reasonably be considered as degrading, cruel, frightening or humiliating.

Sexual Misconduct

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 programs or accessing our centres. Engaging in sexual behaviour while participating in any YMCA programs or services 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.

Supervision Principles

Use of Language and Tone - Language and tone of voice used in the presence of children and young people should:

- Provide clear direction, boost their confidence, encourage or affirm them
- Not be harmful to children – in this respect, avoid language that is:
- Not to be discriminatory, racist or sexist
- Not to be derogatory, belittling or negative, for example, by calling a child a ‘loser’ or telling them they are ‘too fat’
- Not to be intended to threaten or frighten
- Not to be profane or sexual.

Supervision and use of Change Room

Personnel are required to supervise children and young people in change rooms while balancing that requirement with a child or young person’s right to privacy. In addition:

- Staff should avoid one-to-one situations with a child or young person in a change room area
- Staff are not permitted to use the open public change room areas to undress or change while children and young people are present (Use of cubicles is permitted)
- Staff need to ensure adequate supervision in ‘public’ change rooms when they are used
- Staff 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 staff are not to enter male change rooms and male staff are not to enter female change rooms

If any of our personnel become aware of a situation in which a child or young person requires assistance that is beyond the confines of that person’s role, or beyond the scope of our organisation’s usual service, they should at the earliest opportunity:

- Refer the matter to an appropriate support agency or
- Refer the child or young person to an appropriate support agency or
- Contact the child or young person’s parent or guardian or
- Seek advice from management.

Transporting Children and Young People

Children and young people are to be transported only in circumstances that are directly related to the delivery of our programs.

Children are to be transported only with prior authorisation from the CEO and from the child’s parent/guardian (written consent is preferred). Gaining approval involves providing information about the proposed journey, including:

- The form of transport proposed, such as private car, taxi, self-drive bus, bus with driver, train, plane or boat
- The reason for the journey
- The route to be followed, including any stops or side trips

Details of anyone who will be present during the journey other than our personnel who are involved in delivering our program and the expected seating arrangements for the journey

Uniforms and identification

YMCA staff should wear their uniform only while involved in delivering service or as required by our organisation, such as when representing the YMCA of Hobart at designated functions. Identification should be worn by staff at all times when on duty!

Use, possession or supply of alcohol or drugs

While on duty, staff must not:

- Use, possess or be under the influence of an illegal drug
- Use or be under the influence of alcohol
- Be incapacitated by any other legal drug such as prescription or over-the-counter drugs
- Supply alcohol or drugs (including tobacco) to children and young People

Use of legal drugs other than alcohol is permitted, provided such use does not interfere with your ability to care for children involved in our service (please also refer to the YMCA of Hobart Drug and Alcohol Policy)

X. Inclusion: Cultural & LGBTIQ+



We respect and support the diverse needs of all children and young people including those who are Aboriginal and Torres Strait Islander, are from culturally and/or linguistically diverse backgrounds (CALD), have a disability or identify as Lesbian, Gay, Bisexual, Transsexual, Queer, Intersex or Asexual (LGBTQIA+). Children and young people's ideas and responses to diversity are influenced by what they see and hear around them. This is why we ensure diversity and inclusion is reflected in everything we do at the YMCA.

Where we have involvement 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.

All staff must ensure that their approach and interactions with children and young people are sensitive, respectful, and inclusive of all backgrounds and abilities. Some children and young people may not identify with any particular gender or sexual orientation, and these are factors that our staff need to be aware of, particularly if individuals prefer a non-binary term of address. Family change rooms are available for any person who identifies as non-binary.

Frequently asked questions

Question: How do I answer questions from other parents or adults about a transgender child or young person?

Answer: It is important that you do not disclose or discuss personal information about children or young people in your program or service with others- unless expressly authorised by the child/ young person and their parents/carers.

Question: How should I handle specific questions about the look of a transgender child or young person in my program or service?

Answer: Everyone is different. There is no rule for how a transgender or non-binary person looks just as there is no rule for how cis-gender people look. At the YMCA, we pride ourselves on our differences and our ability to ensure that everyone feels a sense of belonging.

Remind the person that bodies are generally considered private, and that it is inappropriate to ask about another child or young person's appearance (and if questioned, specifically their genitals or hormones). You may also like to let them know that such questions can be deemed intrusive and inappropriate – if possible, refer to our values and/or Code of Conduct (including Safe Behaviours).

Question: How should I respond if the parent of a child or young person in my program or service expresses concern about their child or young person's physical safety and does not want them using a bathroom with a transgender child or young person?

Answer: This is often raised in conversations about denying transgender people access to bathrooms and is recognised as a form of discrimination. Advise the parent that you expect all children and young people to behave in respectful and appropriate ways (can refer to our values and Safe Behaviours) and that everyone's safety is important to you. You can also inform them that having a transgender child or young person attend a YMCA program or service poses no additional risk to their child or young person, and that you will address any concerns about behaviour should they arise.

Question: How do I determine what is "Reasonable" under the Sex Discrimination Act when accommodating arrangements not to disadvantage a child or young person?

Answer: The Act provides that the following matters are considered when deciding whether a condition, requirement or practice is reasonable:

- the nature and extent of the disadvantage;
- the feasibility of overcoming or mitigating the disadvantage; and
- whether the disadvantage is proportionate to the result sought.

For further information please refer to the YMCA Diversity guidance document available from your Manager.

Point to Note: Tasmania has the highest proportion of people with a disability of any state or territory in Australia with close to 28%.

Definitions of Key Terms

Aboriginal and Torres Strait Islander- A person of Aboriginal or Torres Strait Islander descent who identifies as Aboriginal or Torres Strait Islander and is accepted as such by the community in which he or she lives.

Bisexual- An individual who is sexually and/or romantically attracted to people of the same gender and people of another gender. Bisexuality does not necessarily assume there are only two genders.

Culturally and/or linguistically diverse - People from culturally and linguistically diverse (CALD) backgrounds originate from countries in which English is not the main language.

Cultural Safety - An environment that is safe for people: where there is no assault, challenge or denial of their identity, of who they are and what they need. It is about shared respect, shared meaning, shared knowledge and experience, of learning, living and working together with dignity and truly listening.

Disability - Any person with a limitation, restriction or impairment, which has lasted or is likely to last, for at least six months and restricts everyday activities. Self-care, mobility and communication are defined as core activities. Core activity restriction can be mild, moderate, severe or profound.

