



YMCA OF BRISBANE AND Y-CARE (SOUTH EAST QUEENSLAND) INC.



Child Protection Manual



Maintaining accreditation
as a child-safe organisation through
The Australian Childhood Foundation

OCTOBER 2018

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1. ABOUT THIS MANUAL

The YMCA of Brisbane and Y-Care (South East Queensland) Inc. will be referenced throughout this document as “YMCA Brisbane”.

YMCA People include all YMCA Board Directors, staff and volunteers (this includes school, university and TAFE students on placement with YMCAs).

The Child Protection Manual refers to YMCA Brisbane’s procedures in respect to Safeguarding Children.

The Child Protection Manual is to be read in conjunction with the [National Safeguarding Children and Young People \(SCYP\) Policy](#).

1.1 Purpose and Commitment

YMCA Brisbane is committed to safeguarding children and young people from maltreatment and abuse. This manual aims to provide practical guidance for the implementation of the National SCYP Policy within YMCA Brisbane operations to ensure that all children and young people within our services/programs are protected from any form of abuse and harm.

1.2 ACF Accreditation – What does a Child Safe Organisation Accreditation Involve?

YMCA Brisbane has been accredited with the Australian Childhood Foundation (ACF) through their Safeguarding Children Program since 2014 and previously through ACCYO (Australian Council for Children and Youth Organisations) from 2008.

The Safeguarding Children Program is a unique voluntary accreditation scheme for organisations who have a duty of care to children and young people whilst delivering a service or activity to them and/or their families. It systematically builds the capacity of organisations to keep children and young people safe from abuse and exploitation by YMCA People or other individuals.

YMCA Brisbane’s accreditation requires review every year, renewal every 3 years and is contingent upon our success in passing a stringent auditing of the organisation’s policies, procedures and practices. This is undertaken face to face by ACF delegates prior to the end of the 3 year term.

ACF Safeguarding Children Program Accreditation is underpinned by 7 Child Safe Standards:

1. Commitment to Safeguarding Children
2. Personnel Roles and Conduct
3. Recruitment and Screening
4. Personnel Induction and Training
5. Involving Children and Parents/Caregivers
6. Child Abuse Reports and Allegations
7. Supporting a Child Safe Culture

All employees of YMCA Brisbane are required to complete the ACF online induction training at the commencement of their employment, and every 3 years thereafter. This training covers topics including Child Abuse, Perpetrators of Sexual Abuse, Creating Safer Organisations, Recruitment and Screening Practices, and Child Abuse Reports and Allegations.

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2. SUPPORTING A CHILD-SAFE CULTURE

The YMCA Brisbane shows its commitment to creating environments for children and young people to be safe and to feel safe. We require YMCA People, members, facility users and participants to act in the best interests of the children and young people that enter a YMCA Brisbane facility.

2.1 Conditions of Entry

Conditions of entry/participation include a clear and transparent statement outlining the YMCA's commitment to safeguarding children and young people. All YMCA Brisbane sites are required to display a 'Conditions of Entry' Sign.

YMCA Brisbane wants everyone to enjoy their involvement at the YMCA. However, individuals may be excluded from participation in programs and services or removed from the premises if they are adversely affected by alcohol, drugs and other behaviour altering substances or if they demonstrate inappropriate and unacceptable standards of behaviour as deemed by YMCA Management. Behaviour that places children or other patrons at risk will not be tolerated. YMCA Management have the right to exclude any persons that breach these conditions of entry.

2.2 Signage and Posters

All centres are expected to utilise safeguarding signage, posters and resources within their programs to further promote a child safe culture. Each YMCA Brisbane site will display signage which includes our right to exclude participants or members of the public whose conduct risks the safety of children and young people.

Such signage and resources are available on the YMCA Brisbane's [Safeguarding Children Sharepoint](#) page.

2.3 Memberships, enrolment and facility hire

Facility Hire

- (a) When choosing to hire a YMCA Brisbane venue/property/asset, lessees or hirers agree to maintain our Safeguarding Children Code of Conduct in regards to safeguarding children and young people.
- (b) The lessee or hirer is to have a child protection policy in place that meets the National SCYP Policy standards or will accept responsibility to act in accordance with the National SCYP Policy and Child Protection Manual.
- (c) Staff/volunteers of the lessee/hirer are required to hold current working with children clearances applicable to each state/territory. These staff will also be required to supervise and guide children and young people in line with the National SCYP Policy and Child Protection Manual.

Membership and Enrolment Forms

- (a) Membership and enrolment forms include a clear and transparent statement outlining the YMCA Brisbane's commitment to safeguarding children and young people.
- (b) Membership and enrolment forms inform parents/caregivers of the YMCA Brisbane's need to report any disclosures or causes for concerns about the safety or wellbeing of a child or young person and directs them to the website to review the policy for further information.

All membership and enrolment forms must include a Safeguarding section to inform parents/caregivers of their option to report any concerns relating to the safety or wellbeing of their child (ren) or young person in a YMCA Brisbane facility or program and to direct them to the website for further information.

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2.4 Risk Management Plan

YMCA Brisbane's Safeguarding Children and Young People program is underpinned by an organisation wide risk management plan. The plan focuses on preventing, identifying and mitigating all risks to individuals and the organisation, and outlines control measures that must be implemented by all programs and services.

[Child Protection Risk Management Plan](#)

To ensure compliance with the Risk Management Plan, each YMCA Brisbane program or service will be subject to random audits by Child Protection staff.

High risk activities including (but not limited to) overnight stays, excursions, travel and accommodation, are subject to the development of a detailed Risk Management plan specific to the activity undertaken. This must be completed in advance and approved by the Program Manager (e.g. OSHC Area Coordinator, FDC Coordinator, Gymnastics Club Manager, Head of Campus).

2.5 Child Protection Staff

YMCA Brisbane has appointed Child Protection staff including a Child Protection Advisor to support all YMCA People in the implementation of its policies and procedures and to provide advice and support in the event of an incident or allegation.

Child Protection Advisor - Courtney Rohan

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M. 0436 676 832

E. child.protection@ymcabrisbane.org

Alternate Contacts

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3. INVOLVING CHILDREN AND FAMILIES

YMCA Brisbane's wide range of programs and services provide a focus on prevention and early intervention. YMCA Brisbane will work with children and parents/caregivers to grow awareness of child abuse and develop strategies to reduce the likelihood of abuse occurring.

3.1 Policy Versions

YMCA Brisbane's commitment to Safeguarding Children is communicated through child and young person versions of the National SCYP policy. Copies of these versions of the policy can be found on the [YMCA's website](#) and YMCA [Safeguarding Children Sharepoint](#) page. It is an expectation that all YMCA People have read, understand and are aware of how to locate the Child and Young Person's versions.

