

YMCA GEELONG

Staff & Volunteer Handbook

2022

We believe in the power of inspired young people





the Y
We're going pink
in May for BCNA

the Y
We're going pink
in May for BCNA

We're going pink
in May for BCNA

We're going
pink in May!

the Y



Baker's Delight

**The Y is a great
place to work!**



CONTENTS

We believe in the power of
inspired young people

Welcome

Induction is the process of introducing you as a new employee /volunteer, to your work environment. It is the opportunity to be introduced to supervisors, co-workers, workspace and equipment / resources necessary to complete your specified role.

Induction is the first step in the training process. The aims of your induction are to:

- Get you started on productive activity as soon as possible;
- To relay accurate, up-to-date information about the current environment;
- Develop good working habits; and
- To make you feel comfortable and welcome in your new environment.

This YMCA Staff & Volunteer Handbook has been designed to give you a summary of the benefits and conditions of your employment with the YMCA. It is suggested that this handbook is read in conjunction with the YMCA Staff Certified Agreement, and other relevant manuals specific to each area.

Welcome note from Chief Executive Officer of the YMCA Geelong

On behalf of the staff and YMCA Board, I extend a very warm welcome to you as a newcomer to the organisation. Whether you are joining us as a paid employee or as a volunteer, we trust that your time with us is both long and rewarding.

You have joined the workforce of YMCA Geelong, a not-for-profit (or as I like to say a “for purpose”) organisation that has been active in the Geelong community since 1953. The YMCA operates in over 122 countries and is a name that is recognised all over the world for its community service.

In Australia, particularly Victoria, the YMCA has broadened its focus and has a reputation for delivering quality recreation programs for people of all ages and backgrounds; men, women and children. The operations of YMCA Geelong are developed in accordance with the Strategic Plan developed by staff and Board. The YMCA is governed by a volunteer Board of Directors who are members of the local community and who give their time and expertise to oversee the development of the organisation.

The information provided in this booklet will help you to understand and appreciate the nature of the organisation that you have joined; its commitment to people and its dedication to values that set it apart from many other organisations.

Similarly, we value our staff and volunteers and have in place policies and procedures to ensure that staff and volunteers are guided by the behaviours, values and expectations of the people who work for YMCA Geelong. We actively encourage, train and reward performance. We operate on the principle that you are here because you want to be part of the team, and in turn it is the role of the organisation to assist your personal development and career advancement.

Once again, welcome to the ‘Y’ and good luck for the future.

Shona Eland

Chief Executive Officer
YMCA Geelong Inc and Geelong
and District YMCA Youth Services

About The YMCA

History of the YMCA

YMCA stands for Young Men's Christian Association.

The first YMCA was formed in London in 1844 by a man called George Williams. The purpose was to meet the physical and spiritual needs of young men in industrial cities. George William's goal for opening the YMCA was to provide a safe environment for young men and teach the men Christian values.

This concept quickly spread around the world and now there are currently 122 countries that run a YMCA, making the World Alliance of YMCAs one of the largest international community organisations. Each having a special community involvement either in supporting youth, or helping those who are less fortunate.

The first Australian YMCA started in Adelaide in 1851 and quickly spread to Melbourne and Sydney in 1853 followed by Hobart in 1854. YMCA Geelong was established in 1953.

The YMCA is an organisation which seeks to develop healthier, happier and connected communities. We have expanded throughout the region as a not-for-profit organisation, and involve people of all ages and abilities. Our purpose remains focused on the development of individuals and communities in body, mind and spirit.

YMCA Mission Statement

The YMCAs of Australia work together, from a base of Christian values, to provide opportunities for all people to grow in body, mind and spirit.

YMCA Core Values

The YMCA has adopted the following values to deliver our mission:

- Honesty means integrity, trustworthiness and fairness
- Respect means acceptance, empathy, self respect and tolerance
- Caring means compassion, forgiveness, generosity and kindness
- Responsibility means commitment, courage, trustworthiness and service
- Safety means commitment to being a child safe organisation and to the health and safety of others.



YMCA Geelong

YMCA Geelong is a community based for purpose charity.

The Board involves local people that give their time and expertise in a voluntary capacity to ensure that the governance of the Y delivers on its mission, values and strategic plan.

The YMCA owns and manages the Newtown Stadium, leases YMCA Camp Wyuna and the Geelong Gymnastics Centre at North Geelong, and works in partnership with the Golden Plains Shire Council to manage the Bannockburn Recreation Centre and the Bannockburn Community Sports Stadium. We also conduct a number of programs and services within the Geelong community.

Our Commitment

We are committed to our community; ensuring access for everyone; nurturing the potential of children, teens and young adults; building strong families; promoting diversity and healthy living; fostering social responsibility; and supporting those in need.

Community Inclusion

YMCA Geelong is committed to being an inclusive organisation and believes that all people have the right to be a valued member of the communities in which they live. Children of all abilities are accepted into its programs. There are many benefits for children with a disability in being involved at the Y: physically, emotionally (confidence and self esteem), and in social development. Children can proceed and achieve according to their personal abilities. The YMCA Geelong also has classes specifically for children with additional needs if the mainstream system is not appropriate. The aim is that there should be no child unable to participate in a YMCA program.

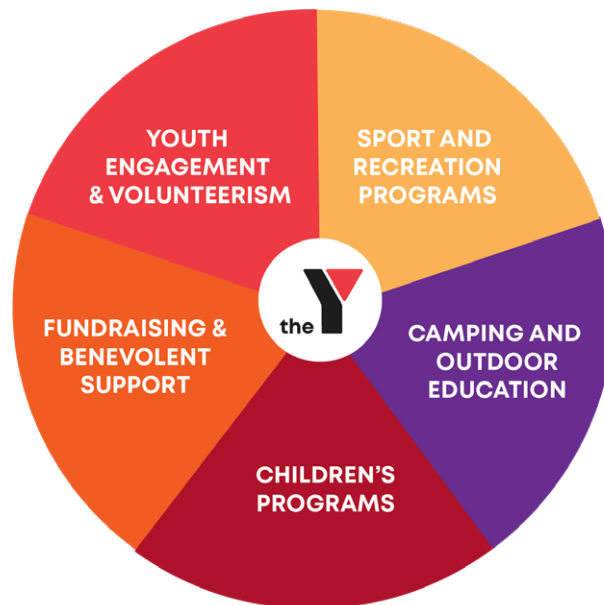
Our Branding Framework

- **HEALTHY LIVING**
- **EMPOWERING YOUNG PEOPLE**
- **SOCIAL IMPACT**



We believe in the power of inspired young people.

Our Focus



Our Strategic Priorities

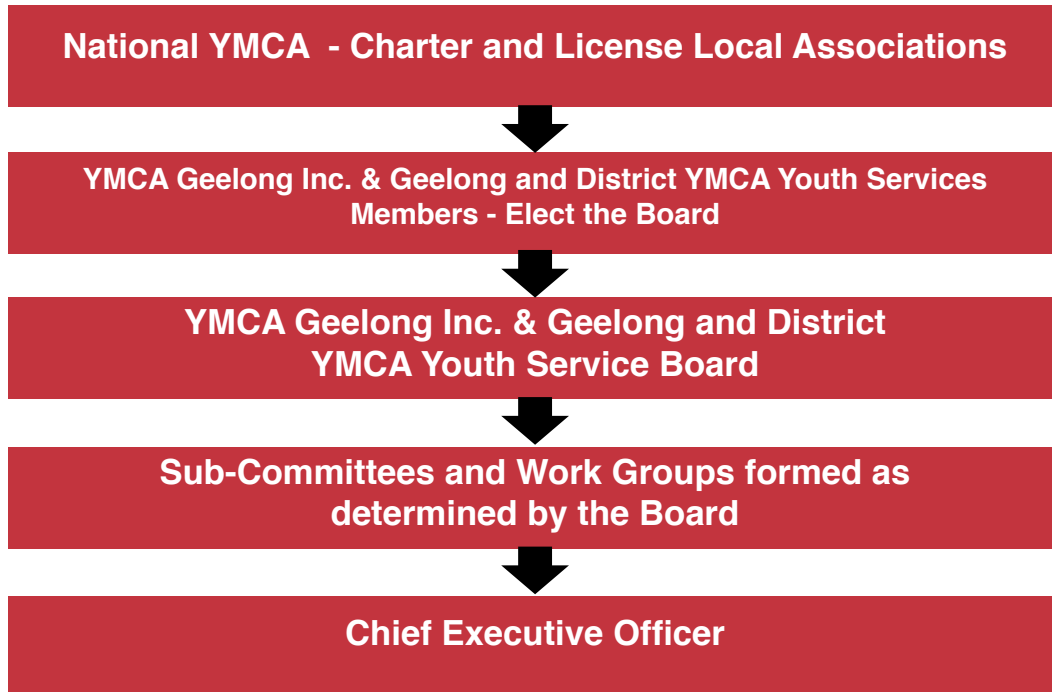
Our strategic plan focuses on four key strategic directions. From these directions come a set of strategies that will guide our work for the next ten years. We invite you to join us as we work together to build a happier, healthier and connected community.