Discrimination - Discrimination occurs when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

Diversity - Diversity refers to the mix of people in an organisation – that is, all the differences between people in how they identify in relation to their:

SOCIAL IDENTITY e.g., Aboriginal and/or Torres Strait Islander background, age, caring responsibilities, cultural background, disability status, gender, religious affiliation, sexual orientation, gender identity, intersex status, and socio-economic background.

PROFESSIONAL IDENTITY e.g., profession, education, work experiences, organisational level, functional area, division/ department, and location.

These aspects come together in a unique way for each individual and shape the way they view and perceive their world and workplace – as well as how others view and treat them.

Gay - An individual who identifies as a man and is sexually and/or romantically attracted to other people who identify as men. The term gay can also be used in relation to women who are sexually and romantically attracted to other women

Gender identity - The gender-related identity, appearance or mannerisms or other gender-related characteristics of a person (whether by way of medical intervention or not), with or without regard to the person's designated sex at birth.

Gender diverse - An umbrella term that includes all the different ways gender can be experienced and perceived. It can include people questioning their gender, those who identify as trans/transgender, genderqueer, non-binary, gender non-conforming and many more.

Homophobia - Refers to negative beliefs, prejudices and stereotypes that exist about people who are not heterosexual.

Intergenerational Trauma - In some cases, trauma is passed down from the first generation of survivors who directly experienced or witnessed traumatic events to future generations. This is referred to as intergenerational trauma, and can be passed on through parenting practices, behavioural problems, violence, harmful substance use and mental health issues.

Inclusion - Seeking out, identifying, understanding, and removing barriers to full participation and belonging; intentionally including additional difference in a group or process; and encouraging high levels of both individuality and belonging.

Intersex - Having physical, hormonal or genetic features that are neither wholly female nor wholly male, a combination of female and male, or neither female or male. The term intersex does not describe a person's gender identity (man, woman, neither or both). A person with an intersex variation may identify as a man, woman, neither or both.

Lesbian - An individual who identifies as a woman and is sexually and/or romantically attracted to other people who identify as women.

LGBTQIA+ - Abbreviation for Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, and Asexual. An umbrella term that is used to refer to the community as a whole.

Non-binary - A term used to describe a person who does not identify exclusively as either a man or a woman

Pronouns - Are a grammatical means of referring to a person or persons. Conventional pronouns are 'she/her/ hers' and 'he/him/his'. Some people prefer to use gender neutral pronouns, such as 'they/them/ their'.

Queer - A term used to describe a range of sexual orientations and gender identities. Although once used as a derogatory term, the term queer now encapsulates political ideas of resistance to heteronormativity and homonormativity and is often used as an umbrella term to describe the full range of LGBTIQ+ identities.

Sex - Refers to a person's biological sex or sex characteristics. These may be genetic, hormonal, or anatomical.

Transgender (commonly abbreviated to 'trans') - A general term used to describe a person whose gender identity is different to the sex they were assigned at birth. Being transgender is about how an individual describes their own gender. It is not necessarily about their biological characteristics. A person whose birth certificate originally described them as female, who now identifies as a man, may use the label 'trans', 'trans man' or 'man'. Similarly, a person originally described on their birth certificate as male, who now identifies as a woman, may use the label 'trans', 'trans woman' or 'woman'.

Transition or affirmation - Refers to the social, medical or legal steps that a transgender person takes to affirm their gender identity. A transition or affirmation may or may not involve medical treatment, including surgeries or hormone therapy.

Sexual orientation - Refers to an individual's sexual and romantic attraction to another person. This can include, but is not limited to, heterosexual, lesbian, gay, bisexual and asexual. It is important to note, however, that these are just a handful of sexual identifications – the reality is that there are an infinite number of ways in which someone might define their sexuality. Further, people can identify with a sexuality or sexual orientation regardless of their sexual or romantic experiences. Some people may identify as sexually fluid; that is, their sexuality is not fixed to any one identity.

Unconscious bias - Social stereotypes about certain groups of people that individuals form outside their own conscious awareness. Everyone holds unconscious beliefs about various social and identity groups, and these biases stem from one's tendency to organise social worlds by categorising.

XI. Responding to Child Abuse Reports and Allegations and Concerns

In this Operations Manual, a reference to a concern includes observations, information, reports, allegations, and complaints that in any way relate to the safety or wellbeing of children and young people. This section stipulates the responsibilities and specific actions of staff to any concern that comes to their attention.

Duty of Care

Duty of care is the obligation each person has to take reasonable care to avoid causing foreseeable harm to another person or their property. The YMCA owes a duty of care to anyone who is reasonably likely to be affected by YMCA activities.

Reporting Obligations and Process

In Tasmania the *Children, Young Persons and their Families Act 1997 (the Act)* stipulates reporting requirements for concerns about the care and protection of children and young persons. The Act nominates particular professions, work areas and persons who are mandatory reporters with a legislated responsibility to report concerns regarding safety or abuse of children and young persons. The YMCA of Hobart uses the

mandatory reporting requirements of this Act to direct its reporting responsibilities when it becomes aware of concerns relating to children or young people.

YMCA People are directed to report without delay any concerns they have about a child or young person being at risk or a victim of abuse. In the normal course of business these reports will be made to the staff member's immediate supervisor. If the child or young person is in immediate danger the police should be called on 000.

In any case where a staff member reports a concern regarding the safety of a child or young person their supervisor¹ is to ensure that an incident report is completed. The supervisor is also to ensure same day notifications are made to the Safeguarding Lead. The Safeguarding Lead will ensure all internal and external reporting requirements are met and that necessary support and follow up arrangements are implemented.

These reporting obligations apply to concerns about the safety of children and young people, regardless of whether they relate to their family/home environment, specifically during any engagement with the YMCA, or in fact any other place.

Organisational Approach to Reporting

The YMCA understands the complexity surrounding the disclosure of sensitive information and the impact this may have on staff, children, young people, and families. It is important that the *need-to-know* principle is applied so that appropriate confidentiality is maintained, and that necessary staff support can be provided on a case-by-case basis.

When a matter of concern has been reported, only those YMCA People who have a *need-to-know* are authorised to access any documentation of the notification. It is recognised that some matters of concern may be relevant for the ongoing education and training of staff. The Safeguarding Lead will provide advice about if and how this information can be productively used for these purposes.

The YMCA will support and fully cooperate with Child Safety Services, Police and other agencies required by law, relevant to the investigation of any concern. Compliance to any reasonable request will be met in a timely manner. Staff will be resourced and supported by management to fulfill their legal and organisational obligations regarding the safety of children and young people.