- [Policy for Children](#)
- [Policy for Young Persons](#)

3.2 Educating Children, Young People and Families

YMCA Brisbane is committed to working with children and families to build safety awareness and a support network to reduce the likelihood of abuse occurring. Some examples of how YMCA People can work with children and families include:

Parent/Caregiver

- Parent/caregiver attendance at incursions, excursions, training opportunities, presentations or other relevant activities.
- Sharing parent/caregiver experiences such as cultural awareness, job roles.
- Parent/caregiver feedback mechanisms e.g. surveys, parent feedback books/boxes.
- Parent/caregiver communication mechanisms e.g. YMCA Facebook pages, Story Park, child drop off and pick up, parent communication books.
- Parent/caregiver days to specifically involve parents/caregivers in the program.
- Parent/caregiver teacher interviews (Vocational Schools).

All YMCA Brisbane programs and services should be able to demonstrate suitable mechanisms for gaining parent/caregiver feedback on policies, procedures and planned activities related to child safety.

Children and young people

- Input into the daily program through child initiated ideas and suggestions.
- Young leaders programs within services.
- Our older gymnasts are invited to become junior/volunteer coaches.
- Child feedback forms and learning stories.
- Protective practices activities and discussions (e.g. Stranger danger, Body Safety)

3.3 Connecting Families with the Community

YMCA Brisbane seeks to fulfil our commitment of supporting and strengthening families by providing information and access to other relevant community services. All YMCA People should be aware of the [Family and Child Connect](#) service as well as www.oneplace.org.au in order to be able to confidently offer children, parents and families information about relevant community services and support available.

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4. RECRUITMENT AND SCREENING

YMCA Brisbane is committed to recruiting and selecting YMCA People to achieve its strategic direction and to demonstrate attributes that are consistent with YMCA values and mission. The process of recruiting and selecting YMCA People will comply with all legal requirements and with relevant equal opportunity, affirmative action and human resource management policies as adopted by the YMCA.

4.1 Commitment to Safeguarding Children and Young People

The National SCYP Policy, which outlines the National commitment to safeguarding children and young people in our care, is supplied to all YMCA People upon engagement.

4.2 Recruitment and Screening Process

Through the staff/volunteer recruitment and selection process YMCA Brisbane adopts various steps that minimise the risk of attracting or hiring inappropriate YMCA People within our children/youth programs or within our association to ensure the provision of a safe environment for all. For further detail, please refer to the Human Resource Policy on [Recruitment and Screening \(HRM027\)](#). For clarification on the types of employees and the requirements for their engagement, please refer to the [Blue Card Induction Training Matrix](#).

Job advertisements	YMCA Brisbane will advertise internally as a minimum unless otherwise authorised by the CEO. Job ads will contain the following wording: <i>'The YMCA is committed to the safeguarding of children and young people'</i> and all applicants will be obliged to comply with all safeguarding policy and practice standards.
Position Descriptions	All YMCA People will be issued position descriptions which refer to the individual's awareness of and requirement to adhere to the National SCYP Policy. Position descriptions will also outline the need to possess a current positive notice blue card for regulated child-related employment.
Selection Panels	Selection panels will comprise at least two people, have a gender balance where possible, declare any relationship or conflict of interest with applicants and have a chairperson. The chairperson will: <ul style="list-style-type: none"> • Screen written applications • Undertake phone screening • Shortlist suitable applicants • Arrange panel interviews • Arrange workplace observations (where applicable) • Undertake reference checks. All selection panel members must have met all safeguarding children standard requirements.
Candidate Assessment	Applicants should only be assessed on how they meet the selection criteria or job requirements. In particular, there must be no bias or discrimination on the grounds of race, age, sex, political beliefs, religious beliefs, impairment, sexual preference, marital status, pregnancy, family status, family responsibility, or trade union activity. All interviewees are to be asked whether they have been subject of an employer investigation or been charged with a criminal offence involving children, violence, drug dealing or dishonesty in line with our National SCYP Policy. Refer to the Candidate Interview Form .
Identity Checks	Proof of identity documents that total 100 points will be obtained, copied and placed on file. Refer to the Identity Check Form No. 244 .
Qualifications/ Registrations	Original, or certified copies of qualifications or professional registrations will be sighted, copied and placed on staff files.

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<p>Undertaking Reference Checks</p>	<p>Prior to formal offer, all appointed personnel and directors are expected to have three (3) professional referee checks completed or a mixture of two professional and one personal referee. It is ideal that at least one professional referee is from the applicant's last place of employment/volunteering. Personal referees are not recommended. However, if there is no option but to include a personal referee, then that referee:</p> <ul style="list-style-type: none"> • Should not be related to the applicant. • Should have known the applicant for at least 12 months. • Must be able to vouch for the applicant's reputation and character. <p>The referee checks undertaken must involve direct contact with the referee. Written character references are not sufficient unless also followed up and verified through direct contact.</p> <p>Difficulty in contacting referees, such as those based overseas or those who have left an organisation, is not justification for accepting lower standards of scrutiny.</p> <p>YMCA Brisbane maintains documentation regarding feedback from referees in relation to the suitability of an applicant to work with children. Reference check questions guide discussions with a referee. Some questions should be behavioural based questions. Listen carefully for attitude, tone and hesitancy by the referee.</p> <p>The results of these checks must be documented, diligently evaluated and placed on file prior to any offer of employment (paid or voluntary) being made.</p> <p>Where a referee may be from an overseas organisation and the cost of phoning is not possible or cost prohibitive, a reference check form can be emailed to the referee for completion and return. Refer to the Reference Check Form (280).</p>
<p>Blue Cards</p>	<p>Working with Children checks are undertaken on all paid employees and volunteers engaging in regulated child-related employment, through Blue Card Services.</p> <p>Refer to the Blue Card Services' website: https://www.bluecard.qld.gov.au</p> <p>A YMCA Manager or Supervisor of the applicant must:</p> <ul style="list-style-type: none"> • Ensure the new employee completes the application for positive notice blue card on day one of employment • Sight the applicable original identity documentation and record relevant details • Retain a copy of the completed application on file • Provide a verbal warning to the employee/volunteer before they complete/sign a blue card application form that it is an offence for a disqualified person to apply for a blue card. <p>If already holding a Positive Notice Blue Card, an applicant must complete a form to link them to our organisation. Link an applicant/cardholder to this organisation form</p> <p>The Manager employing the new employee/volunteer must also validate their existing card via the online tool.</p> <p>https://www.bluecard.qld.gov.au/onlinevalidation/index.html</p> <p>YMCA Brisbane will not employ a person who is deemed a prohibited person based on legislation in our jurisdiction. Refer to the policy on Blue Cards under HRM 024.</p>
<p>National Police Checks</p>	<p>In addition to legislated screening schemes, employees may be required to undergo a National Criminal History Record Check, (also known as a 'police check').</p>
<p>International Checks</p>	<p>The onus is on the employee or volunteer who has arrived from another country to provide an International Police Check. International Police Checks are subject to the legislation of the country where the person was a resident. The relevant overseas Police Force should be contacted to obtain a police record check, or alternatively the Australian Federal Police or Interpol.</p>

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5. PERSONNEL INDUCTION AND TRAINING

YMCA Brisbane is committed to providing effective safeguarding children training for all new and existing directors, employees and volunteers as it strives to deliver a child safe environment at all times. The process of inducting and training YMCA People must comply with all legal requirements and with the National SCYP Policy and the Child Protection Manual.