- Extend our Reach
- Increase our Impact
- Inspire People
- Engage with Community

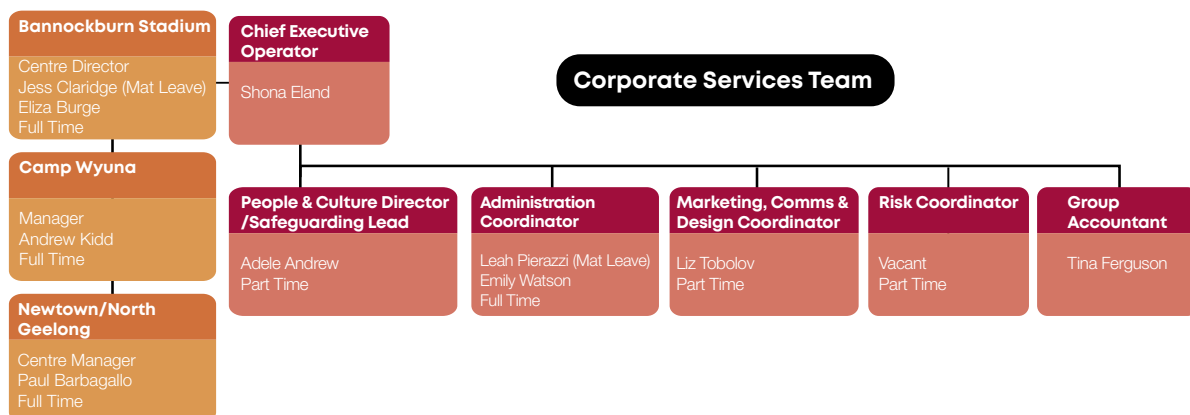
YMCA Geelong Inc. Board

President	Natalie McColl
Deputy President	Bianca Paridaen
	Vesna Allan
Treasurer	Steve D'Andrea
Board Members	Kitty Wilson
	Mark Wilkin
	Brandon Howard

YMCA of Geelong Governance Structure



YMCA Geelong Senior Staff Structure



What We Do

YMCA Basketball Club

YMCA Basketball Club is operated under the governance of the YMCA Geelong Inc. and has a delegated Committee of Management that oversees the administration of the Club, competitions and teams associated with the YMCA Basketball Club. The Club operates entirely with the support of volunteer management, coaches and team managers. The Club has a long and proud history in the Geelong community and has in excess of 370 members. The YMCA Basketball Club has male and female teams competing in the Basketball Geelong domestic competition in all levels from Under 10s to Division 1.

The key contacts are:

Craig Herbert

President

Craig Barnes

Treasurer

Sam Buckby

Vice President & Under 10
& 12 Co-ordinator

Ash McDonald

Junior Boys Co-ordinator

Jason Riches

Junior Girls Co-ordinator



YMCA Geelong Gymnastics Club

Our club has more than 1500 members, catering for children from six months to adults. We have a range of programs that encourage people to connect, socialise and develop skills at beginner to competitive streams.

The coaches roles are extremely important as they mentor, support and teach young people through participation.

Our recreation programs keep kids active. Every class has them moving and engaged with our energetic educators.

We offer pathway programs for everyone, from those who want activity to the seriously competitive Women's and Men's Artistic Gymnastics (MAG/WAG) Australian level programs.

Sport & Recreation

Our programs across all sites, seek to provide our communities with activities that develop friendships, that are fun and keep people active.

This also extends to our popular school holiday programs (vacation care) which operates out of Newtown Stadium and Boredom Busters at Bannockburn.

Outdoor Education & Camping

YMCA Geelong has been involved in providing outdoor recreation opportunities since the early 1950's. In the beginning in tents ... but now we have purpose built lodges at Queenscliff. Predominantly, schools use the camp as part of their curriculum outcomes, but we also cater for weekend bookings from community and sporting organisations.



Safeguarding Children & Young People- Child Protection

The YMCA is committed to the safety and wellbeing of all children and young people accessing our services. Please ensure you have read and comply with the General Code of Conduct for all Staff and Volunteers given to you at the time of induction. This policy will give you an awareness of the risk of child abuse, indicators of child abuse and mandatory notification obligations and responsibilities.

All new staff/volunteers will receive training in Child Protection and in the areas of empowering and educating children on their rights to be safe and feel safe. Ongoing training in Child Protection will be provided on an annual basis and it is a requirement of all positions that you attend the sessions, either face to face or online.

Police Checks (National Criminal History Checks)

It is a YMCA requirement that all employees and volunteers over 18 years of age complete the consent form for a police check to be processed by YMCA Geelong prior to employment/volunteerism. The completed form is required to be sent to hr.geelong@ymca.org.au along with the identification listed on the consent form. The People & Culture team will process the application and make the payment on your behalf.

Re-checking of the Criminal History Check is required by YMCA Geelong at the discretion of the YMCA Manager / People and Culture Team. This may be requested at anytime throughout employment, if so, a Criminal History Checking form will be provided at such time for the employee complete and return to hr.geelong@ymca.org.au along with any identification requested

Working with Children Check (WWCC)

YMCA requires that employees/volunteers must have applied for or, obtained a Working with Children Check (Employee/Volunteer) prior to employment. If you currently hold a WWCC, you are required to notify the Department of Justice of your employment with YMCA Geelong: Telephone 1300 652 879. It is the responsibility of all employees/volunteers holding a WWCC to ensure they comply with any requirements of their check and all employees/volunteers should be aware of their obligations under the Working with Children Act 2005.

An employee under the age of 18 is not required to have a WWCC however they must obtain a WWCC card (Employee) before they complete their first shift as an 18 year old.

Volunteers are also required to obtain a WWCC (Volunteer) if performing roles that bring them into contact with children, such as coaches, chaperones, referees, judges and team managers.

NB: As of March 2019 we will not accept Victorian Institute of Teaching (VIT registration cards as proof of WWCC as we cannot check breaches or validity of cards in accordance with our policy.



We believe in the power of
inspired young people

Who is your Safeguarding Lead?

Adele Andrew, as the Y Geelong's Safeguarding Lead, works in partnership with the national Y Safeguarding team below to help you understand your responsibilities to empower children and young people to feel safe and be safe at the Y, in their families and in their communities.

As our Safeguarding Lead, Adele represents the Y Geelong on the national Safeguarding Consultative Group (SCG) and provides insight into the unique services and programs of our Y Geelong. This supports a truly national approach by informing the development of Australia wide benchmarks for safeguarding risk management and continuous improvement.

Adele can be contacted by calling (03) 7067 0224 or emailing hr.geelong@ymca.org.au

The national Y Safeguarding team is also resource for all Y Geelong staff and volunteers and is here to help our Y People to collectively grow in their ability to protect children and young people.

Who is the Safeguarding contact at your site?

Bannockburn Stadium: Jess Claridge
Eliza Burge

Camp Wyuna: Jack McKenna
Andrew Kidd

Newtown Stadium: Paul Barbagallo
Katelyn Hancock
Rachel Crawford

OSHC: Shona Eland
Sophie Cummins

eCommitment



We will:

- Try our best to make sure you can safely access and engage with the Y online and get the most out of our services
- Make sure to get permission from your parent or caregiver before we engage 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, from a Y approved device (unless we are providing youth or counseling 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 and the Safeguarding Children and Young People Policy and your Member Y Safeguarding Procedure is followed at all times
- Do our best to make sure that any information you give to us is protected under privacy laws
- Ensure you are told if we record any of our engagements with you online

If you direct or private message us about your concerns, the Y Person who sees your message will request your contact details and share your concerns so the right Y Person can help you.

We will not:

- Message you privately or one on one unless we are providing youth or counseling 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 inappropriate 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 for any reason other than what is appropriate in the program or service you are involved in
- 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



If you have seen something or felt something that concerns you, speak to a Y Person that you trust face to face, over the phone or by email.



Use the QR code to find the right contact for your Member Y.



Disclosure

YMCA Geelong has a Disclosure of Matters Form that staff/volunteers can use to disclose any matters that could give rise to a conflict to the Safeguarding Children and Young People Policy and procedures. This could relate to an Employee/Volunteer's contact out of work hours with a minor who also accesses the YMCA Geelong's programs.

Please ensure you disclose any pre-existing involvement with children under 18/families to your supervisor as it may breach our Safeguarding Children and Young People policy/procedures.

Practice and Behaviour Guidelines

Purpose

YMCA Geelong is a not-for-profit organisation which recognises that all children and young people have the right to develop and reach their potential in environments that are caring, nurturing and safe. YMCA Geelong will provide a child safe environment. The expectation of staff/volunteers is to **provide supervision at all times in a safe environment** in which children can participate. Staff will also ensure the sun protection of children in our services.

The YMCA supports the position that in our society every child and young person deserves the right to thrive, learn and grow, be respected and valued and enabled to become an effective adult member of the community. The YMCA supports the concept that a community should protect and promote the safety, stability, health, development and learning of every child and young person throughout their childhood.

We are committed to safeguarding children and young people in our care and ensuring that they feel and are safe. Accordingly, we wish to ensure that our personnel strive for the highest possible standards with respect to safeguarding children and young people from abuse. To that end, we have developed these practice and behaviour guidelines to identify, and so prevent, behaviour that may be harmful to the children and young people in our care.

For clarity, children and young people refers to anyone under the age of 18 years and includes employees and volunteers as well as participants.

Application

All personnel, from our Board, Senior Managers, Senior Staff, to Casual Staff and Volunteers, are required to observe these practice and behaviour guidelines. Developed to protect children and young people engaged in our Services, these guidelines have been formally approved and endorsed by our Board.

We have the power to
make a difference in
our community.



Commitment

You should read these practices and behaviour guidelines in conjunction with:

- The specific requirements of your role as defined in your 'position description' statement.
- Our relevant policy and procedure documents, including our:
 - Safeguarding Children and Young People Statement, Policy and Procedures
 - Responding to Child Abuse Reports and Allegations policy
- All applicable laws
- General community expectations in relation to appropriate behaviour between adults and children.