Observations and Suspicion

- All concerns should be acted on immediately. It is not up to the YMCA to decide whether abuse has taken place or not. The YMCA will always notify authorities when there are reasonable grounds for suspecting/reporting abuse.
- Confidentiality is of the utmost importance and crucial to a fair and effective reporting process. At no time should the suspected abuse or suspicions be discussed with anyone who does not have a legitimate need to know.

Reporting Processes

Not all suspicions or concerns will come from a disclosure. YMCA staff in regular contact with children and their families are well placed to observe when children or young people appear to be at risk and can play an important role in protecting their safety and wellbeing.

Whenever a YMCA Hobart staff member has a suspicion that a child is at risk, they should report their concerns to the Safeguarding Lead through their supervisor and manager. The Safeguarding Lead will

¹ Invariably this will be the person performing Shift Supervisor duties.

provide guidance about what further information is required and what action is to be taken. This may mean further monitoring of the situation and/or reports from other staff members leading to an informed assessment and a decision to report to an appropriate external authority. The Safeguarding Lead may appoint an appropriate person to coordinate the relevant information and reports on his/her behalf. All documentation used during the reporting process will be filed and stored in a confidential manner as directed by the Safeguarding Lead.

Regardless of how a concern may arise, the procedure to be followed is explained in the steps below:

Initial Report

- A YMCA staff member is made aware of a concern about a child or young person from an observation, suspicion, disclosure, or other information source.
- The staff member is to report the concern to their supervisor and complete a detailed incident report at the earliest opportunity, but prior to concluding duty the same day.
- The supervisor is to ensure that written reports are also obtained from any other staff member or person who may be a witness to the matter of concern.
- If for any reason the staff member cannot report through their supervisor, they can seek guidance from another manager or contact the Safeguarding Lead directly.
- All reasonable efforts should be made to clarify the nature and seriousness of the concern so a decision can be made as to the appropriate YMCA action to be taken.
- If for whatever reason, a staff member is concerned that a matter will not or could not be addressed through local channels, a staff member may report the incident or concern direct to Y-Safeguarding via the following portal:
<https://ymca.org.au/about-us/safeguarding-children-young-people/safeguarding-reporting/>
- In any case where a staff member suspects that a child is in immediate danger, they should contact the Police on 000, and do not require permission to do so.

Safeguarding Lead Obligations

- The Safeguarding Lead will direct what level of internal YMCA investigation is to occur.
- The Safeguarding Lead will ensure relevant reports are made to Tasmanian authorities, such as Tasmania Police and Child Safety Services on 1800 000 123.
- If the concern relates to a child in a school program the Safeguarding Lead will ensure appropriate information is provided to the school principal.
- The Safeguarding Lead is to also ensure that all reports are provided to:
 - YMCA Hobart Board
 - Y-Safeguarding
- If the matter is to be managed by an authority external to the YMCA, the Safeguarding Lead will ensure full cooperation with that authority.

Support of YMCA Staff

Staff will be supported through the reporting process with professional counselling and debriefing arranged if required.

If a YMCA staff member is the subject of a concern relating to a child or young person, they will be stood down from any position that involves direct contact with children and young people. This may involve suspension from YMCA duties.

Reinstatement of a staff member may only occur after all allegations against that person have been finalised to the satisfaction of the YMCA Hobart Board.

Reporting Flowchart

Staff member duties:

- A concern is identified to or by a staff member.
- If there is immediate danger the staff member will contact the police on 000.
- The staff member will notify their supervisor and complete an incident report before concluding duty the same day.

Supervisor/Duty Manager duties:

- Ensure any necessary actions are promptly completed.
- Ensure the details of potential witnesses are recorded.
- Ensure incident report is completed.
- Ensure early advice is provided to the Safeguarding Lead.
- Ensure staff member(s) is provided with necessary support.

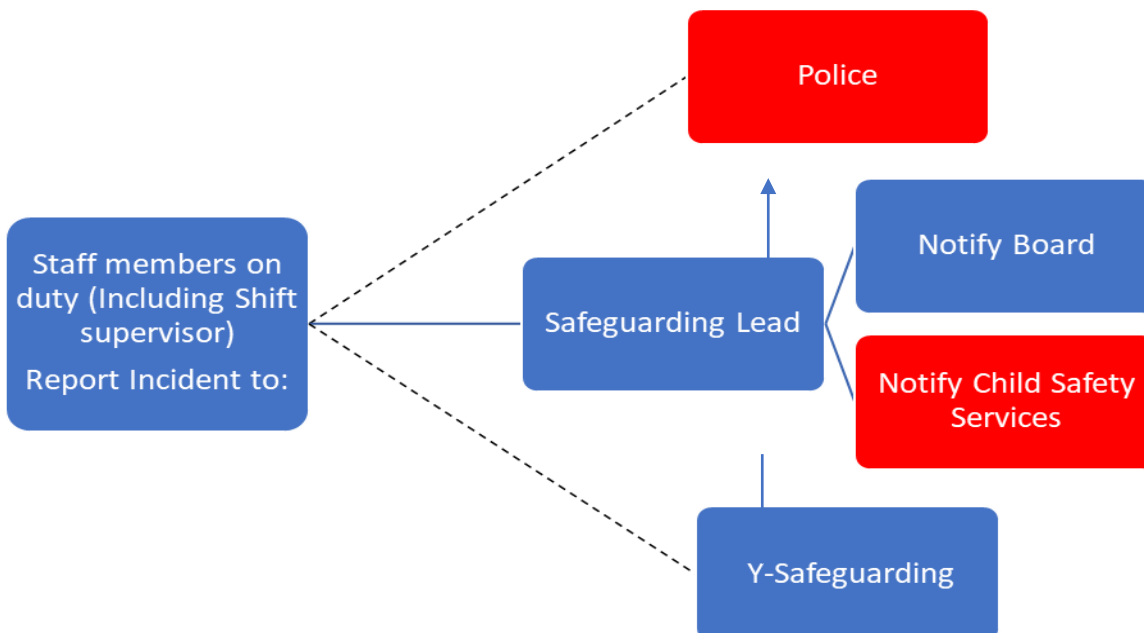
Raising Concerns About other YMCA Hobart Staff.

If there is a concern raised about a YMCA staff member it is essential that a report is made without fear of reprisal. Any concern relating to a YMCA staff member can be reported directly to the CEO, YMCA Hobart President, Safeguarding Lead or Y-Safeguarding via:

<https://ymca.org.au/about-us/safeguarding-children-young-people/safeguarding-reporting/>

The overarching principle is to always ensure the safety of children and young people without delay.