5.1 Online Training

All new YMCA People are required to participate in a formal induction program within 7 days of their appointment. Refer to [YMCA Induction Checklist and Declarations](#).

Ideally on the first day, but mandatory during the first week of employment, all new YMCA People will receive a link to undertake:

1. [Online safeguarding children induction training](#) with the Australian Childhood Foundation which provides a greater awareness of Child Safety, Child Abuse, Perpetrators of Sexual Abuse, Creating Safer Organisations, Recruitment and Screening Practices and Child Abuse Reports and Allegations. The course can also be accessed at <http://www.safeguardingchildren.com.au>. A copy of the certificate must be placed on local staff file and a copy sent to the Brisbane.payroll@ymcabrisbane.org.
2. The National SCYP Policy and Child Protection Manual Online Induction training, for which a certificate will be achieved.

5.2 Face to Face Training

There may be circumstances where undertaking online training is not possible, such as where YMCA People:

- Are not sufficiently computer literate
- Require additional support for special needs is required
- Have language barriers
- Cannot access a computer to do the online training
- Are too young to be exposed to the information contained online
- Have identified concerns with exposure to potentially triggering content

In these circumstances, face to face training using the ACF modules will be delivered by an appropriately qualified person. The names of those participants will be recorded on a [Staff/Volunteer Training Record](#) and an internal certificate will be generated for the attainment. All requests for such face to face training should be made to the Child Protection Advisor.

5.3 Update training

All existing YMCA People are required to undertake annual Safeguarding Children awareness update training. The method of this training may be online or face to face, and may be on a range of Safeguarding Children topics that are related to that service. Where training is delivered face to face details of all training undertaken by YMCA People must be recorded on the staff/volunteer register.

5.4 Certificates of completion

Certificates will be received for all of the above types of training. YMCA People should keep the original certificate and provide a copy to their Manager and HR (brisbane.payroll@ymcabrisbane.org) for placement on their respective personnel file.

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5.5 Safeguarding Professional Development Calendar

A [Safeguarding Professional Development Calendar](#) has been developed for YMCA People which provides information about both internal and external training opportunities in the area of Safeguarding and child/youth and family support/wellbeing. The calendar is updated frequently, and reminders are sent monthly to all establishment managers to disseminate to their managers/supervisors. Monthly reminders ensure content can be viewed, training booked, new opportunities added, or feedback given on training attended.

6. PERSONNEL ROLES AND CONDUCT

YMCA Brisbane is committed to the safety and well-being of all children and young people accessing its programs and services. YMCA Brisbane supports the rights of the child and will strive to deliver a child safe environment at all times. YMCA Brisbane also supports the rights and wellbeing of our YMCA People and encourages their active participation in building and maintaining a safe environment for children.

YMCA People must maintain the highest standards of professional conduct in their attitude and behaviour toward clients, colleagues and members of the community. In particular, YMCA People will recognise the power imbalance inherent in a staff/child relationship and must never act in a manner which exploits or could be seen to exploit that power imbalance.

In order to protect YMCA People, program participants and their families, YMCA Brisbane has developed a Safeguarding Children Code of Conduct which seeks to provide clarity to acceptable behaviour in order to minimise the risk of abuse for a child/young person. YMCA Brisbane understands the great benefit of the positive relationships that can form between YMCA People and children and young people during the child's/young person's participation. YMCA Brisbane endeavours to make this as safe as possible for all concerned.

6.1 Roles and Responsibilities – YMCA People

All YMCA People:

- a. Must read, understand and follow the National SCYP Policy and the Child Protection Manual including the Safeguarding Children Code of Conduct.
- b. Are expected to be familiar with and adhere to all related policies, procedures, supporting documents and forms and promptly seek clarification as required. These policies, documents and forms can be found on the YMCA Sharepoint.
- c. In child related programs (e.g. childcare, gymnastics, OSHC, schools) are expected to develop a good rapport with the children/young people so that the child or young person feels comfortable, feels as though they can trust that person and feels as though they have been encouraged to communicate openly with the YMCA staff/volunteer.
- d. Are expected to understand and acknowledge the significance of family relationships for children and young people. Families, in all their diverse forms, are the foundation of children's and young people's development and can act as supportive resources for growth and resilience, or restrain and harm children and young people's functioning.
- e. Are expected to recognise, respect and work to strengthen the capacities of parents/caregivers and other family members to care and protect their children (for example provision of resources, education and community referrals/linking).
- f. Are expected to role model the principles of the National SCYP Policy, demonstrate appropriate behaviour and respect for children to support and encourage open communication from children regarding their wellbeing.
- g. Have a duty of care to ensure that all who access the Association's programs, services and facilities are provided with a safe, open and honest environment that protects children and young people and the YMCA People who work with them.
- h. Are expected to demonstrate extended guardianship and promptly without hesitation report complaints from children, young people or their families, allegations or disclosures of child abuse or neglect, concerns about child safety, and any breaches of the National SCYP Policy and the Child Protection Manual.

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- i. Are expected to involve children, young people and parents/caregivers in their approaches to safeguarding children and young people by providing clear and concise information in regards to YMCA Brisbane's policies and procedures. Communication is to be carried out in a manner sensitive to age, gender identity, language, culture, religion or capability.
- j. Are expected to promote the safeguarding of children and young people (child protection).
- k. Are expected to be aware of the risk of child abuse and the indicators of child abuse and grooming (refer to 8.1-8.7).
- l. Have a working knowledge of children and young people's rights appropriate to their role and be clear about what is acceptable behaviour when dealing with children.
- m. Are expected to be aware of what to do if they suspect a breach of the Safeguarding Children Code of Conduct. Refer to items 6.3 and 6.2.1(l) (Safeguarding Children Code of Conduct), or [Whistleblower Policy](#).
- n. Are expected to immediately report any suspected incident of child abuse in accordance with the reporting flowchart (refer to 7.5) and otherwise respond as required and expected by this Child Protection Manual, state requirements and by law.
- o. Are expected to maintain confidentiality in investigations of suspected child abuse.
- p. Are expected to protect the privacy and confidentiality of children, young people and their families at all times.
- q. Are expected to fully cooperate with the defined relevant local/state/federal agencies in investigations of suspected child abuse.
- r. Are expected to adhere to prescribed minimum staff to child ratios. Please refer to your program policies for specific ratio requirements.
- s. Are expected to report any suspicions of grooming or child abuse.
- t. Are expected to ensure that parents/caregivers are informed of travel and sleeping arrangements prior to the commencement of any excursion or camp and that a full risk assessment is completed for the excursion/camp.
- u. Are required to change out of their YMCA uniforms before commencing any external work (second job).
- v. Are accountable for ensuring these practices are effectively implemented and monitored.