As part of your commitment to observing these practice and behaviour guidelines, you will be required to sign a YMCA Geelong formal statement of Commitment to the Practice and Behaviour Guidelines outlined in this handbook. We consider a failure to observe these guidelines as misconduct, and will take appropriate disciplinary action. Such disciplinary action may, depending on the seriousness of the misconduct, include suspension while matters are investigated and / or dismissal. In addition to any internal disciplinary proceedings, we will report to the police all instances in which a breach of the law has or may have occurred.

Criminal Offences

Three criminal offences have been introduced to improve responses within organisations and the community to child sexual abuse. The offences form part of the Victorian Government's response to the recommendations of Betrayal of Trust, the report of the Parliamentary Inquiry into the Handling of Child Abuse by Religious and other Non-Government Organisations. These are:

1. 'Failure to disclose' offence
2. 'Failure to protect' offence
3. 'Grooming' offence

All staff and volunteers will receive fact sheets about these three offences as part of their induction. Further information can be found online at:

- www.justice.vic.gov.au/safer-communities/protecting-children-and-families/failure-to-disclose-offence
- www.justice.vic.gov.au/safer-communities/protecting-children-and-families/failure-to-protect-a-new-criminal
- www.justice.vic.gov.au/safer-communities/protecting-children-and-families/grooming-offence

Exceptions

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.

The Guidelines

Our practice and behaviour guidelines address the major areas where you interact with the children and young people who take part in our Services.

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 endorsed YMCA program operated by YMCA Geelong Inc. Engaging in sexual behaviour while participating in our service is prohibited even if the young person 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 or use of social media, inappropriate photography or exposure to pornography or nudity.

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

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

We require our personnel 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. The YMCA Behaviour Management Policy outlines the process for appropriate disciplinary actions, this should be adhered to at all times.

Adhering to Role Boundaries

Our personnel should not, of their own volition or at the request of a service user, act outside the confines of their duties (as specified in their position description) when helping to deliver our programs.

Any person who is an employee of YMCA Geelong or a volunteer:

- Must not provide unauthorised transportation, such as providing a lift home or travel to competitions, events etc.
- Must not engage in activities with children or young people who are clients / members of our organisation outside authorised programs, such as attending extra-curricular activities (e.g. weekend football) without authorisation and disclosure to the Chief Executive Officer.
- Must not provide any form of support to a child or young person or their family, unrelated to our programs, such as babysitting services after hours without disclosure to the Chief Executive Officer.
- 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 programs, or at the request of their family. For example, staff and volunteers are not to attend private birthday parties.
- 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:
 - Seek advice from management or
 - 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.

Use of Language and Tone of Voice

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

- Provide clear direction, boost their confidence, encourage and affirm them.
- Not be harmful to children, therefore personnel should avoid language that is:
 - Discriminatory, racist or sexist
 - Derogatory, belittling or negative, for example, calling a child a "loser" or telling them that they are "too fat"
 - Intended to threaten or frighten
 - Profane or sexual.

Supervision

Personnel are responsible for supervising the children and young people to which our organisation provides programs to ensure those participants:

- Engage positively with our programs. For example, ensure interactions with children and young people are positive and safe.
- Behave appropriately toward one another. For example, act as a positive role model for children and young people.
- Are in a safe environment and are protected from external threats. For example, adhering to any court imposed actions regarding family members or ensuring that a parent collects the child after class.

Personnel are required to avoid one-to-one situations with children and young people to whom we provide services, and (where possible) to conduct all activities and / or discussions with service recipients in view of other personnel.

Giving Gifts

Managers and Coordinators of their specific areas are to authorise any gifts to children or young people involved in our programs or to their families, including rewards, prizes, treats, or second-hand equipment.



Use of Electronic Communications

All communication to participants under 18 years of age must be directed to the parent or guardian.

- Restrict such communication to issues directly associated with delivering our programs, such as advising that a scheduled event is cancelled.
- Limit the personal or social content in such communications to what is required to convey the service-related message in a polite, friendly manner. In particular, do not communicate anything that a reasonable observer could view as being of a sexual nature.
- Do not use such communication to promote unauthorised 'social' activity or to arrange unauthorised contact.
- Do not request a child or young person to keep a communication a secret from their parents.
- Do not communicate with children or young people using Internet chat rooms or similar forums such as social networking sites, game sites or instant messaging other than those endorsed by YMCA Geelong i.e.: YMCA Facebook pages etc or on YMCA accounts. No communications should be sent by an employee's personal account to a customer all communications must be initiated on a YMCA platform (email account, Facebook page, instant messenger)

Personnel are not to communicate with children outside our services, such as siblings or friends who are known to the personnel via a child participating in the service to solicit friendships.

All our personnel, and the children and young people to whom we deliver our programs are required to follow our 'acceptable use' policy in relation to browsing websites on our organisation's computers.

Our personnel are required to ensure appropriate monitoring of children and young people when they use our organisation's electronic communication equipment to ensure that they do not inadvertently place themselves at risk of abuse or exploitation via social networking sites, gaming sites or web searches, or through inappropriate email communication.



Photographs of Children and Young People

Under these guidelines:

- Children and young people to whom we deliver service can be photographed while involved in our programs only if:
 - Our managers and coordinators of each area have granted prior and specific approval via permission on enrolment forms in our programs promotion.
 - The context is directly related to participation in programs.
 - The child is appropriately dressed and posed.
 - The image is taken in the presence of other personnel.
- Images are not to be distributed (including as an attachment to an email) to anyone outside our organisation other than the child photographed or their parents, 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' system.
- Images (digital or hard copy) are to be destroyed or deleted as soon as they are no longer required.
- Images are not to be exhibited on our website without parental knowledge and approval, or such images must be presented in a manner that de-identifies the child or young person. Any caption or accompanying text may need to be checked so that it does not identify a child or young person if such identification is potentially detrimental.
- Images are to be taken on a YMCA device or an authorised staff device and deleted once loaded to the Extranet system. The employer has the right to view an employee's personal mobile phone to ensure compliance with this policy.

Physical Contact with Children and Young People

Any physical contact with children and young people must be appropriate to the delivery of the particular service, for example:

- Children's Services: changing nappy, helping children off play equipment, helping children get changed after swimming, etc.
- Disability Services: high support needs such as toileting, changing, etc.
- Sport and Recreation: touches and holds as part of teaching.
- Youth Programs: assisting or comforting a distressed young person.

Under no circumstances should any of our personnel have contact with children or young people participating in our programs that:

- Involves touching of genitals, buttocks or breast area
- Is other than as part of delivering medical or allied health services
- 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 (for example, wrestling, horseplay, massaging, tickling or other rough housing)
- Is unnecessary (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 or 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.

Our personnel 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 personnel and any other participants.

Overnight Stays and Sleeping Arrangements

This refers to work related stays i.e.: AIS gymnastics camps, school holiday 2 day camps, interstate/international basketball tournaments, etc.

Overnight stays are to occur only with the authorisation of the Chief Executive Officer and of the parents / guardians of the children or young people involved and are to be notified in writing /email prior to the event.

Practices and behaviour by our personnel during an overnight stay must be consistent with the practices and behaviour expected during delivery of our programs.

Clause 8.1.22 of the [YG 104A-O Safeguarding Children and Young People Procedure](#)

states that employees/volunteers must not travel with or be accommodated alone with a child or young person before, during or after a YMCA program or service. Written consent of a parent/legal guardian is required for all travel undertaken under the YMCA programs. Parents are to be informed of travel and sleeping arrangements prior to the commencement of any excursion or camp. Provision can be made with permission of guardian/parents to travel as a Chaperone with one adult and a number of children and a YMCA staff member.

Standards of conduct that must be observed by our personnel during an overnight stay include:

- Providing children and young people with privacy when bathing and dressing
- Ensuring 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
- Ensuring that, where the risk assessment indicates that the child/ren require a staff member in the same room, two staff members are to be in the room
- Applying gender appropriate rooming strategies must be applied to staff and children
- The right of children to contact their parents, or others, if they feel unsafe, uncomfortable or distressed during the stay
- Parents expecting that their children can, if they wish, make contact.

Change Room Arrangements

Parents/teachers/guardians/ YMCA staff are required to supervise children and young people in/ or outside of change rooms while balancing that requirement with a child or young person's right to privacy. In addition:

- YMCA staff should avoid one-to-one situations with a child or young person in a change room area
- YMCA staff are not permitted to use the change room area to, for example undress, while children and young people are present.
- YMCA staff need to ensure adequate supervision in 'public' change rooms when they are used.
- YMCA 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 personnel are not to enter male change rooms and male personnel are not to enter female change rooms without appropriate notification i.e.: knocking, announcement of intent to enter, asking if anyone is in the facility.

Use, Possession or Supply of Alcohol or Drugs

While on duty, personnel 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 participating in our programs.

YMCA Staff who are required to take medication or are medicated while in the workplace must notify their supervisor as this may interfere with their ability to perform their tasks in the manner required. If the medication is required to treat a medical issue they must update their Staff Medical Information Form and provide it to their supervisor before commencing a shift.

Transporting Children

Children and young people are to be transported only in circumstances that are directly related to the delivery of our programs and services must be pre-authorized by the CEO. For example; they should not be given “casual lifts”. Where permission is granted there must be a minimum of two responsible people in the vehicle at all times and parental permission forms must be completed authorising the transportation.

