

Policy Details

Policy Name: Positive Behaviour Guidance

Policy Owner: Administration Manager

Policy Scope:

- Entire organisation of MYMCA
- All staff and volunteers are required to comply with this policy

Stakeholders:

Staff, volunteers, participants and parents

Responsibility:

CEO: MYMCA Inc

Aquarena: Aquarena Centre Manager

Youth Services: Youth Services Manager

Stadiums: Stadiums Manager

Date policy implemented:

This policy was implemented on 31/1/2013

Review Date of Policy:

This policy is due to be reviewed by 31/1/2016

POLICY STATEMENT:

Manningham YMCA staff and volunteers will adopt the highest standards of behaviour, guidance and conduct at all times in the delivery of services. This includes interactions with:

- Children and young people
- Customers and other members of the community
- Other Staff and volunteers

Manningham YMCA is guided by the values of respect, responsibility, honesty and caring, to ensure the safety and wellbeing of staff and customers including children and young people who use our programs and services.

Manningham YMCA also has expectations of participants and parents, as described below.

Other Policies

This policy should be read together with:

- Manningham YMCA Safeguarding Children and Young People Policy
- Manningham YMCA Code of Conduct
- Membership, Enrolments and Facility Hire Policy
- Manningham YMCA Customer Service Charters
- MYMCA Social Networking Policy

Behaviour Guidelines for Programs Participants

Clear guidelines about acceptable behaviours of participants and their parents will be developed for each program and expressed in positive terms.

Guidelines are to be accessible to parents and guardians.

Ongoing input will be sought from children, young people, parents and staff.

Implementing Behaviour Guidelines.

Guidelines will be consistently reinforced in a developmentally appropriate way.

Staff are to recognize that a child's behaviour can be affected by many factors including, but not limited to, the following:

- Their age and development
- Their general health and wellbeing
- Staff strategies and practices
- External factors such as family, home life, or media coverage of traumatic events

Staff will take these factors into consideration when adopting strategies to respond to challenging behaviours.

Inappropriate behaviours that require immediate staff intervention include any behaviour which cause harm to the child/young person, or others including staff and other children/young people.

Staff will use a normal tone and volume when speaking with children/young people. Shouting is not appropriate.

When guiding a child/young person's behaviour, staff will identify the behaviour as the issue rather than the child or young person.

No child or young person will be submitted to any form of corporal punishment, such as smacking, or be placed in a room alone, made immobile, frightened or humiliated in any way, verbally or emotionally punished or have food or drink withheld as a form of punishment.

Staff will ensure that all children are protected from bullying, violence and harassment.

Parents/Guardians who wish to discipline their own children whilst in the centre will not at any time use any form of corporal punishment or use unacceptable language.

Staff will be given opportunities for professional development in regards to training and up to date information on strategies and ways to guide children/young people's behaviour. Where the behaviour is beyond the scope of staff training, other stakeholders will be approached to support strategy development.

Supervision of program participants

Staff will ensure children/young people's supervision is appropriate to their stage of development and protects their safety and wellbeing at all times.

Staff will comply with all legal and program requirements for staff: child/young people ratios

Exclusion from programs

Manningham YMCA may exclude people from participation in programs and services if they, or their behaviour, falls outside of the defined target client group or scope of services. In such cases, Manningham YMCA will endeavour to refer individuals to appropriate alternative services.

All individuals may be excluded from participation in programs and services if:

- they are adversely affected by alcohol, drugs and other behaviour-altering substances
- they demonstrate inappropriate and unacceptable standards of behaviour as defined in Manningham YMCA's customer service charters. We do not tolerate abusive or bullying behaviour.
- their conduct risks the safety of staff or customers including children and young people.

Manningham YMCA will not release children to Parents/Guardians who present as adversely affected by alcohol, drug or other behaviour altering substances.