6.2 Safeguarding Children Code of Conduct – YMCA People

1. **YMCA People MUST:**

- a) Comply with the National SCYP Policy and the Child Protection Manual.
- b) Within the first five (5) working days, read, understand and formally agree to abide with the YMCA's policies and guidelines around the safety of children as outlined in the National SCYP Policy and the Child Protection Manual.
- c) As a minimum, complete annual safeguarding children refresher training provided by the YMCA Brisbane.
- d) Have knowledge of, and at all times adhere to, all Laws and Regulations when employed in Child Related programs.
- e) Follow all workplace policies, procedures and signage in relation to the safety and protection of children and young people.
- f) Use language and tone of voice in the presence of children that provides clear direction, boosts their confidence, encourages or affirms them.
- a) Ensure that, in all circumstances, government and YMCA prescribed staff/child ratios are adhered to.
- b) Ensure they are never alone with a child where they cannot be observed by at least one other YMCA staff member, volunteer or other adult.
- c) Remain alert to the risk indicators of child abuse and grooming and promptly report concerns, issues, problems, suspected incidents and suspicious behaviour to their Manager/Supervisor (or Child Protection Advisor) and, where required by law, to the relevant departments.
- d) Respect the cultural and religious practices, individual capability and gender identity of children, young people and families, and understand and respond to any identified special needs.
- e) Ensure an appropriate mix of male and female staff/volunteers is achieved wherever possible when preparing rosters for children's programs.
- f) Ensure young children in YMCA programs/services are appropriately supervised in bathrooms, showers and locker rooms or be required to accompany one another in pairs at such times. All children need to be supervised and accompanied by an adult at all times while in a YMCA centre or program. Any exceptions to this are to be covered by risk assessments and work instructions.
- g) Ensure that parent/caregiver permission is obtained prior to:
 - i. any photos or videos of children being taken.
 - ii. any child being taken on a YMCA excursion or camp.
- h) Ensure that sign-in and sign-out procedures are followed where applicable. YMCA People are required to be vigilant in witnessing the arrival and departure of all children.
- i) Be identified by a YMCA name badge and, where practicable, a branded uniform that is familiar to the children and is the same as, or similar to, that of their co-workers.
- j) Advise their Manager or Supervisor where a friendship has developed prior to or during employment by the YMCA, between them and families and/or children who participate in YMCA programs which could result in a breach of National SCYP Policy and or the Child Protection Manual.
- k) Report to their Manager any knowledge of YMCA People who engage in non-YMCA activities with children who participate in YMCA programs for example baby-sitting, tutoring, disability care.
- l) Report to their supervisor, any observation of inappropriate behaviour by YMCA People which breaches the National SCYP Policy and/or the Child Protection Manual.

IF YOU SEE SOMETHING – SAY SOMETHING

2. YMCA People **MUST NOT:**

- a) Harm or exploit children who access YMCA programs and services.
- b) Discriminate against anyone on the basis of gender identity, culture, race, religion or disability.
- c) Discipline children through the use of emotional abuse, physical punishment, favouritism, physical abuse, verbal abuse, reference to cultural/ethnic differences, swearing or the withdrawal of the necessities of care (incl. food, shelter and emotional warmth).
- d) Use inappropriate, discriminatory, racist, sexist, violent, profane, sexual, belittling or negative language in the presence of children (for example swearing, derogatory terms, sexual jokes or innuendos, threats, name calling).
- e) Engage in open discussions of a mature or adult nature in the presence of children.
- f) Engage in sexual behaviour between, with or in the presence of children or young people.
- g) Have a child sit in their lap, cuddle, kiss, hug, tickle or touch children in an inappropriate and/or culturally insensitive manner.
- h) Undertake a task of a personal nature that a child can do for themselves, for example changing clothes, personal grooming, feeding and toileting.
- i) Engage in rough physical games with children (for example tackling, wrestling).
- j) Transport an individual child or a group of children to or from YMCA programs in private vehicles without the written consent of the YMCA CEO. A risk management plan for travelling in vehicles needs to be adhered to at all times.
- k) Travel, or be accommodated, alone with a child before, during or after a YMCA program, excursion or camp. Where approved transport is undertaken, a minimum of two adults must be present.
- l) Take a child to their own home or encourage meetings outside the program activity.
- m) Under any circumstances, release a child from a YMCA program or service to another parent(s), caregiver(s), relative(s) or other individual(s) without consent from an authorised parent/guardian.
- n) Be involved in child-minding or other after hours activities unless:
 - i. The child is directly related (refer [Baby-Sitting Exemption \(Family\) form 241](#));
 - ii. The child is a participant in a different program to where the staff/volunteer is employed and they never have interaction or supervision during work hours (refer [Baby-Sitting Exemption \(Non-Family\) Form 241a](#)).

In both instances, YMCA People must declare their involvement with the child by completing the relevant form and obtaining parental/caregiver and CEO approval as indicated on the forms.

- o) Report to work under the influence of or in the possession of alcoholic beverages or illegal substances.
- p) Take photos or videos of children on personal cameras or mobile phones/devices. All photos must be authorised and be taken on YMCA Brisbane supplied devices.
- q) Place photos of children on any personal/unofficial YMCA social media platform, such as Facebook, Instagram, Snapchat etc. Photos may only be placed on official YMCA sites once appropriate consent from the parent or guardian has been provided.
- r) Use personal social media platforms such as Facebook, Instagram, Snapchat etc., to contact or converse with children enrolled in YMCA programs. Appropriate contact with children for the purpose of delivery of YMCA programs must be limited to official YMCA platforms only. Any other contact should be directed to parents/caregivers only and in accordance with the YMCA's Social Media Policy.
- s) Text or email information directly to a child or young person's mobile or email address, unless for the express purpose of conducting YMCA business, counselling or training sessions and from a YMCA supplied device. Where practicable all communication made should be directed to the parents/caregivers.
- t) Give personal gifts to children unless under the banner of a gift from the YMCA (e.g. gifts from the YMCA service to each child at Christmas).

IF YOU SEE SOMETHING – SAY SOMETHING

Exceptional Circumstances

There may be exceptional situations where these guidelines do not apply, for example, in an emergency situation. However, it is crucial that, where possible, you seek management authorisation prior to taking action that contravenes these guidelines or that you advise management as soon possible after any incident in which these guidelines are breached. A [Potential Breach Register](#) is available to record such situations.

6.3 Reporting Breaches

A breach is any action or inaction by YMCA People that fails to comply with the National SCYP Policy, Child Protection Manual or Safeguarding Code of Conduct, including any conduct that is considered unacceptable. All breaches are subject to disciplinary procedures and possible dismissal. Refer to [Discipline and Performance Management Policy \(HRM005\)](#).