Children are to be transported only with prior authorisation from our managers and coordinators of specific areas, and from the child’s parent/guardian. 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 programs.

A child is NEVER to travel alone with an adult.

[YG 160-O Transport of Children
in Children’s Services Policy](#)



Developmental Assets

What is the developmental asset approach?

The developmental asset approach is the research-based framework developed by Minneapolis-based Search Institute to describe 40 building blocks of development that all young people need to succeed. The 40 assets dramatically increase the chance that young people will grow up caring, competent, and contributing individuals.

Why are developmental assets important for the YMCA?

The asset approach emphasises the same things as the YMCA in its focus on relationships, meaningful activities, group work, and community-wide support for child, youth, family, and teen development. The asset framework provides a focus for doing all of the work of the YMCA in a focused, meaningful way.

How do YMCA programs currently build assets?

YMCAs around the world are building assets through proactive, positive child, youth, and teen development work. YMCAs build assets through building relationships, creating safe places, providing constructive activities, and developing character and the asset framework enhances that work.



40 Building Blocks of Development

We believe in the power of inspired young people

	Category	Asset Name
EXTERNAL ASSETS	Support	1. Family support
		2. Positive family communication
		3. Other adult relationships
		4. Caring neighbourhood
		5. Caring school climate
		6. Parent involvement in schooling
	Empowerment	7. Community values youth
		8. Youth as resources
		9. Service to others
		10. Safety
	Boundaries & Expectations	11. Family boundaries
		12. School boundaries
		13. Neighbourhood boundaries
		14. Adult role models
		15. Positive peer influence
		16. High expectations
	Constructive Use of Time	17. Creative activities
		18. Youth programs
		19. Religious community
		20. Time at home
INTERNAL ASSETS	Commitment to Learning	21. Achievement motivation
		22. School engagement
		23. Homework
		24. Bonding to school
		25. Reading for pleasure
	Positive Values	26. Caring
		27. Equality and social justice
		28. Integrity
		29. Honesty
		30. Responsibility
		31. Restraint
	Social Competencies	32. Planning and decision-making
		33. Interpersonal competence
		34. Cultural competence
35. Resistance skills		
36. Peaceful conflict resolution		
Positive Identity	37. Personal power	
	38. Self-esteem	
	39. Sense of purpose	
	40. Positive view of personal future	

Getting Started

Induction

One of the most important steps to joining the YMCA is your induction. This is where you will learn about the policies and procedures that you must follow and you will learn about what you are required to do in your job.

We also need to 'on-board' you, this means to set you up on our systems, record personal details about you, learn about how you work best, and what training and support you will need.

There are two induction processes:

- 1. Central Induction:** This is where our People & Culture team send you the link to upload your paperwork such as - personal details, superannuation, tax, medical, injury, disclosure forms and ask for identification, Working with Children Checks, National Criminal record forms and copies of all qualifications.
- 2. Site Induction:** Once this information is provided you will be required to undertake 12-24 week induction on site. This is where all the policies and procedures you read about are in action. Your supervisor will teach you the YMCA way of doing things in your job role, you will be provided with clear behaviours expected of a YMCA ambassador and mentored along the way ... so don't be afraid to ask questions.

At the end of the induction (probation period) if you and your supervisor agree that you are suitable of the role you will receive a "successful probation letter."

Probation

All new employees will serve up to a 6 month probationary period. During this time either the employee or the employer can terminate the employment by giving the other party one week's notice. Following the successful completion of the probationary period the employee will be confirmed in the position.

During your probation period the expectation is that you will undergo an area induction with your supervisor. This induction will include orientation to your workspace and the equipment/resources that are necessary to perform your specific role. It will also ensure that you know and understand the expectations of your position, behaviours and our policies and systems.

Certified Agreement

Terms and conditions of your employment are found in the YMCA Staff Collective Agreement. Your supervisor can provide you with a copy of this document on request and a copy is available in the staff amenities area of each venue and in a staff/volunteer only portal on the YMCA Geelong website at: <https://www.geelong.ymca.org.au/staffportal>

Required Documentation for New Employees/Volunteers

You have been provided with or emailed information about your employment, including a number of forms requiring completion prior to your commencement. It is also available at <https://www.geelong.ymca.org.au/staffportal>. Please ensure you read the paperwork carefully and complete and return the required documents by the date specified by your supervisor/manager. Please ensure that you retain the applicable information for your reference. Delays in returning these necessary documents may result in difficulties processing your first pay and delaying your commencement of a shift.

Hours of Work

Due to the nature of the services we provide, all staff may be required to work some early mornings, late evenings and weekends. The span of ordinary hours is between 5:00am and 11:30pm Monday to Fridays or 6:00am and 10:00pm Saturdays and Sundays. Those working in the camping division of the organisation may be required to work outside of these hours and there are specific conditions that apply in our certified agreement pertinent to camping.

Breaks

- You will be entitled to a 30-minute (unpaid) meal break when you work a shift of more than 5 hours.
- You will be entitlement to 10-minute (paid) tea break when you work more than 3 hours.

Payment of Wages

Your wage will be **paid fortnightly** into your nominated bank account by **Thursday**. Pay day is every second Thursday, with hours worked up to and including the preceding Sunday being included in the pay period. Your payslips are accessible online on your employee KeyPay portal. Please remember your password because you will need this to access payslips.

Time and Attendance System

Time sheets are completed on an online Kiosk located at each site.

The Time and Attendance System has the following functions;

- Records your time at work.
- The system will also house your rosters, so all staff will be given an Employee Number and temporary PIN and you will be able to log in and see your rosters in advance. You must activate this by logging in or it will expire.
- **The benefits to staff are:**
 - a. Edit your personal details (when you change address.email, emergency contact details)
 - b. Upload employee profile picture
 - c. Requests For Leave (RFL) will be completed online
 - d. Complete Satisfaction Surveys on a regular basis
 - e. Staff can set their availability for shifts
 - f. Staff can view Request For Leave – Approved Leave
 - g. Access payslips
 - h. See pay days in Employee Calendar
- **The system provides functionality such as:**
 - a. Managers are able to roster staff that have current/ non expired qualifications
 - b. Monitor rosters against budget
 - c. Approve rosters in advance
 - d. Approve / Decline Requests for Leave in advance
 - e. Upload Policy & Procedures for staff to acknowledge.



We believe in the power of
inspired young people

Get Started on KeyPay

You will have received your Employee ID and a TEMPORARY 4 digit PIN sent to the email address you have provided our People & Culture team.

The email will come from no_reply_au@intuit.com You will need the Employee ID and PIN to access into the Kiosk Time & Attendance system. Please do not reply to the accounts email address - contact your supervisor or HR.Geelong@ymca.org.au.

Example below

Dear Ima Newby,

You're now enabled for Clock On / Clock Off using a Time and Attendance Kiosk. To clock on, you'll need to first enter your Employee ID and then your PIN number.

Employee ID: 464216

PIN: 0532

NOTE: The PIN provided is temporary. You'll be asked to change it the first time that you clock on.

You will need to activate your Employee ID and pin otherwise it will become inactive and you will not be able to complete your time sheet.

Instructions for Entering Time sheets

1. Each YMCA location will have a Notebook Kiosk Set up with an Icon on the screen for you to log in to:

Corporate Services - Located in the Staff Room at Newtown Stadium near the door

Newtown - Located in the Staff Room at Newtown Stadium near the entrance door

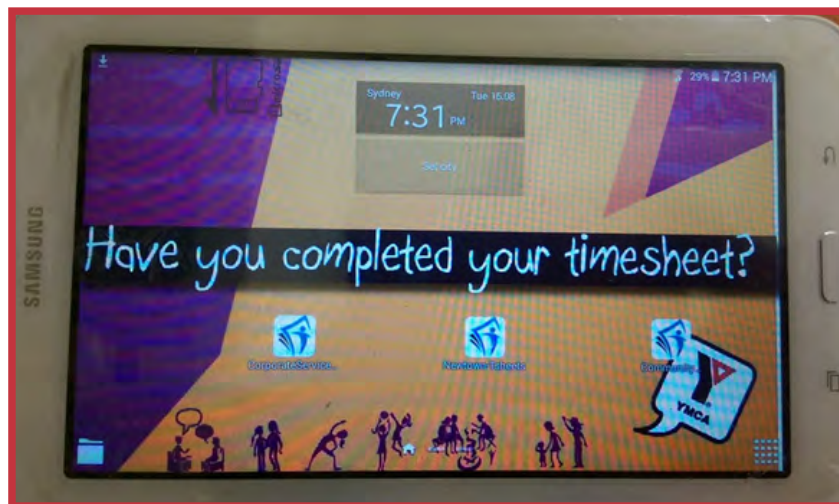
Community Programs/Vacation Care - Located in the Staff Room at Newtown Stadium near the door

North Geelong - Located in the Staff Room at YMCA Arena –Office area near the desktop computer on the wall

Bannockburn - Located in the Office Area at BRC

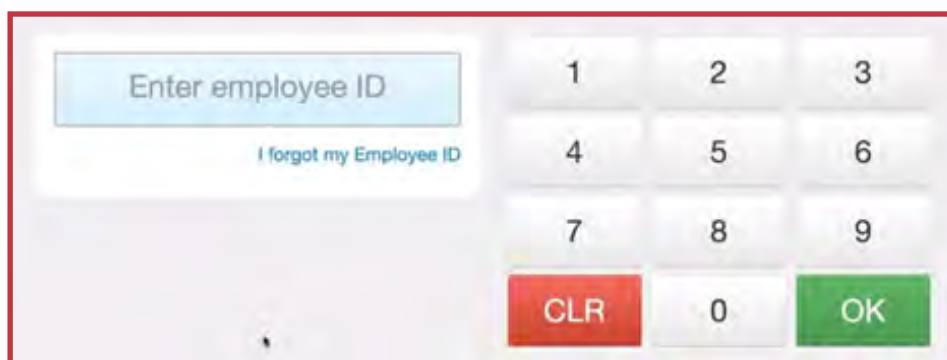
OSHC - Located at Bannockburn Community Sports Stadium