Reporting summary:

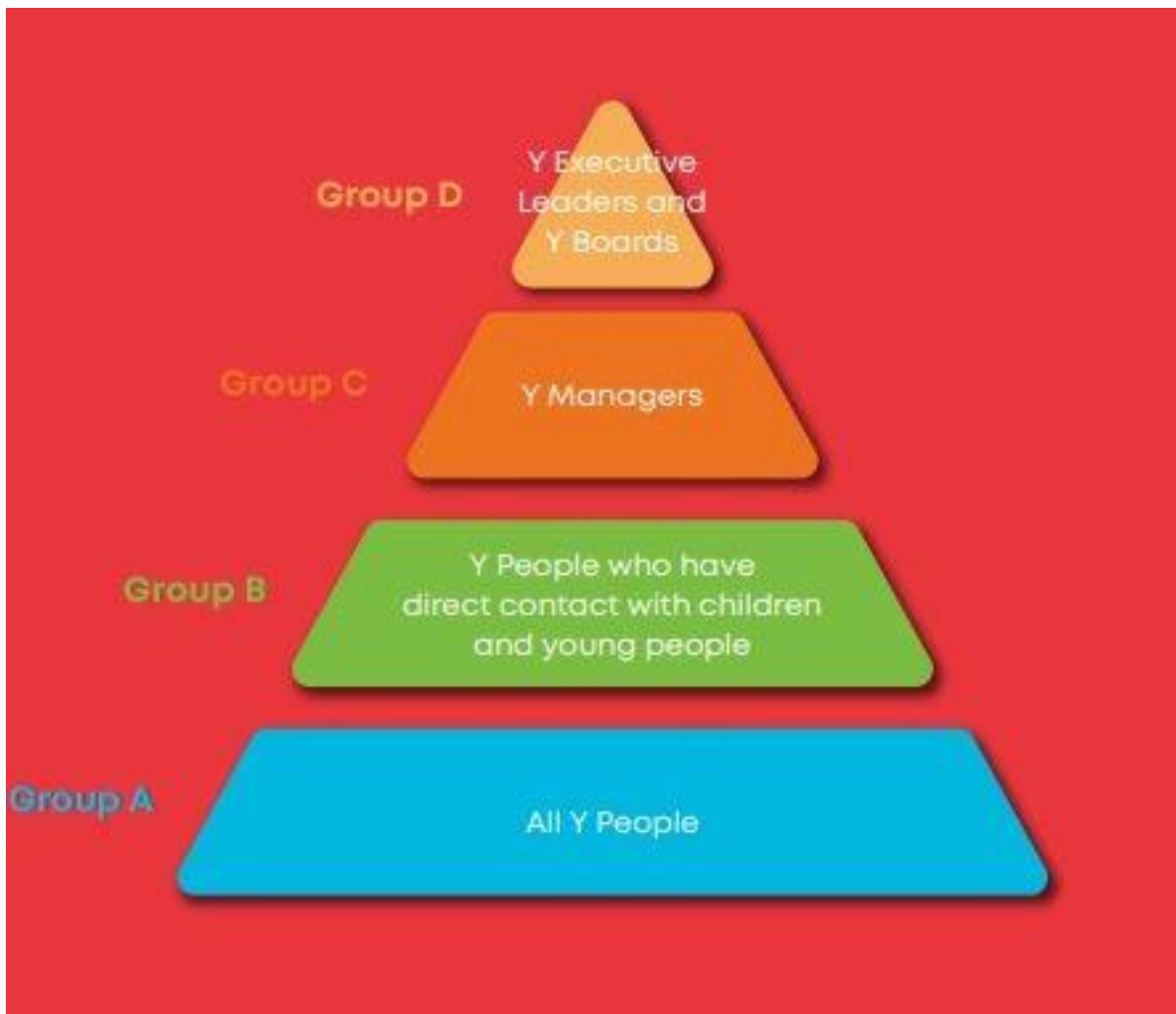


*Relevant Authority:

- Tasmanian Police **000**
- Child Safety Services on **1800 000 123**
- YMCA National Safeguarding Unit (Y-Safeguarding) safe@ymca.org.au

XII. Roles and Responsibilities

All Y People are required to promote the safety and wellbeing of all children and young people, even when their role does not come into contact with children and young people. The model below outlines the required competency Y People are expected to meet relevant to their responsibilities within the YMCA organisational hierarchy. YMCA of Hobart staff can meet their competency through a range of methods including, e-learning, face to face learning, shadowing/mentoring, reflective practice, reading and many other means.



Group A: All Y People

- Recognise the Y's Safeguarding Framework
- State the forms and indicators of abuse
- State the impact of abuse on children, young people and the Y
- Able to manage a disclosure of abuse
- Demonstrates an awareness and understanding of reporting and reportable conduct schemes and their obligations under these schemes (Refewr Section 11 above)

- Knowledge of the safeguarding structure at the Y, including Y Safeguarding and Local Safeguarding Lead
- Knowledge of Case Study 2 from the Royal Commission
- Can document safeguarding concerns effectively

Group A Position Description Content		
Culture	Operations	Environment
<ul style="list-style-type: none"> • Upholding the rights of and always acting in the best interest of- Children and Young People • Fulfilling your responsibilities under safeguarding legislation within Tasmania, including declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with Children and Young People • Supporting your colleagues, supervisors and/or direct reports to understand their responsibilities under safeguarding legislation. 	<ul style="list-style-type: none"> • Maintaining appropriate vetting checks including, but not limited to, Working with Children Checks (or equivalent), National Police Check and International Police Check (as required). • Participate in all safeguarding children and young people training for your role. 	<ul style="list-style-type: none"> • Speaking up about any safeguarding risks and/or concerns to ensure that you are supporting the continuous improvement of our spaces and safeguarding practice.