Should any YMCA People observe a breach by another staff member/volunteer they must immediately notify the manager/supervisor. Should the matter need to be immediately addressed, the person observing the breach must address the matter and intervene. The matter **must** still be raised with the manager/supervisor.

If any YMCA People do not feel comfortable reporting to their direct Supervisor or Manager about any concerns for a child or inappropriate behaviour towards a child by another staff member or volunteer, they should report to the next level of management. Alternatively they can contact the Child Protection Advisor on 3253 1744 or 0436 676 832, or any of the Child Protection Staff at child.protection@ymcabrisbane.org.

All YMCA People are covered by the YMCA [Whistleblower Policy](#).

IF YOU SEE SOMETHING – SAY SOMETHING

7. CHILD ABUSE REPORTS AND ALLEGATIONS

YMCA People working with children and young people and their families have an important role to play in protecting children who may be at risk of harm due to abuse or neglect. YMCA People are in daily/regular contact with children and young people and their families, so are well placed to observe when a child or young person appears to be at risk of harm.

7.1 Duty of Care

Duty of care is the legal obligation each person has to take reasonable care to avoid causing foreseeable harm to another person or their property. YMCA Brisbane owes a duty of care to anyone who is reasonably likely to be affected by YMCA activities. Where duty of care extends outside of the normal YMCA activities, please refer to the [Extended Duty of Care Policy](#).

7.2 Mandatory Reporting in Queensland

The Child Protection Act 1999 states certain professionals, referred to as ‘mandatory reporters,’ must make a report to Child Safety if they form a reasonable suspicion that a child has suffered, is suffering or is at an unacceptable risk of suffering significant harm caused by physical or sexual abuse, and may not have a parent/caregiver able and willing to protect them. Mandatory reporters should also report to the Department of Child Safety, a reasonable suspicion that a child is in need of protection caused by any other form of abuse or neglect.

Under the Child Protection Act 1999, mandatory reporters are:

- Teachers under the Education (*General Provisions*) Act 2006 and the Education (*Accreditation of Non-state Schools*) Regulation 2017
- Doctors
- Registered nurses
- Police officers with child protection responsibilities
- A person performing a child advocate function under the Public Guardian Act 2014
- Early Childhood Education and Care Professionals (from 1 July 2017)

7.3 Disclosures

In the event a child or young person reports or discloses an incident of ‘harm’ or suspected harm to themselves or to another person, the person receiving the concern/allegation should:

- **Listen** to the child/young person.
- **Reassure** the child/young person that they have done nothing wrong by talking to you.
- **Promise to help, but DO NOT promise to keep the information a secret and DO NOT promise to stop the abuse from occurring.**
- **Explain that you need to speak to someone else in order to get advice that can help them.**
- **Never ask leading questions** – e.g. ‘who did that?’; ‘did ___ do that?’. Try open ended questions like: ‘could you tell me more about that?’; ‘what happened then?’; **don’t pressure them to respond.** (Questions that are leading or unnecessary can distress the child/young person and could compromise any investigation.)
- **Let them tell you in their own words. Don’t correct their words.**
- **Document the conversation objectively** – e.g. just write what was said, not your opinions, and report to your supervisor.

IF YOU SEE SOMETHING – SAY SOMETHING

IMPORTANT NOTE: Observations and Suspicion

- All concerns should be acted upon immediately. Organisations must notify authorities when there are reasonable grounds for suspecting/reporting abuse.
- The law protects a person who raises legitimate concerns through appropriate procedures under the banner of “qualified privilege”.
- **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 in general discussion with other staff, other parents/caregivers, customers, members or the general community.

7.4 Reporting Processes

YMCA People in regular contact with children and their families are well placed to observe when children appear to be at risk of harm, and can play an important role in protecting the safety and wellbeing of those children. YMCA Brisbane understands the complexity surrounding the disclosure of sensitive information and the potential impact that this may have on staff, children, young people, volunteers and families. It is for this reason that the YMCA Brisbane encourages a consultative approach to reporting in accordance with state based legislation, upholding our duty of care to the child or young person and the duty of care to the original notifier.

YMCA People are encouraged to contact their direct supervisor/manager and/or the Child Protection Advisor to talk through any concerns held about a child and to work together during this consultation process to ensure that all necessary information has been collated. This provides an opportunity to determine if they believe there are reasonable grounds to make a formal report. YMCA People can also seek advice from the online [Child Protection Guide](#) or [Family and Child Connect](#) (13 Family).

If you suspect a child is experiencing harm or is at risk of experiencing harm and does not have a parent willing and able to protect them, and you believe there are reasonable grounds to make a formal report you can contact the Child Safety Services Enquiries Unit, Department of Communities, Child Safety and Disability Services, on **1800 811 810** or visit their website <http://www.communities.qld.gov.au/childsafety/protecting-children/reporting-child-abuse>. Child safety service centres have professionally trained child protection staff who are skilled in dealing with information about harm or risk of harm to children. When you make a report to Child Safety Services or the Queensland Police Service, they are required to keep your identity strictly protected.

Reporting Steps

STEP 1

- Observation, suspicion or disclosure of abuse occurs and is reported by the original notifier.
- In consultation with the Group Manager, the Manager/Supervisor or appointed person is to immediately assess the report and gather written, signed and dated statements from staff (where appropriate).
- If a staff member feels uncomfortable to raise suspicions of abuse with their immediate supervisor, they should contact another Manager within the YMCA, The Child Protection Advisor or the CEO.
- Obtain written details of all people involved, including any witnesses and meet with the person who has made the allegation to clarify the details. Use the [Significant Incident Form \(243\)](#) to guide you.
- In the absence of the Group Manager, work directly with the Child Protection Advisor or the CEO. All information being emailed should be copied to the Group Manager and Child Protection Advisor to allow the matter to be actioned in the absence of any one person.

If you believe a child is in immediate danger or is in a life-threatening situation, contact the Queensland Police Service immediately by dialling 000.

IF YOU SEE SOMETHING – SAY SOMETHING

STEP 2

- The Group Manager and Child Protection Advisor make a decision to report and advise the CEO of such intention. The CEO or his/her delegated authority will advise the President of the Board of all critical incidents and, dependent upon the circumstances, the Australian Childhood Foundation (ACF) and YMCA Australia will also be notified of the action taken.
- The CEO or his/her delegated authority will provide the report to the appropriate authority.
- Once the report is made to the relevant authority, the matter is handled by that authority and all information requested by them is to be provided by the CEO or his/her delegated authority.
- The relevant authority will determine how best to respond to the situation.
- If not already involved in the reporting process, the actions taken will be reported back to the original notifier.

STEP 3

- Staff will be supported through the reporting process and professional counselling and debriefing arranged if required. One-on-one or group counselling will be arranged.
- In the event that allegations are made against a YMCA staff member or volunteer, the CEO is required to immediately suspend that person (on full pay if employed staff) or remove from activities involving the direct supervision of, and/or direct contact with, children.
- Reinstatement of a staff person or volunteer may only occur after any and all allegations against that person have been dismissed or cleared to the satisfaction of the Board of YMCA Brisbane and any authorised consultants involved in investigations.
- Fair process will be followed for the staff member or volunteer who has had the allegation made against them.
- An impartial person will be appointed to liaise with / support the person subject to allegations of improper conduct.