Camp - Located in the office at Camp Wyuna

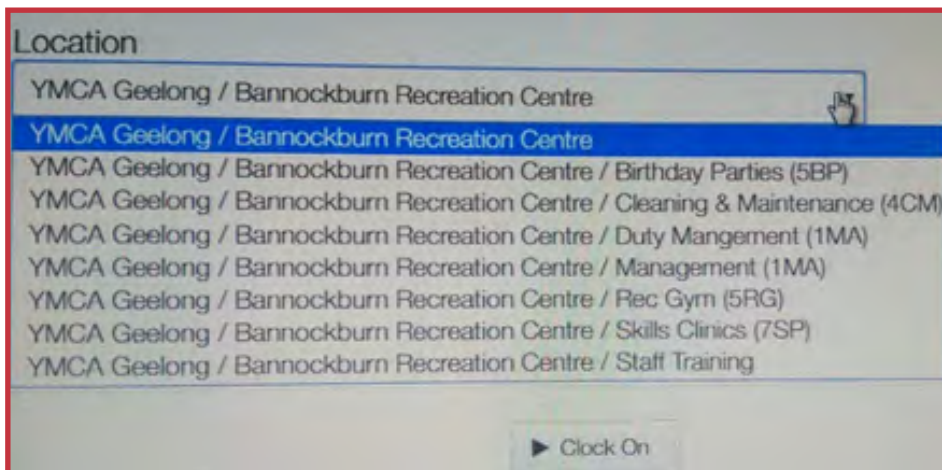


NB: the screen above has a Corporate Services icon, a Newtown icon and a Community Programs icon (for Community Programs and Vacation Care staff). Each site will have its own location Kiosk icon.

2. Make sure you click on the icon of the YMCA LOCATION you are working for.
3. You will be directed to a screen similar to this:



4. Enter your Employee ID and Pin and press OK.
5. PLEASE MAKE SURE THAT IF YOU DO MULTIPLE JOB ROLES IN A SITE THAT YOU SELECT THE CORRECT JOB ROLE FROM THE LOCATIONS BOX.



Your Manager will review each time sheet on a daily basis and contact you directly if the time sheet is incorrect against the Roster issued or if you have failed to clock on or off. You have 24 hours to respond before the time sheet is rejected.

6. Click the CLOCK ON button at the bottom of the screen to commence your shift.
CLOCKED ON, WELCOME! appears on the screen.
7. Once you have CLOCKED ON press the Home button on the tablet so the next staff member can log in.
8. End of Shift (Clocking Off)

Please note: that when you have finished your shift, you MUST Clock Off. The process is the same as for Clocking On: click on the correct location icon, enter your Employee ID, click OK and then enter your new PIN.

CLOCKED OFF – GOODBYE will appear on the screen.

Pay Summaries

YMCA Geelong will not be required to provide you a pay summary from July 2018 as all information will be directly submitted to the Australian Tax Office (ATO) under the single touch payroll requirements.

To access your pay summary from the ATO you must have a myGov account. This can be created by going to: <https://www.servicesaustralia.gov.au/individuals/topics/register-online-account/30986>

Things You Need to Know

- If you are sick, off site, away from location or replacing a shift **you must let your direct supervisor know immediately** and they will have the capacity to change the roster, or enter the Shift Change Form (Casuals) on the system.
- You are required to log a leave request form if you are taking personal leave (sick leave) you may be required to provide a medical certificate and upload it within 24hours
- If you forget your Employee ID or Pin click on “I forgot my Employee ID, I forgot my Pin” on the screen, follow the instructions and then check your personal email address.
- Your Employee ID and Pin must be kept secure and private. Under no circumstances should you give either to another employee.

Frequently Asked Questions

Q: What if I'm working for two or three departments at the YMCA in the same day?

A: You will need to make sure you clock in and out on the correct location icon and ensure ... that you select the correct locations/roles when you clock in/out.

Q: What happens if I forget to Clock in or out?

A: You must notify your supervisor that you are absent from the shift or forgot to clock in or ... out and they will follow up. It is advised that you contact them ASAP if you have not completed your time sheet. Pays will not be processed for the employees that have no hours recorded in the Clock on-Clock off system and Site Supervisors will only follow up if the rostered shifts were not completed.

Q: What happens if I'm on approved Annual Leave, Sick Leave, Leave without Pay etc?

A: Because the Request for Leave is entered on the system is will automatically be noted once approved by your supervisor in the pay processing.

Q: What will happen if I am required to work over the rostered hours?

A: The site supervisor must approve any additional hours in advance. The manager will be sent an alert if an employee logs in or logs out more than 15 minutes before or after their rostered shift. Additional hours must be approved in advance of the shift by the Site Supervisors. The shift supervisor, will be responsible for amending the roster to reflect the approved hours for the employee. Unapproved hours are not paid.

Q: What if I'm running late for my shift?

A: The system will provide for a few minutes discretion against the roster. It will send an alert to your supervisor if there is systematic delays to clocking on and clocking off and the Site Supervisor will discuss the roster with the employee concerned and make the changes to reflect the hours worked as required.

They will also address ongoing late attendance etc. and will note rosters where employees continuously change shifts and take staff off rosters if necessary.



**We CAN
empower young
people together!**

Q: What happens if I change my shift and don't notify my supervisor in writing?

A: You will not get paid because the system will indicate that there is a missing time sheet and the replacement employee will not get paid either because there is no rostered shift that reflects their time sheet.

What should I do?

- If you are the rostered employee, notify your supervisor via email immediately
- If you are the replacement employee and you want to make sure you get paid, email your supervisor that you are replacing an employee's shift.

NB: This applies to permanent and casual employees.

Q: I have forgotten to submit a time sheet?

A: Contact your supervisor immediately via email.

Q: I have forgotten to submit a time sheet in the pay cycle will I get paid?

A: Your supervisor is required to approve time sheets against rosters every day, if there is a missing time sheet, failure to clock in /out they will contact you and seek an explanation. ... If they do not hear back from you within 24 hours of the shift will not be approved. If the reply is after the close off for the pay cycle then you will not be paid for the shift in question till the next pay cycle.

Q: I am a permanent employee and want to change the rostered shift?

A: You need to negotiate this with your supervisor and if approved they will make the modification to your roster and re-publish it (by law we are required to have this in writing and the roster system has a 'Notes' section to record such information).

Q: I arrived late for my shift and clocked in – will I get paid?

A: Yes you will get paid for the time worked from the clock in time. ie Georgia is rostered to start at 9am - 4pm and she arrives at 9.10am and clocks out at 4.10pm and lets her supervisor know that she arrived late and finished late to cover the time. If Georgia clocks in at 9.10am and finishes at 4pm she will be paid from 9.10am until 4:00pm.

Q: I didn't finish my shift until 5 minutes after the roster – do I get paid for that extra 5 mins?

A: Employees are rostered a start and finish time. The expectation is that employees arrive ready to start their shift at the start times. YMCA Geelong pays in accordance to your rostered shifts. However there are exceptions. YMCA supervisors are required by law to provide written requests if we want you to do additional hours (this is through the roster system). Approvals must be granted in advance of the shift and your roster will be altered and time sheet will be approved in accordance.

Q: Why didn't I get paid correctly?

A: 99% of payroll errors to date have been because the time sheet has not been approved or the time sheet is missing or there was an error in the set up of the employee details i.e.: incorrect bank details, incorrect Grade entered for the employee. Please email your supervisor directly with your payroll queries as soon as you notice an underpayment/ overpayment etc.