Group B: Y People who have direct contact with children and Young People

- Everything in Group A plus
- Knowledge and understanding of safe behaviours and importance of boundaries when working with children and young people
- Recognise the importance of listening to, and empowering children and young people at the Y
- Understand the dynamics of offenders
- Ability and willingness to constructively, challenge processes or decisions so that the safety and wellbeing of all children and young people is promoted
- Know how to implement the Stay Safe, Be Safe Program
- Be able to complete detailed safeguarding risk assessments including the development and implementation of suitable controls and treatments to reduce risks
- Know how to respond to complaints by prioritising the safety and wellbeing of all children and young people

Group B Position Description Content (Everything in A plus the following)

Culture	Operations	Environment
<ul style="list-style-type: none"> Participate in all required Safeguarding Children and Young People training for your role. Report any suspicions, concerns, allegations or disclosures of alleged child abuse or neglect in line with policies and procedures Actively participate and contribute to continuous improvement of Safeguarding policies, procedures and practices. 	<ul style="list-style-type: none"> Support the facilitation of safe operations to ensure Y people have the right policies, processes and practices to keep children and young people safe. Actively participate and contribute to continuous improvement of Safeguarding policies, procedures and practices. 	<ul style="list-style-type: none"> Complete appropriately detailed risk assessments to address any vulnerabilities to children and young people- as required. Empower all children and Young People to have a voice particularly in matters that affect them. Actively educate, promote and advocate the protection and safety to all children and young people, families and their communities

Group C: Y Manager

- Everything in Group A & B plus
- Demonstrates an awareness and understanding of effective arrangements in place for the safer recruitment and appointment of Y People, contractors and volunteers, as well as safe whistleblowing
- Ability to undertake safe recruitment practices including safer interviewing
- Ability to support or undertake a safeguarding workplace investigation including the ability to interview children and young people in a safe and evidential way (where applicable)
- Demonstrates clear lines of safeguarding accountability and governance within and across the Y
- Know how to undertake documented reviews of your own (and/or team) safeguarding practice as appropriate to the role (where applicable)
- Ability to ensure that the views of children, young people and their families are central to all programs and services
- Ability to deliver safeguarding training to the workforce (where applicable)

Group C Position Description Content (Everything in A & B plus)

Culture	Operations	Environment
<ul style="list-style-type: none"> Implement the Stay Safe, Tell Someone Program within your team and/or site. Actively educate, promote and advocate the protection and safety to all children and young people, families and their communities. Support your team to 	<ul style="list-style-type: none"> Facilitate and champion safe operations to ensure Y people have the right policies, processes and practices to keep children and young people safe. Facilitate the recruitment of the right people for the right roles at the right time to 	<ul style="list-style-type: none"> Champion safe environments at the Y and in communities which empower children and young people to thrive. Ensure that any new program initiatives are to include consultation with Children and Young People using the Y Safeguarding guidance and

<p>understand their safeguarding responsibilities and empower them to ask any questions if they are unsure.</p>	<p>ensure appropriate knowledge and skills are available to enable best practice safeguarding throughout the Y.</p> <ul style="list-style-type: none"> • Implement the Stay Safe Be Safe and Stay Safe Tell Someone Programs. • Recruit Y people in accordance with Y Safeguarding standards. 	<p>resources.</p>
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Group D: Executive Leaders & Board Members

- Everything in Group A,B & C plus
- Have a strategic understanding of safeguarding across the Y and ensuring safeguarding is embedded at the strategic level across the Member Y Association
- Ensures children, young people, families and communities are involved in key strategic decision making
- Ability to develop and implement comprehensive strategic safeguarding risk management policies and processes
- Ability to promote intergenerational leadership
- Lead or oversee safeguarding quality assurance and improvement processes
- Understands how to commission providers and services in line with good safeguarding governance and that contractual arrangements adhere to the Y Safeguarding Policy
- Demonstrates an awareness and understanding of effective board level leadership for the organisations safeguarding arrangements (where applicable)

Group D Position Description Content (Everything in A, B & C plus)	
<p>Safeguarding Lead</p>	<ul style="list-style-type: none"> • Provide expertise and enable the continuous growth of safeguarding capability • Maintaining an up-to-date and fit-for-purpose document library including a variety of safeguarding resources to support Y People in their requirement to ensure the safety of Children and Young People. • Minimum monthly engagement with Y Safeguarding • Attend and participate in the minimum of four (4) required meetings or as determined by the Safeguarding Consultative Group as per the Groups Terms of Reference. • Commitment to the continuous improvement of collective Safeguarding function of the Y Movement. • Manage YMCA Hobart’s Safeguarding Risk Register and provide insight to Y Safeguarding and Safeguarding Consultative Group to inform continuous improvement • Manage YMCA Hobart’s compliance with relevant safeguarding legislation and regulations • Engage with Y Safeguarding by email, telephone, online or face to face meetings, at minimum, once per month to provide insight into the YMCA Hobart’s safeguarding environment, operations and barriers. • Ensure a process is in place so YMCA Hobart has provided Y Safeguarding with the most

	<p>up to date contact information for their Safeguarding Lead.</p> <ul style="list-style-type: none"> Any other relevant tasks as required by the collective safeguarding function of the Ys in Australia 		
Executive Leadership	Culture	Operations	Environment
	<ul style="list-style-type: none"> Cultivate and champion a safe culture nationally which empowers children and young people by promoting children and young person focused leadership and governance. Advocate for- and enable a strong culture of compliance and understanding in regard to reporting safeguarding concerns within the Y and to the relevant regulatory bodies. Facilitate a culture where Y People are empowered to speak up about safeguarding concerns. Support your team to understand their safeguarding responsibilities and empower them to ask any questions if they are unsure. 	<ul style="list-style-type: none"> Lead and champion safe operations to ensure Y people adhere to the Y's Safeguarding Policies, Procedures and Licencing Standards Champion the recruitment of the right people for the right roles at the right time to ensure appropriate knowledge and skills are available to enable best practice safeguarding throughout the Y. Lead and oversee quality assurance and continuous improvement of safeguarding policies, procedures and practices is undertaken regularly 	<ul style="list-style-type: none"> Champion safe environments at the Y and in communities which empower children and young people to thrive. Champion appropriately open and transparent communication of safeguarding risks and concerns within the Y to inform continuous improvement. Ensuring the Y actively promotes the cultural safety for Children and Young People from Culturally and Linguistically Diverse backgrounds, Aboriginal and Torres Strait Islander people, LGBTQIA+ communities, those who are unable to live at home and those with disabilities

Group D Position Description Content			
Position	Culture	Operations	Environment
Board of Directors	<ul style="list-style-type: none"> Ensure appropriate risk management and safeguarding policies and procedures enable Y People to fulfil their responsibilities to children and young people. 	<ul style="list-style-type: none"> Champion safe operations to ensure Y people have the right policies, processes and practices to keep children and young people safe. Ensure YMCA Hobart's 	<ul style="list-style-type: none"> Ensure that strategic initiatives are developed in consultation with children and young people – embedding safeguarding by design wherever possible.