All documentation used during this reporting process will be filed and stored in a confidential manner and will not be provided to any other party unless clearly falling under relevant state legislation. The reporting process for YMCA Brisbane:

***Please Note: This reporting process does not apply to vocational schools and related entities, please refer to the [‘Student Protection Policy’](#) which incorporates, [‘Reporting by Legislation’](#), [‘Principal Head of Campus Decision Tree’](#), [‘Teaching Staff Decision Tree’](#) and [‘Non-teaching Staff Decision Tree’](#) and references to all relevant legislation.**

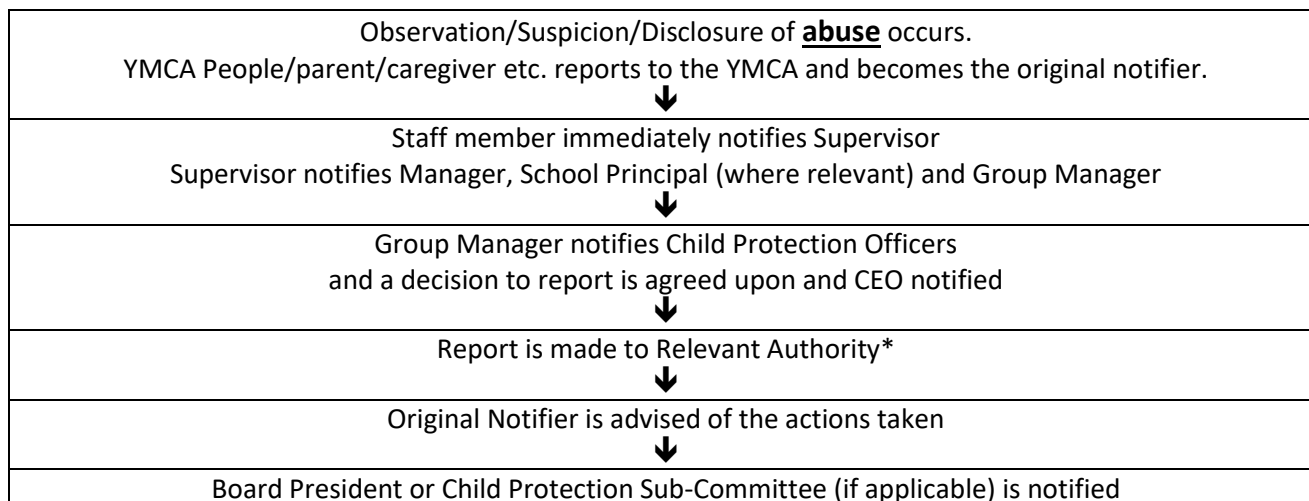
IF YOU SEE SOMETHING – SAY SOMETHING

7.5 Reporting Flowchart

At all times during the investigation of any allegation of child abuse, confidentiality is paramount.

YMCA People must not discuss the matter with anyone except their Supervisor/Manager/Group Manager, Child Protection Advisor, the CEO and/or relevant authorities.

***Please Note: This reporting flow chart does not apply to vocational schools and related entities, please refer to the [‘Student Protection Policy’](#) which incorporates, [‘Reporting by Legislation’](#), [‘Principal Head of Campus Decision Tree’](#), [‘Teaching Staff Decision Tree’](#) and [‘Non-teaching Staff Decision Tree’](#) and references to all relevant legislation.**



If an allegation is made against a STAFF MEMBER	If an allegation is made against a PARENT/CAREGIVER	If an allegation is made against an EXTERNAL PERSON
↓	↓	↓
School Principal to be notified where the matter relates to Breakfast Programs or OSHC Schools		
Staff member stood down immediately (on full pay if employed staff) or removed from activities that involve contact/supervision of children	Relevant authority is notified	Relevant Authority to be notified
↓	↓	↓
Investigation of allegation occurs by CEO or his delegate or by Relevant Authority*	In respect to contacting parents, follow the lead of the Relevant Authority	Relevant Authority will notify parents/caregivers of the child
↓	↓	↓
Reinstatement only occurs after all allegations have been dismissed or cleared to the satisfaction of the Board or any authorised interveners	Investigation of allegation occurs by Relevant Authority	Relevant Authority conducts investigation of allegation
Professional Counselling through the YMCA Employee Assistance Program to be offered to all YMCA People involved		

* Relevant Authority:

- Queensland Police - Emergency number – **000**; Non-emergency number - **131 444**
- Department of Child Safety **1800 811 810** or after hours **1800 177 135**
- The Australian Childhood Foundation **1800 176 453** or **03 9874 3922**
- [Office of Early Childhood Education and Care](#) if the incident is identified in an Approved Service.
- [Family and Blue Connect](#) services for advice and direction

If you believe a child is in immediate danger or is in a life-threatening situation, contact the Queensland Police Service immediately by dialling 000.

IF YOU SEE SOMETHING – SAY SOMETHING

8. SIGNS AND INDICATORS OF ABUSE

8.1 Grooming

Grooming refers to actions deliberately undertaken with the aim of befriending and establishing an emotional connection with a child to lower the child's inhibitions in preparation for sexual activity.

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

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.

The 6 stages of Grooming:
<ol style="list-style-type: none">1. Targeting the victim2. Gaining the victim's trust3. Filling a need4. Isolating the child5. Sexualising the relationship6. Maintaining control

People in the community, such as parents, carers, teachers and children can also be groomed by perpetrators to establish trust and gain access to a child. Grooming involves the person responsible for the sexual abuse integrating themselves into places where they have access to children and then grooming the adults to create opportunities for the person to abuse their victims. Grooming behaviour can be difficult to identify as it can sometimes include the use of, in some contexts, appropriate behaviours.

Possible indicators in a child:
<ul style="list-style-type: none">• Inappropriate touching such as tickling and back rubbing• Inappropriate joke telling, sexual in nature• Emotional or behavioural changes – including the abrupt onset of mood swings, secretive behaviour or withdrawal

Some examples of grooming behaviour can include a person:
<ul style="list-style-type: none">• Regularly offering to babysit a child for free or take a child on overnight outings alone• Actively isolating a child from other adults or children• Insisting on physical affection such as kissing, hugging, wrestling or tickling even when the child clearly does not want it• Being overly interested in the sexual development of a child• Insisting on uninterrupted time alone with the child• Enjoying taking lots of pictures of children• Sharing alcohol or drugs with younger children or adolescents• Exposing their genitals to a child.• Undue attention paid to a child by an adult – including gifts or special outings together• Gifts or special privileges given by the perpetrator• Perpetrator allows or encourages rule breaking such as smoking, drinking, staying out late• Perpetrator identifies with the adolescent and appears to be someone who 'understands'• Perpetrator communicates with adolescent outside normal role (i.e. coach or teacher)

IF YOU SEE SOMETHING – SAY SOMETHING

8.2 Sexual Abuse

Sexual Abuse is any act that exposes a child to, or involves a child in, sexual processes beyond his or her understanding or contrary to accepted standards. It includes actions deliberately undertaken with the aim of befriending and establishing an emotional connection with a child to lower the child's inhibitions in preparation for sexual activity.