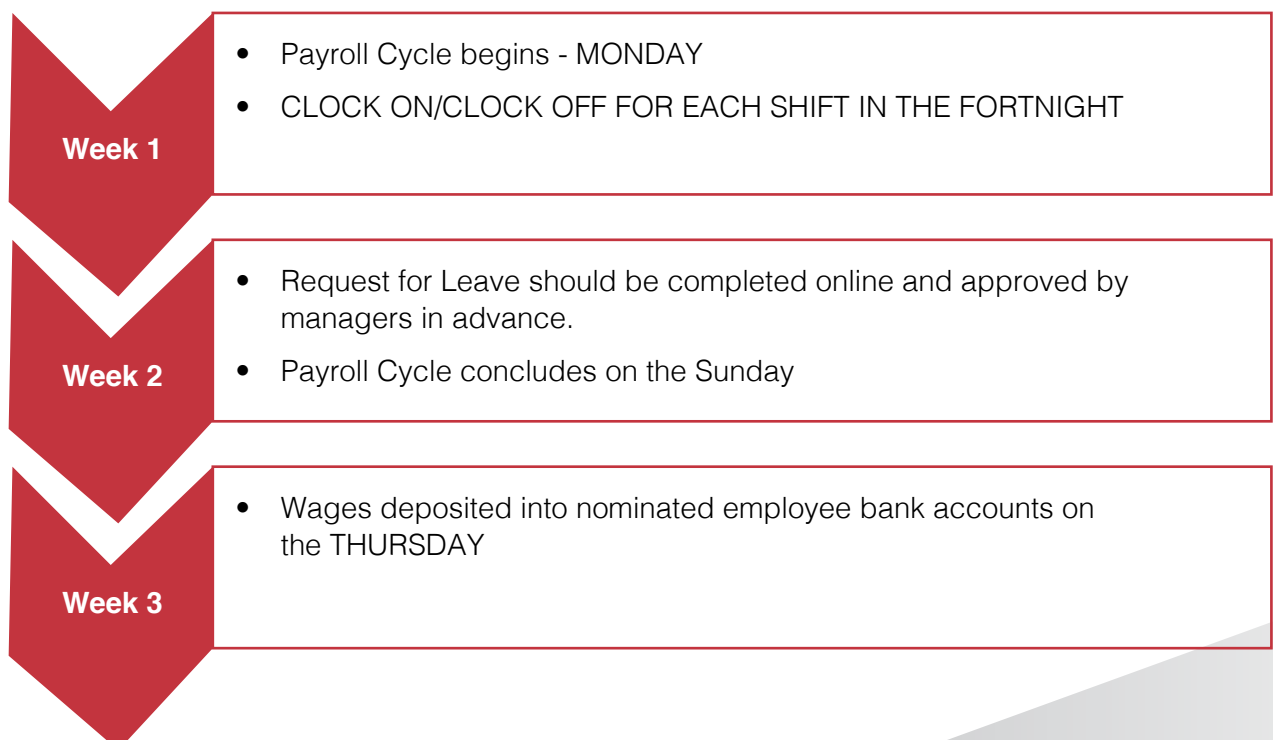
- If it is an overpayment YMCA will deduct the variance from your next pay.
- If it is an under payment due to an error in the processing (i.e.: incorrect pay rate bank detail rejected/ incorrect hours) we will correct the issue and process the payment the next pay cycle.
- If there was no time sheet submitted then payments will be processed once the time sheet has been submitted and approved. This may not occur until the next pay cycle.

If you have any questions please contact your Site Supervisor directly or email hr.geelong@ymca.org.au

Q: I decided to change my classes (and therefore my roster) and I didn't notify anyone (my Supervisor or Customer Service). Now I haven't been paid correctly.

A: The rosters are developed based on business requirements and rosters are a legal requirement of your staff agreement. Changes to classes and staff rosters can only be authorised by the Site Manager. If you wish to change a class/roster then you must consult the supervisor/manager first as this impacts the roster and the Customer Service team at each site needs to know before the participants.

PLEASE REMEMBER: No Time sheet - No Pay.



Permanent Staff: if you do not complete the required contract hours you are required to apply for leave through the 'Employee Keypay Portal.' Payslips will be emailed to your personal email account so please check your junk mail. Enquiries about your pay should be directed to your Manager in the first instance who will authorise/organise adjustments if necessary.

Payroll – Under Payment / Overpayment / Back Payments

If an error occurs in processing payment of wages, the following procedures will occur:

Error in Transmission: pays will be processed immediately after the system (payroll software / bank) has been restored and email notification will be sent to staff to explain the issue.

Over Payment: if an over payment has occurred staff will be notified via email of the error and the adjustment will take place in the next pay cycle.

Under Payment: staff who are underpaid will be notified in writing via email and the adjustment will be processed in the next pay cycle.

Missed Pays: if a staff member fails to provide a time sheet or clock on/off in the rostered pay period their pay will not be processed. Missed pays will be processed in the following pay period.

Rosters

Rosters will be entered into the Time and Attendance roster system a minimum of seven days in advance, except in unusual circumstances. As rosters are determined by organisational needs they may be subject to change.

Employees are permitted to swap rostered shifts with the approval of their Supervisor or Manager. The Employee is responsible for covering rostered shifts unless it is mutually agreed between the Employee and their Supervisor or Manager or the change of shift is caused by illness of the employee or a member of their immediate family or household, in which case the Employer will cover the rostered shift in gymnastics classes.

Absence from Work/Shift

All employees are expected to be punctual and arrive to work and scheduled meetings at the nominated time. If for some reason you are unable to attend your scheduled shift/meeting you must take responsibility for notifying your supervisor. **Notification via text or email is not acceptable.** If an unexpected absence is necessary eg. due to illness, the relevant procedure and leave request should be completed via your Employee KeyPay Portal and your supervisor should be contacted as soon as possible.

In some workplaces you will be required to fill your casual shift with a suitable qualified replacement.

Requests for Leave

Staff may apply for leave through the 'Employee Keypay Portal'. Your supervisor will assess the business needs and provide written acknowledgement. Please provide adequate notification of your request for leave (2 months); if a suitable replacement for your shift can not be found then your request may not be granted. Request for Leave forms are also required for Casual Staff who take unpaid leave from rostered shifts and if they are on extended leave of 3 months or more.

Time in Lieu

Staff are required to work rostered shifts and be ready to commence work at the rostered times. Should staff need to undertake additional hours then this must be approved in advance by the Supervisor or Manager. **Additional hours are not automatically approved.** Time in lieu and additional hours will not be paid if approval has not been granted and authorised in the Time and Attendance roster system.

Split Shifts

Split shifts may only be introduced with the agreement of the Employee directly affected. A minimum 2 hour break between shifts will be provided when splitting a shift unless mutually agreed.

Termination

Employees who fail to complete one shift in 6 months will be terminated from employment with the Y. Casuals need to be active employees. The YMCA deems an employee who does not work in 6 months to be an inactive employee and they will be terminated from our employment. You will be emailed and asked to return YMCA property/uniform etc.



Frequently Asked Questions

Q: I am a permanent staff member, what if I don't have enough Personal Leave?

A: Firstly put in a Leave Request via your employee KeyPay portal for the hours you have remaining under Personal Leave. Once those hours are exhausted the remaining hours for the time you are sick you will need to have another Leave Request application for Annual Leave. Leave without pay is not an option until all leave is exhausted except in exceptional circumstance which will also need a conversation and an Request to your manager.

Q: I am a permanent staff member, can I use leave without Pay if I have an Annual leave Balance?

A: Leave without pay is not an option until all leave is exhausted except in exceptional circumstances, this will require a conversation and approval from your manager. If Leave without has been approved by your manager a Leave Request must be completed via your employee KeyPay portal.

Q: I am a casual staff member, can I take leave without pay?

A: Leave without pay can only be taken with written approval from your manager. A Leave Request must be completed via your employee KeyPay portal.

Q: How and when do I need to request leave?

A: Every time you are away from a rostered shift you will need to complete a leave request form and can access it in two ways:

1. <https://keypay.yourpayroll.com.au/> or
2. Download Workzone App on your phone

Enter your email address and password to access either option.

Employee Portal

Below are the instructions if you want to Request Leave via Employee Keypay Portal.

- Follow the link <https://keypay.yourpayroll.com.au/> to take you directly to the site
- Enter your email and password
- Click on your name then you will see **'View All Leave'** select it
- Click **'Apply for Leave'**
- Complete the form that pops up

When you select the 'Leave Category' it will tell you your balance
(what you have available to use)

- Press **'Submit Request'**

Your Manager will then receive it and approve or deny it.

Generally it will be either Personal Leave (Sickness requires a medical certificate to be uploaded, take a photo and upload) or Annual Leave.

Workzone App

Below are the instructions if you want to Request Leave the Work Zone App

- Log in via email and password
- Click on either the word '**Annual Leave**' or '**Personal Leave**'
(you will see the available balance under the words)

- Click on the '+' button on the right hand corner
- Enter the first day through to the last day of leave
- Enter in the '**Notes**' the reason for leave etc

- If it is sick leave with medical certificate press '**Add Attachment**' and upload the medical certificate.

- Then press '**Submit**' (top right hand corner)

Employee Benefits

Refer to the [YMCA Staff Certified Agreement](#) for benefits applicable to your status.

Superannuation Fund

All eligible employees will be entered into the Hostplus Superannuation Fund by default. You will be asked to make choice for payments to be made to a fund of your choice by completing the super annuation section of your Employee Portal during the self setup.

Use of YMCA Facilities

Upon presentation of a YMCA Staff Benefits Card, you will be entitled to access some YMCA programs and facilities at a number of Victorian YMCA workplaces, without charge. Subject to the constraints outlined in the Staff Certified Agreement.

Training Entitlements

Permanent Full Time and Part Time employees are eligible for Training Entitlements. Casual employees and casual specialised instructors may be offered paid training days or paid training courses at the discretion of the workplace manager. Payment rates for attendance of training may vary. See the YMCA Staff Certified Agreement for current entitlements.



Additional Benefits

NB: These benefits apply directly to the Board/staff member/volunteer participation.

YMCA Services	Board Members	Volunteers	Permanent Staff	Life Members	Casual Staff
Group Fitness	100% discount	100% discount	100% discount	100% discount	50% discount
Term Programs	20% discount full fees on levels gymnastics	20% discount full fees on levels gymnastics	20% discount full fees on levels gymnastics	20% discount full fees on levels gymnastics	10% discount full fees on levels gymnastics
Merchandise	20% discount (Not including sale items)	20% discount (Not including sale items)	20% discount (Not including sale items)	20% discount (Not including sale items)	20% discount (Not including sale items)
Staff Benefit for Immediate Family Member*					
Programs Fees			20% discount term fees/ program booking		10% discount term fees/ program booking

* An immediate family member is a child/ dependent who resides at the same residential address.