	<ul style="list-style-type: none"> • Ensure a culture of positive compliance and mutual understanding of why safeguarding is important priority of the Y 	<p>people are appropriately resourced to recruit the right people for the right roles at the right time to ensure appropriate knowledge and skills are available to enable best practice safeguarding throughout the Y.</p>	
<p>The Safeguarding Board Sponsor</p>	<ul style="list-style-type: none"> • Advocate for Safeguarding across the organisation • Provide high level support and advocacy for the YMCA Hobart Safeguarding Lead • Support best practices in Safeguarding where relevant in the Y's Safeguarding Framework • Facilitate regular communication between the YMCA Hobart Chief Executive Officer (CEO) and Safeguarding Lead to review the implementation of the Safeguarding Framework and best practices in Safeguarding (this includes reviewing the organisation's safeguarding risks) • Ensure Safeguarding is appropriately considered at Board Meetings including any Safeguarding reports that may arise • Ensure Safeguarding updates are included in the Annual Report and any feedback or consultation completed is reported back to the Board of Directors • Consider YMCA Hobart strategic plan and ensure Safeguarding is adequately reflected and incorporated • Be identified within YMCA Hobart as a point of contact should any Y Person feel a Safeguarding allegation has not being handled correctly • Support YMCA Hobart's CEO and Safeguarding Lead with Safeguarding allegations relating to their Y People • Work with the YMCA Hobart's President, CEO, Safeguarding Lead and communications team in the event of a Safeguarding critical incident 		

All non Child Facing Roles:

- Declare anything you become aware of through the course of your engagement with YMCA which a reasonable person would consider could impede your suitability to have contact with children and young people
- Act as an extended guardian towards children and young people where you have interactions and at all times take reasonable steps to prevent abuse and neglect
- Adhere to all policies and procedures relating to safeguarding children and young people and the code of conduct
- Update your details whenever these change, with the relevant department administering the working with children check or equivalent in your state/ territory of residence, as required by applicable laws
- Complete WWVP prior to commencement and maintain currency throughout employment
- Complete a National/International Police Check prior to employment and at the discretion of the YMCA
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures
- Participate in safeguarding children and young people training as directed

All Child Facing Roles:

- Participate in safeguarding children and young people training as directed
- Use standardised methods for receiving and responding to feedback and complaints from children, young people and their families
- Any new program initiatives are to include consultation with children and young people, using standardised practices and resources
- Maintain a working knowledge of policies and procedures relating to safeguarding children and young people
- Attend any other training legally mandated by your role in relation to safeguarding children and young people
- Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities

Advertisements

The below wording is used for all advertisements:

At the Y, we are committed to empowering all Children and Young People to feel safe and be safe, at the Y, in their families and in their communities. As such, we ensure that all of our candidates are appropriately screened (including police checks) to make sure that the right people are in the right roles.

To learn more about our screening processes, click here to view our Safeguarding Children and Young People Policy:

<https://ymca.org.au/about-us/safeguarding-children-young-people/safeguardingresources/>

Induction Process

The YMCA is committed to providing effective safeguarding children and young people training for all new and existing directors, employees and volunteers as it strives to deliver a child and young people safe environment at all times. The process of inducting and training directors, employees and volunteers will comply with all legal requirements and with the YMCA's own Safeguarding Children and Young People Policy.

Prior to commencing employment at the YMCA all new staff will need to provide the following

- Two referee reports
- National police check
- International Police check (where applicable)
- Working with vulnerable people check

All new staff and volunteers are to participate in a formal induction program within seven days of their appointment and provided with written and web-based documentation outlining the YMCA's policies, operating procedure legislative/regulatory environments as they relate to children's programs/services.

Prior to completing a corporate induction all new staff members will be sent the following;

- *National Safeguarding Children and Young People Policy*
- *Hobart Safeguarding Children and Young People Operations Manual*
- *YMCA Hobart Staff Commitment Declaration* form for completion
- Access to information for the Safeguarding children and young people training

New staff members are expected to have reviewed the policies and induction video and completed their commitment form and online training prior to completing their YMCA Hobart induction.

Ideally by their first day, but mandatory by the end of their first week of employment, all new staff and volunteers are to have completed all the requirements of the Safeguarding passport (read, sign and acknowledge their understanding of their *Code of Conduct, Safe Behaviours, Safeguarding Children and Young People Policy*)

1. Online training

Online training will consist of:

- Induction video
- Feel Safe Be Safe online training containing (refreshed every three-year cycle)
 - Core Modules
 - State/Territory Reporting Module
 - Service Line Modules

If the staff member will have direct contact with children and young people they will also be required to complete the next available Safe Behaviours training.

2. Face to Face training

There may be circumstances where undertaking on-line training is not possible, such as:

Staff/Volunteers are not sufficiently computer literate

Staff/Volunteers have language barriers

Staff/Volunteers cannot access a computer to do the on-line training

Staff/Volunteers are too young to be exposed to the information contained online

3. Refresher Training

All existing staff and volunteers are required to undertake Y safeguarding children and young people awareness update training. The method of this training may be online or face to face, and may be on a range of Safeguarding Children and Young people topics that are related to that service.

Details of all training undertaken by staff/volunteers must be recorded on the staff training register.

XIII. Memberships, enrolments and facility hire

The YMCA will show its commitment to safeguarding children and young people by requiring its members, facility users and participants to act in the best interests of the children and young people that enter its facilities.

Memberships and Enrolment Forms

Membership and enrolment forms include a clear and transparent statement outlining the YMCA's commitment to safeguarding children and young people. This includes our right to exclude participants or members of the public whose conduct risks the safety of children and young people.

Enrolment forms inform parents/guardians of the YMCA's need to report any disclosures or cause for concerns about the safety or wellbeing of a child or young person.

Enrolment forms inform parents/guardians of their option to report any concerns relating to the safety or wellbeing of their child(ren) or young person in a YMCA facility.

Facility Hire and User Groups

When choosing to hire a YMCA venue/property/asset, the User Group agrees to maintain YMCA Safeguarding Children and Young People Policy in regards to safeguarding children and young people (SC&YP).

The User Group is to have a child protection policy in place that meets the YMCA's SC&YP Policy standards or will accept responsibility to act in accordance with the YMCA's Safeguarding Children and Young People Policy. A copy of the child protection policy must be provided to the YMCA.

We reserve the right to exclude anyone whose conduct risks the safety of children and young people, or contravenes this policies Code of Conduct.

Staff/volunteers of the lease/hirer are required to hold current Working with Vulnerable People Check applicable to Tasmania. These staff will also be required to supervise and guide children and young people in compliance with YMCA SC&YP policy and procedures.

Notification of Intent

All User agreements contain the following clear statement of intent:

The YMCA requires that all staff report incidents to Child Safety Services on 1300 737 639 (If the child is in immediate danger the Police will be contacted). This reporting requirement is applicable to all staff during the course of carrying out their professional duties if there is a belief on reasonable grounds that a child or young person is in need of protection.