Examples of Sexual Abuse:
<ul style="list-style-type: none"> • kissing or holding a child in a sexual manner • exposing a sexual body part to a child • having sexual relations with a child under 16 years of age • talking in a sexually explicit way that is not age or developmentally appropriate • making obscene phone calls or remarks to a child • sending obscene mobile text messages or emails to a child • fondling a child in a sexual manner • persistently intruding on a child's privacy • penetrating the child's vagina or anus by penis, finger or any other object • oral sex • rape • incest • showing pornographic films, magazines or photographs to a child • having a child pose or perform in a sexual manner • forcing a child to watch a sexual act • child prostitution

Physical Signs of Sexual Abuse:	
Genital and anal areas	General
<ul style="list-style-type: none"> • Pain or bleeding in the anal or genital region accompanied by redness or swelling. • Bruises, scratches or other injuries not consistent with accidental injury • Itching, soreness, discharge or unexplained bleeding • Having unexpected redness, soreness or injury around the penis, vagina, mouth or anus • Painful and frequent urination • Signs of sexually transmitted infections • Semen in the vagina, anus or external genitalia or on clothing 	<ul style="list-style-type: none"> • Bruises, bite marks or other injuries to breasts, buttocks, lower abdomen • Difficulty walking or sitting • Torn, stained or bloodied underwear • Pregnancy in adolescence where the identity of the father is vague or secret • Recurrent urinary tract infections • Persistent headaches or recurrent abdominal pain • Unexplained pain in the genital area • Presence of a sexually transmitted infection.

IF YOU SEE SOMETHING – SAY SOMETHING

Behavioural Signs of Sexual Abuse:	
Sexual	
<ul style="list-style-type: none"> • Over attention to adults of a particular sex • Displaying unusual interest in the genitals of others • Acting out adults sexual behaviour with adults, dolls or other children • Persistent sexual themes in their drawings or play time • Open displays of sexuality, for example, repeated public masturbation, after kindergarten age • Precocious knowledge of sexual matters • Promiscuity, repetitious sexually precocious behaviours • Hints about sexual activity through actions or comments that are inappropriate to the child's age or developmental level 	<ul style="list-style-type: none"> • Inappropriate sexual behaviour for their age and development level (such as touching other children and themselves). • Inappropriate knowledge about sex for their age • Fear of being alone with a particular person. • A child or young person implies they have to keep secrets. • Sudden unexplained fears. • Regression in behaviours to an earlier developmental stage. • Reverting to bed wetting and soiling.

Behavioural Signs of Sexual Abuse:	
General	
<ul style="list-style-type: none"> • Sudden changes in mood or behaviour • Difficulty sleeping and nightmares • Regressed behaviour, for example, bed wetting, separation anxiety, insecurity • Change in eating patterns including preoccupation with food • Lack of trust in familiar adults, fear of strangers, fear of men • Lack of appropriate role boundaries in family – child fulfils parental role • Persistent bedwetting, urinating or soiling in clothes • Running away • Destroying property • Inappropriate displays of affection between child and parent (or parent's partner) or child and caregiver that appear lover-like rather than parent like. 	<ul style="list-style-type: none"> • Hurting or mutilating animals • Creating stories, poems or artwork about abuse • Recurring themes of power or control in play • Acting out behaviour – aggression, lying, stealing, unexplained running away, drug or alcohol abuse, suicide attempts • Withdrawn behaviour such as passivity, excessive compliance, mood swing or depression • Learning problems at school, loss of concentration, unexplained drop in school performance • Poor peer relationships, family and / or child appears socially isolated • Excessive bathing • Being excessively protective towards child, restricting child's social activities or being inquisitive of child's sexuality

Should any of the above be present, a child may need parents or other adults to take action to keep them safe from any further harm. Without a disclosure it is important to talk to a sexual abuse specialist about observed behaviours.

IF YOU SEE SOMETHING – SAY SOMETHING

8.3 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 can occur in person but also commonly occurs via social media. Bullying has been described by researchers as taking many forms which are often interrelated and include:

Behavioural Signs of Physical Abuse:
<ul style="list-style-type: none"> • Verbal (name calling, put downs, threats) • Physical (hitting, punching, kicking, scratching, tripping, spitting) • Social (ignoring excluding, ostracising, alienating) • Psychological (spreading rumours, stalking, dirty looks, hiding or damaging possessions)

8.4 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.

Physical Signs of Physical Abuse:	Behavioural Signs of Physical Abuse:
<ul style="list-style-type: none"> • Broken Bones • Unexplained Bruises • Burns or welts in various stages of healing • Bites, cuts • Sprains, dislocations • Inappropriate clothing for the weather e.g. long sleeves/trousers in summer • Female genital mutilation 	<ul style="list-style-type: none"> • Refusing to/ unable to explain an injury, or the explanation is inconsistent, vague or unlikely • Withdrawal from physical contact • Arms and legs kept covered in hot weather • Fear of returning home or of parents being contacted • Avoiding physical contact with, showing wariness or distrust of, adults including parents • Self-destructive tendencies • Being aggressive towards others • Being very passive and compliant • Chronic running away

Physical abuse does not always leave visible marks or injuries. It is not how bad the mark or injury is, but rather the act itself that causes injury or trauma to the child.

Parental Behaviours/indicators:
<ul style="list-style-type: none"> • Parent's saying they are worried that they or their partner/spouse might harm their child • Family history of violence. • Delays between a child being injured and the child getting medical help • Parents showing little concern about their child, the injury or the treatment • Frequent visits to health services with repeated injuries, illnesses or other complaints

IF YOU SEE SOMETHING – SAY SOMETHING

8.5 Emotional or Psychological Abuse

Emotional or psychological abuse occurs when a child or young person does not receive the love, affection or attention they need for healthy emotional, psychological and social development. Such abuse may involve:

- Repeated rejection
- Constant criticism
- Teasing
- Ignoring
- Threats
- Yelling
- Scapegoating
- Ridiculing and rejecting
- Continual coldness

These behaviours continue to an extent that results in significant damage to the child or young person's physical, intellectual or emotional wellbeing and development.