Note:

- It is expected that casual staff and volunteers make a considerable contribution (i.e. 20hrs a month) in order to meet benefit entitlements.
- These benefits exclude fees for YMCA Basketball Club.
- Staff, Volunteers and Life Members must present to reception at YMCA venues to gain access.
- Wherever possible employee access should be during off-peak periods.
- The participation of an employee must not preclude participation by a paying customer.
- Upon termination of employment membership entitlements will be revoked.
- A Staff Card is not transferrable to any other family member.
- Staff Card and photo ID must be presented at the time of booking of classes.
- Discounts for camp bookings are at the discretion of the CEO.

Immunisation

YMCA Geelong is committed to preventing occupational injury and seeks to provide a safe and healthy working environment for all staff. As a result, the YMCA suggests staff access the immunisation services through their local government authority.

YMCA Geelong offers Staff and Volunteers a Free Influenza Vaccination around April each year. You will receive an email prior to the annual vaccination that has a consent form attached this must be returned by the due date for you to be calculated in the vaccination numbers.

Gymnastics Victoria Technical Membership Subsidy

Gymnastics Australia and Gymnastics Victoria require all qualified coaches to affiliate with them and pay an annual subscription fee. Technical Membership is a special category of membership with Gymnastics Australia. It is a requirement of Gymnastics Australia, that it's coaches pay the Technical Membership Fee in order to coach, judge etc. A subsidy of up to 50% of the Technical Membership Fee will be covered by YMCA Geelong if:

- The employee has been employed and worked a weekly shift for a minimum of 12 months and has attended 4 endorsed training sessions. The endorsed training will be notified annually to all coaches.
- Staff must pay the Technical Membership Fee, provide a copy of the Technical Membership payment receipt and have met the above criteria in order to receive the reimbursement subsidy.
- Forward your receipt to ygsc@ymca.org.au for 50% reimbursement of Technical Membership.

[YG 102-O GV Technical Membership Subsidy Scheme Policy](#)



Staff & Volunteer Information

YMCA Geelong Staff and Volunteers Code of Ethics

YMCA Geelong has completed a process that will help guide our staff and volunteers in their behaviour and workplace demeanour, consistent with the values of our organisation. To that end, we have an expectation incumbent upon our staff and volunteers in respect to their workplace behaviour. Based upon our management values below, it is an expectation of our staff and volunteers that we act in a professional manner; this will be typified by consistently displaying the following behaviours:

We will be **Honest, Caring, Respectful, Responsible and Safe** in line with our management values.

Our Guiding Principles and Values

- Honesty:** means integrity, trustworthiness, and fairness. It implies: a refusal to lie, steal, or deceive in any way an active regard for the standards of our profession trustworthiness and incorruptibility to a degree that one is incapable of being false to a trust, responsibility, or promise.
- Respect:** means acceptance, empathy, self-respect, tolerance. We consider different points of view and the people with whom we come in contact as worthy of high regard.
- Caring:** means compassion, forgiveness, generosity, and kindness. We care about individuals, our communities and our environment.
- Responsibility:** means commitment, courage, trustworthiness and service. We accept moral and legal accountability for the work that we are responsible for. We are committed to best practice and continually challenge the effective provision of our programs and services.
- Safety:** means that staff, members and patrons feel that each environment ... we operate ensures a high level of commitment to the health and safety of others. It is a clear expectation that the YMCA prioritises the safety of children and young people and that its policies and procedures, culture and behaviours ensure a child safe organisation.

Reportable Conduct Scheme

YMCA Geelong like many organisations must comply within the Child Well being and Safety Act 2005 and respond to allegations of child abuse and neglect by employees and volunteers within our organisation.

What you must report to your supervisor

- any sexual offence or sexual misconduct committed against or in the presence of a child – including pornography offence.
- any assaults, ill treatment or neglect of a child
- physical violence against a child or in the presence of a child
- any behaviour that causes significant emotional or physical harm to a child.



We will work together as a team and do so by being:

- Supportive and understanding of our fellow staff and volunteer team members
- Punctual and, if we are late, we will apologise for our lateness to our fellow team members
- Enthusiastic and Energetic; it's infectious among staff and patrons
- Respectful and courteous to each other; it only takes a split second to say please and thank you when asking team members to complete a task or when they have completed a task, but it makes a world of difference
- Disciplined; we will continue to develop and document procedures, and we will follow them. We will always remain open to feedback, and have a commitment to continuous improvement. We believe in and value, our team members' feedback
- Inclusive
- Patient
- Realistic in our expectations of our fellow team members and their abilities to get the job completed
- Supportive of our team members and any initiatives they take
- An active listener with our team members
- Approachable
- Consistent with our behaviour
- Ready to share and promote ownership of responsibilities
- Clear when we explain our expectations of our team. We will train, empower and have faith in our team members to complete their assigned responsibilities, without constant scrutiny
- Having a 'team first' approach; what's best for the organisation and the group
- Communicative
- Proactive; we won't procrastinate or put off the discussions that need to be had
- Focused on child safety. Together we will ensure that the YMCA is a child safe organisation

Customer Service Standards

YMCA has a firm commitment to delivering quality services to its customers. It is a requirement therefore that every staff member and volunteer is both aware of, and able to commit to, the following minimum customer service standards. In 2015, YMCA employees underwent a whole organisation approach and developed our Customer Service Charter and 'Our Guarantee.'

CUSTOMER SERVICE OUR GUARANTEE

Here at the YMCA we promise to:

- Make people healthier and happier
- Make customers and guests feel welcomed
- Be here to offer great customer service
- Empower young people to be the best they can be
- Listen to customer needs
- Ensure children and young people are safe



Customer Service Commitment

Customer experiences at the YMCA reflect our values and commitment to making every-one feel that they are welcomed.

YMCA Management Values

Quality:	we are committed to best practice and continually challenge the effective provision of our programs and services.
Access:	we provide opportunities to all members of the community to access a diverse range of programs and services.
Community:	we value community involvement and working in partnerships/co-operation with people and organisations.
Innovation:	we are creative and pro-active in establishing new programs and systems. We aim to be an industry leader.
Professional:	we ensure all aspects of our organisation are managed to meet and exceed industry best.
Customer Focus:	we seek and respond to the needs of our community and exceed customer expectations.
Viability:	we ensure professional stable and financially viable business practices.
Recognition:	we will acknowledge and reward staff and customers through continued feedback in their efforts to bring out their best.
Knowledge:	we utilise our collective resources to learn and grow.

Objectives and Standards

Service Access

Ensure customers are able to access services which are responsive, timely and appropriate to their needs.

Standards:

- Services will be provided in a respectful and helpful manner
- Eligibility criteria, including enrolment/booking procedures for service access will be available and readily provided and accessible on our website and in centres.
- We design programs to be inclusive based on community needs.
- Customer communication is via email and therefore customers are required to provide email addresses to assist this process.
- Customers will be advised of our policies and procedures in accessing services.
- Service delivery will take into account client's culturally related requirements.
- Customers can expect communication about changes/delays or updates to programs.
- Our programs are developed to be financially viable and sustainable and are reviewed regularly to improve quality and outcomes for participants.

Information Access

Provide appropriate and accurate information in an accessible manner.

Standards:

- Customers will be offered the opportunity to provide feedback and have input through suggestions.
- Annual customer surveys will be available to members via email.
- Customer feedback is an important part of our business providing a consistent and quality customer service approach.
- Where appropriate, it is recommended that a feedback box, feedback forms and pens be located in a prominent location within YMCA's.
- Customers will be informed of changes likely to impact current service access via social media, email, website or other means.

Customer Rights and Responsibilities

Ensure that customers are respected as part of ongoing customer service.

Standards:

- Customers are entitled to access a reliable and responsive service appropriate to their needs.
- The privacy and confidentiality of information for each client will be respected.
- YMCA service standards are maintained and consistent.
- Customers have their requests for information on programs, membership, enrolment, bookings responded to in a prompt and courteous manner.
- YMCA staff are helpful and friendly.
- YMCA facilities are presented as hygienic, clean manner.
- YMCA value safety and strives to ensure the highest level of safety.
- YMCA is committed to Safeguarding Children and Young People and staff/volunteers behaviours and actions will reflect our aim to keep kids safe.
- Every customer is entitled to a reasonable explanation for any decision taken affecting the client's rights or access to services.
- Every customer is responsible for advising staff where there is a need for additional assistance to meet customer requirements.

Complaints and Disputes

Complaints Procedure:

- Formal customer complaints will be directed to the Duty Manager, the shifts supervisor relevant to the nature of the complaint, or the Manager.
- If no-one is available, all details of the complaint should be recorded with the person's name address and phone number, and the complaint left for the Manager or appropriate Supervisor to respond to within 24 hours from the time the complaint was received by the Manager.
- All complaints will be thoroughly investigated by the Manager within 7 working days of the complaint and the customer communicated to along throughout this process.
- If the complaint is unresolved complaints will be referred to the Chief Executive Officer for further investigation.
- All complaints and feedback must be logged on our internal extranet file

YMCA Expectation of Good Customer Service

Good customer service is more than smiling at people. It is a total commitment to excellent service by each staff member.