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. This reporting is in relation to suspected abuse by a YMCA or other organisation staff member or volunteer, or through peer to peer interactions

If a member of YMCA staff is not present on the premises when a Safeguarding children incident occurs the YMCA requires the user group to notify the YMCA Safeguarding lead/ or their YMCA contact that a report has been made. By providing us this information our user groups are supporting our team to maintain safe facilities and services.

XIV. Staff Commitment Declaration

The YMCA of Hobart is committed to safeguarding children and young people in its care. This declaration incorporates the Y Hobart Safeguarding Children & Young People Operations Manual as well as The YMCA Australia Safeguarding Children & Young People Policy:

All staff and volunteers are required to comply with above contents of this Policy Statement and Manual.

Failure by Y Hobart staff to comply with the requirements of these documents will be deemed as 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 the police.

Commitment:

As a staff member/volunteer of the YMCA, I declare the following:

- I have read and understood our Safeguarding Children and Young People Policy and Operations Manual (SGCYP 3.0)
- I have been given the chance to ask questions regarding the contents of the Policy and Operations Manual
- I have read and understand my obligation in Section 12 of the Manual on staff training requirements
- I understand my roles and responsibilities contained in the Policy under Section 12 of the Manual
- I understand and will comply with the Safeguarding Children and Young Peoples Commitment Statement contained in Section 5 of the Manual
- I understand and will comply with the Safeguarding Children Safe Behaviors under Section 6 of the Manual
- I understand and will comply with the Safeguarding Code of Conduct (Practice and Behaviour Guidelines) under Section 9 of the Manual
- I understand the role of the Y-Hobart Safeguarding Lead and can identify who they are.
- I understand and will comply with the online and e-commitment (Page 12 of the Manual)
- I agree to promote the safety of children and young people participating in YMCA programs
- I am aware that breaching our Safeguarding Children and Young People Policy will result in disciplinary action against me and may include termination of employment
- I am aware of my responsibility to report, to my manager/supervisor, any criminal conviction or charge and that failure to disclose, convictions or charges may result in my termination of employment.
- I acknowledge that my employment contracts and onboarding documents will be shared with Y Safeguarding and Y Australia if I am involved in any safeguarding concern or incident
- I have been given and have access to the Employee Safeguarding Children Action Plan Summary***

Name of Staff Member/Volunteer _____

Signature of Staff Member/Volunteer _____

Date: _____/_____/_____

XV. About the Operations Manual

This document contains our declaration of commitment to the *Safeguarding Children and Young People Policy* as well details on how this policy is to be implemented within YMCA of Hobart. It reflects the practical application of policy principles and must therefore be subject to regular review.

Updates

Date	Version	Update information	By whom
Oct 16	SGCYP 1.0	Added feedback from YMCA Australia, details of support services and reviewed reporting process	Phil Venables
Aug 17	SGCYP 2.0	Updated Report of Incident Form, updating the name of the relevant Government Department to “Child Safety Services”, <i>Practice and Behaviour Guidelines & Code of Conduct</i> combined. Other updates for the purpose of meeting re-accreditation standards.	Phil Venables
June 19	SGCYP 2.1	Clause 2.1 updated to reference to YMCA Australia’s 2017 Safeguarding Children and Young People Policy, updated interview questions and referee questions, position description safeguarding points, requirement for international police checks; mandatory reporting section (5.4) updated to reference current Tasmania legislation.	Phil Venables
October 21	SGCYP 3.0	Adopting and incorporating the principles of the “Feel safe, Be safe” framework	Phil Venables

This document is to be reviewed by 31st October 2022.

XIV. GLOSSARY OF TERMS

Term	Meaning
10 Principles	The National Principles, based on the Royal Commission’s Child Safe Standards, are endorsed by the Council of Australian Governments (COAG). They drive the implementation of a child safe culture across multiple sectors providing services to children and young people to ensure the safety and wellbeing of children and young people across Australia
ACF	Australian Childhood Foundation
Association	The YMCA of Hobart Inc.
Board Member	An elected member of the Board of Directors of the YMCA of Hobart
Child	A child means every human being below the age of eighteen (18) years
OM	Operations Manual
Safeguarding Lead	The designated person with YMCA of Hobart whose role it is to oversee the implementation of the Safeguarding Children and Young Peoples Policy
Site Responsible Officer	The most senior person on site, whose role it is to ensure incidents are identified and correctly reported
SC	Safeguarding Children
SC&YP	Safeguarding Children and Young People
Staff	<ul style="list-style-type: none"> All full time, part time or casual staff who are paid employees of the YMCA of Hobart Inc.

	<ul style="list-style-type: none"> • People who are contracted to provide services to the YMCA (e.g. Personal Trainers, Group Fitness Instructors)
Volunteer	All people who provide services for either YMCA of Hobart Inc. in an unpaid capacity
Working with Vulnerable People Check	Criminal history screening to determine suitability to work with children and obtained through the Consumer, Building and Occupational Services.
YMCA Hobart	The reference to YMCA through this document shall mean the YMCA of Hobart Inc.
Y 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
Y Safeguarding	YMCA Australia National Safeguarding Children & Young People Unit
Young Person	A young person means every human being below the age of eighteen (18) years

EXCEPTIONS

Policy Area	Exceptional Circumstances
Releasing children to parents who are intoxicated	In situations which put staff and/or other children in danger by not releasing the child to the parent/guardian, a risk management strategy for emergency situations will be developed and staff will be trained accordingly to manage, record, or otherwise advise the police.
Professional Referees	Volunteers who have not been in the workforce for many years. Volunteers who have not entered the workforce Candidates who have just completed school or who have not been previously employed
Toileting Children	Toileting of special needs children and children requiring emergency toileting (refer Work Instruction)
Texting children	In training delivery where this is the accepted form of communication to students but texts will always be professional and course related

APPENDIX 1: INCIDENT REPORT FORM

Safeguarding Children Incident Report Form

This form must be used to record details of an incident or allegation of abuse or breach of conduct towards a child in your organisation's care. This form must be completed as soon as possible following an incident, and at latest by the end of the same day of the incident.