Physical Signs of Emotional Abuse:	Behavioural Signs of Emotional Abuse:
<ul style="list-style-type: none"> • Physical development is delayed • Showing delayed speech or sudden speech disorder 	<ul style="list-style-type: none"> • Inappropriate emotional response to painful situations • Extremes of passivity or aggression • Highly anxious • Drug or alcohol use • Chronic running away • Compulsive lying or stealing • Fear of new situations • Low self esteem • Mental and emotional development is delayed • Lack of trust • Feeling worthless • Eating hungrily or hardly at all • Uncharacteristic seeking of attention or affection • Reluctant to go home • Rocking, sucking thumb or self-harming behaviour • Fearful when approached by someone they know

IF YOU SEE SOMETHING – SAY SOMETHING

8.6 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's 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.

Behavioural Signs:	Physical Signs:
<ul style="list-style-type: none"> • Impaired Cognitive functioning • Behavioural problems • Poor academic outcomes • Externalising behaviour <ul style="list-style-type: none"> -aggression -lack of emotional control -disobedience -destructiveness • Internalising behaviours <ul style="list-style-type: none"> -anxiety -social inhibition -sadness -withdrawal • Learning difficulties • Depression and poor mental wellbeing • Low-self-esteem • Low school attendance • Bullying (both as a victim and perpetrator) • Poor coping mechanisms • Suicidal thoughts • Distorted sense of identity • Mistrust and inability to relate to others 	<ul style="list-style-type: none"> • Self-harm • Substance misuse • Physical symptoms such as chronic pain

8.7 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
- Supervision
- Clean water
- Medical attention, 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 Signs of Neglect:	Behavioural Signs of Neglect:
<ul style="list-style-type: none"> • Malnutrition, begging, stealing or hoarding food • Poor hygiene, matted hair, dirty skin or body odour • Unattended physical or medical problems • Comments from a child that no one is home to provide care • Inappropriate clothing, especially inadequate clothing in winter • Frequent illness, infections or sores • Being left unsupervised for long periods • Hunger 	<ul style="list-style-type: none"> • Being constantly tired • Frequent lateness or absence from school

9. GLOSSARY OF TERMS

Term	Meaning
Aboriginal Child	A person under the age of 18 who: <ul style="list-style-type: none"> • is of Aboriginal descent • identifies as Aboriginal and • is accepted as Aboriginal by an Aboriginal community
ACF	Australian Childhood Foundation
Association	The YMCA of Brisbane and Y-Care (South East Queensland) Inc.
Board Director	An elected member of the Board of Directors of the YMCA of Brisbane or an elected member of the Management Committee of Y-Care (South East Queensland) Inc., all of whom are volunteers
Blue Card	Criminal history screening to determine suitability to work with children and obtained through Blue Card Services
Child and/or Young Person	A Child or Young Person means every human being below the age of eighteen (18) years
Children from culturally and/or linguistically diverse backgrounds	A child or young person who identifies as having particular cultural or linguistic affiliations by virtue of their place of birth, ancestry or ethnic origin, religion, preferred language or language spoken at home or because of their parents' identification on a similar basis.
Children from diverse backgrounds	This includes children from different cultural backgrounds as well as children who identify as LGBTIQ (lesbian, gay, bisexual, trans, intersex, queer and asexual) or who have parents who are LGBTIQ. Equity is to be promoted and diversity respected.
Children with a disability or special need	A disability can be any physical, sensory, neurological disability, acquired brain injury or intellectual disability or developmental delay that affects a child's ability to undertake everyday activities. A disability can occur at any time in life. Children can be born with a disability or acquire a disability suddenly through an injury or illness.
FDC	Family Day Care
National SCYP Policy	National Safeguarding Children and Young People Policy
Qualified Privilege	Privilege that protects its holder only if it is exercised properly and in the performance of a justifiable act or failure to act
Sexual Behaviour	<u>Contact Behaviour</u> Sexual intercourse, kissing, fondling, sexual penetration or exploiting a child through prostitution <u>Non-Contact Behaviour</u> Flirting, sexual innuendo, inappropriate text messaging, inappropriate photography or exposure to pornography or nudity
Staff	<ul style="list-style-type: none"> • All full time, part time or casual staff who are paid employees of the YMCA of Brisbane or Y-Care (South East Queensland) Inc. • All Educators working for YMCA Family Day Care or YMCA In Home Care, even though they are self-employed contractors • People who are contracted to provide services to the YMCA (e.g. Personal Trainers, Group Fitness Instructors)
Torres Strait Islander Child	A person under the age of 18 who: <ul style="list-style-type: none"> • is of Torres Strait Islander descent • identifies as Torres Strait Islander, and • is accepted as Torres Strait Islander by a Torres Strait Islander community
Volunteer	All people who provide services for either YMCA of Brisbane or Y-Care (South East Queensland) Inc. in an unpaid capacity
YMCA Brisbane	The reference to YMCA through this document shall mean the YMCA of Brisbane and Y-Care (South East Queensland) Inc.
YMCA People	YMCA People include all YMCA Board Directors, staff and volunteers (this includes school, university and TAFE students on placement with YMCAs).

IF YOU SEE SOMETHING – SAY SOMETHING

10. EXCEPTIONS TO THE OPERATING PROCEDURES AND GUIDELINES

Policy Area	Exceptional Circumstances
Being alone with a child	YMCA Family Day Care Educators provide care for children in their own homes. As such, the policy areas indicated do not apply. These circumstances are governed by Family Day Care Policies.
Transporting children	
Sharing accommodation with a child	
Toileting children	
Giving gifts to children	
Releasing children to parents who are intoxicated	In situations which put YMCA People and/or other children in danger by not releasing the child to the parent/caregiver, a risk management strategy for emergency situations will be developed and staff will be trained accordingly to manage, record, advise or otherwise notify the Police.
Providing professional referees	Volunteers who have not have 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. Junior staff members who have not been previously employed.
Toileting children	Toileting of special needs children and children requiring emergency toileting (refer to Toileting Children Policy).
Being alone with a child	Circumstances where this is not possible can be found on the Child Protection Risk Management Plan .
Texting children	In training/counselling delivery where this is the accepted form of communication to students but texts will always be professional, course related and made only from YMCA devices.

LEGISLATIVE OBLIGATIONS AND REFERENCES

YMCA is committed to complying with obligations imposed on YMCA under all legislation relevant to maintaining and protecting individuals including but not limited to the:

- [Child Protection Act 1999 \(Qld\)](#)
- [United Nations Conventions on the Rights of the Child 1990](#)
- [Working with Children \(Risk Management and Screening\) Act 2000](#)
- [Working with Children \(Risk Management and Screening\) Regulation 2011](#)
- [Privacy Act 1988](#)

DOCUMENTATION - Supporting Policies/Forms

The Child Protection Manual is also supported by numerous policies and supporting documents, please refer to the [YMCA SCYP Risk Management System Overview](#).

All forms and documents relating to safeguarding children can be found on [Safeguarding Children Sharepoint](#) page.

11. DOCUMENT REVISIONS

The Child Protection Manual will be reviewed annually as a minimum.

**CHILDREN AND YOUNG PEOPLE HAVE THE RIGHT TO BE
SAFE AND HAPPY
AT THE YMCA**

IF YOU SEE SOMETHING – SAY SOMETHING