Please Contact the YMCA Safeguarding Children Lead as soon as possible after becoming aware of an incident

Type of incident:	
<input type="checkbox"/>	Minor incident: A breach of professional standards or organisational policy by personnel that has not and would not be expected to compromise the health and safety of a child. Minor incidents would not be expected to disrupt the normal operations or services of a Centre/Program and the immediate responses, and any follow-up actions are managed by the work unit (or equivalent) manager.
<input type="checkbox"/>	Moderate incident: A breach of professional standards or organisational policy by personnel that could harm or compromise the health and safety of a child. Moderate incidents may cause temporary closure to an area of a Centre/Program or interrupt the normal services of a Centre/Program. The immediate responses and any follow-up actions will need to be managed by a senior manager and reported to the CEO and Safeguarding Lead.
<input type="checkbox"/>	Serious incident: A breach of professional standards or organisational policy by personnel that has caused harm to or significantly compromised the health and safety of a child. Any incident involving a child who has died or is severely harmed is also considered a serious safeguarding incident. Serious incidents are likely to cause temporary closure to an area of a Centre/Program or interrupt the normal services of a Centre/Program with immediate responses and any follow-up actions requiring management by a senior manager and a Serious Incident Response Team (or equivalent).

Details of the child / young person affected by the incident

[A Separate Safeguarding Children Incident Report Form should be completed for each child]

Child's Full Name:			
Date of incident:		Site where incident occurred:	
Person making Report:		Role & relationship to child:	

Date of birth		Gender	
Any communication or medical requirements			
Parent / guardian name			
Parent / guardian contact/s phone	(Home) (Mobile)	(Work)	
Parent / guardian address			
Any known parent / guardian communication requirement			

Has the Parent/Guardian been informed of the incident: Yes <input type="checkbox"/> No <input type="checkbox"/>	
(If appropriate) have they been informed about the authorities being notified: Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes, please provide relevant details of conversations:	<i>E.g. (information provided, reactions, concerns, and admissions)</i>
If no, please explain why:	

Details of other persons involved

Alleged perpetrator(s) details:	
Name – if known.	
Connection with the child – if known	
Any other relevant factors:	
Were there any other witnesses to the incident? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes, please provide their details below:	
Full name	
Involvement as witness	
Contact phone number	
Full name	
Involvement as witness	
Contact phone number	

Details of incident

(Please describe the incident including alleged perpetrator/s behavior, sighted injury or other indicators of abuse or breach, conversations with the child)

Action undertaken (if any):

To ensure the safety of child:	
To address the support needs of the child and their family:	
To address the support needs of the alleged perpetrator:	
To address the support needs of other personnel involved:	

Incident response

Please tick who of the following have been informed of this incident (if relevant):	
Externally	Police <input type="checkbox"/> Child Safety Services <input type="checkbox"/> Ambulance <input type="checkbox"/> Doctor <input type="checkbox"/> Family / Carer <input type="checkbox"/> Other (please specify) <input type="checkbox"/> _____
Internally	Manager (please specify): <i>Please note that the Safeguarding Lead must be informed as soon as possible after becoming aware of the issue</i>

Police

Date:		Time:	
Name of person notified:		Position:	
Department / region:		Contact detail/s:	
Advice provided:			

Child Safety Services

Date:		Time:	
Name of person notified:		Position:	
Department / region:		Contact detail/s:	
Advice provided:			

Please provide details of which manager/s or other personnel has been informed of the incident?
--

Full name:	
Position / title:	
Date and time informed:	
Full name	
Position / title:	
Date and time informed:	

Additional comments:

--

Acknowledgement of form completion

I have completed this form to the best of my knowledge and ability			
Name		Position	
Signed		Date	

YMCA Safeguarding Lead

I have checked that all sections of this form are complete and ensured it is logged in the appropriate client / risk management filing system			
Name		Position	
Signed		Date	

Comments:

--

Privacy Disclaimer:

The YMCA of Hobart acknowledges and respects the privacy of all its staff, volunteers, contractors, and patrons. The information being collected is for the purposes of obtaining details of and assessing the incident in question. Information disclosed on this form may be passed on to the appropriate authorities, as required. By signing this form, you have consented to this information being collected, used, and disclosed for the purposes it intended. You have the right to access and alter personal information concerning yourself in accordance with the Commonwealth Privacy Act (amended 2001) the Personal Information Protection Act 2004 (Tasmania) and the YMCA of Hobart's Privacy Policy



SGC Incident Review Form

Incident Summary			
Brief description of Incident			
Name of Responders			
Action taken by Responders			
Services notified	POLICE	CHILD Safety Services	Y-Safeguarding
(NB: Referral to the Australian Childhood Foundation should be made within 28 days)			
Follow up & Incident notes:			
How did we manage the incident?			
Was the incident because of a breach in our processes and protocols?	Yes	No	
If Yes, in what way?			
What did we do well?			
What could we do better?			
Did the incident raise any Staff Training or user group issues?			
Did our systems assist or inhibit our response?			
What have we learnt about ourselves and our program that will assist in how we manage issues in the future?			

APPENDIX 3: Support Services

Service	Description	Contact
1800 RESPECT	A national sexual assault, family and domestic violence counselling line for anyone who has experienced-or are at risk of-physical or sexual violence. This service is designed to meet the needs of people with disabilities, Indigenous Australians, young people, and callers from culturally and linguistically diverse backgrounds.	1800 RESPECT (1800 737 732)
Blue Knot Helpline	Staffed by trained trauma-informed counsellors, this support line offers information, support and referral to adult survivors of childhood trauma and abuse, and partners, family and friends of survivors.	1300 657 380 9 am - 5 pm, 7 days a week
Bravehearts Information and Support Line	Open to anyone wanting information, advice, referrals and support regarding child sexual assault.	1800 272 831 Mon-Fri: 8 am - 8 pm (AEST)
Child Abuse Prevention Service (CAPS)	Telephone support workers offer information, referral and ongoing support to those affected by child abuse, concerned about the welfare of a child, or needing family or parenting support.	1800 000 123 Mon-Fri: 9 am - 5 pm (AEST) (excluding public holidays)
Child Wise-National Child Abuse Prevention Helpline	Confidential support service for individuals, organisations, professionals and parents requiring assistance on child protection. A compassionate and professional team of trained counsellors can assist with any enquiry or report relating to child sexual abuse.	1300 244 539 Mon-Fri: 9 am - 5 pm
eheadspace	A free and confidential telephone and online service for young people aged 12-25. Qualified youth mental health professionals provide support to young people worried about their mental health or experiencing issues such as depression, bullying and isolation. Support is also available to concerned parents or carers.	1800 650 890 9 am – 1 am (AEST), 7 days a week
Kids Helpline	Kids Helpline is free (even from a mobile), confidential 24/7 online and phone counselling service for young people aged 5 to 25	1800 551 800
Lifeline	A generalist and crisis telephone counselling, information and referral service, provided by trained volunteers who are supported by professional staff.	13 11 14