To provide this service YMCA Staff commit to:

- Being enthusiastic
- Being part of a team
- Taking pride in personal presentation (name tag, uniform)
- Using a tone in your voice that is welcoming
- Maintaining eye contact in a conversation
- Smiling: face to face and while on the telephone/ in conversation with customers (kids and adults)
- Keeping promises - follow up requests
- Listening to customers - have regard for their feelings
- Letting the customer know you are listening
- Talking to the parents/ guardian/ teacher about the child's participation and development
- Taking customers to the shelves - never point in the general direction
- Smiling at waiting customers if there is a queue to acknowledge that they are not forgotten
- Taking the time to show you are prepared to listen and try to answer with care
- Answering telephones promptly and within four (4) rings
- Saying "May I help you?" rather than "Next"

Good customer service is achieved when it appears you are doing it with little effort. You will never gain satisfaction from letting customers know that it is difficult to meet their requirements.

Customer service is NOT about being perfect; it is about striving to satisfy the customer's requirements.

Personal Commitment

YMCA staff on duty shall:

- Establish eye contact and greet customers warmly on each and every occasion.
- Maintain a clean and neat presentation.
- Wear the correct uniform (approved for each work area) and have a name badge prominently displayed while on duty where practicable.
- Not consume food or drink at any time (water bottles are permitted) in a service delivery work area, or in the view of customers when on duty.
- Maintain positive body language.
- Be ready to commence work at the specified shift time.
- Communicate and work cooperatively with other staff to foster a positive work environment, share information and improve the quality of service delivery.

Overall, staff should accept a shared responsibility for the enhancement of the YMCA's positive image and its reputation for good customer service.



**Treat the customer as if
you are that customer.**

- Gena Lorainne

Whistleblower Policy

The YMCA acknowledges that members of the public, clients of YMCA services, staff or volunteers may, on occasion, be aggrieved over the actions of the YMCA, a staff member, volunteer or the committee. The YMCA is committed to a process of complaint which is transparent, legally defensible and protects the person(s) making a disclosure. As a values-based organisation the YMCA is committed to ethical practices and an ethical workplace. We openly encourage staff to speak up about issues, actions and behaviours that don't fit the YMCA values and know that they will not receive any adverse reactions. We will protect you. To view the full policy, please refer to [YG186-G Whistleblower Policy](#).

Uniforms

Uniforms will be approved by your Supervisor and issued by the People and Culture Team. Uniforms are required to be worn in all departments when on duty. All uniforms issued remain the property of the YMCA and should be returned at the conclusion of your employment. The care and cleaning of uniforms is the responsibility of staff. Staff should be well groomed and of neat appearance.

Coaches must ensure that their hair is tied back if it is longer than shoulder length and their nails (including fake nails) must not be longer than the top of their fingers.

The Uniform Policy outlines the uniform allocation and as to whether a bond may be applied to staff issued with uniform. Management reserves the right to deduct an amount equivalent to the amount of uniform, from the employee's last pay if the uniform is not returned.

Our personnel should wear their uniform only while involved in delivering service or as required by our organisation, such as when representing the YMCA at designated functions. Staff uniforms can be worn for reasonable use on the way to and from work. They are not to be worn outside shifts for prolonged periods of time. You should use your identification badge only in delivery of our programs.

Please ensure you are familiar with the Uniform Policy located on the website www.geelong.ymca.org.au.

Employee/Volunteer Records

Staff should notify their supervisor if there are any changes to their qualifications, pre-existing injuries or existing injuries that occur outside the workplace. Employees are provided with access to their account on their Employee Portal.

Expiry of Minimum Qualifications

It is the responsibility of each employee/volunteer to ensure that their minimum qualifications are kept up-to-date. Any training required to maintain minimum qualifications will be the responsibility of the individual employee, unless authorised by the Workplace Manager.

Staff and Volunteers who fail to provide a copy of their updated qualifications prior to the expiry date will not be rostered onto a shift. Supervisors are notified of staff and volunteers that are required to update their qualifications within the next three months. Your manager will contact you and request that your qualifications are updated.

You must update the qualification prior to it expiring.

Compliance

Do you know how often you need to update?

Six Months

- University Transcript (Vacation Care and OSHC only)

One Year

- CPR
- Staff & Volunteer Handbook
- Tech Membership (Gym Coaches only)
- Surf Bronze (Camp Program Staff only)

Three Years

- SCYP
- Crim Check (By request of the Manager or People & Culture Team)
- First Aid

Five Years

- Working With Children Check

On Renewal

- Drivers Licence (staff who drive a YMCA vehicle or bus for YMCA)

Personal Loss or Damage

The YMCA does not accept liability for any loss of personal belongings from your work place. Particular care must be taken with cash and valuables. Theft of any personal property must be reported to your Manager and the police.

Conflict of Interest

Employees will devote the whole of their time and attention during working hours to their duties. An employee shall not engage in any other business activity, which is similar to the competitive business of the YMCA. All information regarding the programs and services at the centre is confidential and remains the property of the YMCA.

Recruitment of Family or Friends

As per the [YG 123-O Friends and Family Policy](#), employees are required to declare a personal relationship where relevant. To maintain the integrity of staffing decisions, employees are not to participate in recruitment and selection, promotion or transfer decisions where they have a personal relationship with an applicant and employees with a personal relationship should not be involved in a supervisor/subordinate relationship.

Gifts & Favours

Employees and members of their immediate family may not accept any gifts or favours which may influence the conduct of that Employee. Cases in question should be referred to your immediate supervisor.

Supervisors must be notified regarding any gifts or favours from service users/families valued over \$100. This is to ensure that children/families are not given preferential treatment in exchange for gift giving.

Staff Meetings/Annual Staff Meeting

Staff Meetings are an effective means of communicating new information and procedures, offering feedback and sharing ideas. Staff will be paid for attendance at mandatory meetings. Mandatory meetings will be authorised by the Supervisor and clearly identified as such in writing to employees by general staff notice.

An annual staff meeting is conducted in December/January each year. A training calendar is released with key dates. It is an expectation that all staff attend the annual staff meeting

Grievances

It is the objective of the YMCA to resolve disputes and grievances as they arise in an efficient, fair and equitable manner. In the first instance, the employee should attempt to resolve the grievance with his/her immediate supervisor. If the grievance is related to his/her immediate supervisor, the matter should be referred to the next level of management.

Personal Use of the Centre Resources

Personal Phone Calls

The YMCA recognises that employees have domestic and personal responsibilities, however it is expected that personal phone calls be kept to a minimum and wherever possible conducted during breaks or out of work hours. Any phone calls received whilst an employee is involved in supervision or conducting a program will have the message relayed during a break. Phone calls, both land and mobile, should not be disruptive to the employee's work. Personal mobile phones should be switched off / turned to silent when on direct service duties, unless there are exceptional circumstances as to why you need to be contactable.

Computer and Internet Use

The computer and internet (where available) are to be used for work related purposes. Files and documents are not to be opened unless the virus protection program has been activated.

Employees must not install any software or hardware on the computers without the authorisation of the Chief Executive Officer, Centre Managers or Supervisors.

While browsing the internet, users must not:

- Violate any law, regulation, or organisation policy;
- Conduct a personal business enterprise using organisation resources;
- Visit sexually explicit, or other potentially offensive or inappropriate websites;
- Send, receive, display, or print offensive material, pornographic or sexually explicit pictures or any other materials, which would be found offensive by most reasonable people.
- Utilise social networking platforms unless work related

Further, users of the YMCA systems should:

- Avoid services which require 'streaming' for personal use – for example, accessing radio or videos via the internet;
- Avoid trading online for personal use – for example, internet banking, online gambling etc.

YMCA staff and volunteers will not send or forward messages containing libellous defamatory, offensive, racist or obscene remarks. If a member of staff receives an email/online message of this nature, it must promptly and permanently be deleted from the computer.

All other email and internet usage must be in accordance with the YMCA policies, which are located on the extranet.

Photocopying

Photocopiers can only be used for work purposes, you may use photocopier for personal use if paying for such.

Statements to the Media

All media enquiries should be directed to the Chief Executive Officer.

Use of Social Media

YMCA encourages its staff to be ambassadors in the community and promote YMCA programs. We have in place a social media policy that provides staff with guidelines on how to act and behave online. See [YG 100-O Social Media Policy](#).

Quality Systems

Policies are governed by a set of procedures that have been produced to maintain quality services and programs. The extranet is the YMCA's Integrated Management System (IMS) and the prime source of all information relevant to the successful performance of YMCA Geelong for management staff. It outlines all policies, procedures, mandatory requirements and issues on specific operational areas.

Access to the IMS is provided online to sites via the password protected internet site.

Policy & Procedures Manual

Please ensure you are familiar with the policy and procedure library located on the YMCA Geelong website: <https://www.geelong.ymca.org.au/policies>

Area Operations Manual

Your area operations manual, outlining procedures relevant to your department, is another document you need to familiarise yourself with. A copy of this manual is located in each work area or you can contact your supervisor.

Privacy

Staff, Volunteer & Member Information

The YMCA is committed to protecting privacy and operates in accordance with the Federal and State Privacy Acts.

Disclosure of Confidential Information

Information within the YMCA is intended to assist the efficient running of each facility. This information, particularly if it is confidential, should not be disclosed to anybody outside of the YMCA.

Privacy Policy

The YMCA acknowledges and respects the privacy of its staff.

The personal and health information being collected by YMCA Geelong Inc. and its entities are for the purposes of processing your employment (payroll, superannuation, taxation, employment records, WorkCover, human resources statistical purposes, staff communication, incident reporting and disclosure to external agencies for the compliance to YMCA Australia, Y Safeguarding, Gymnastics Australia, Basketball Australia, Judo, Netball, ACECQA (Children's Services) and any other Licensing standards or affiliated bodies, Statutory authorities or government agencies - for the purpose of adhering to Child Safety Standards, Critical or Major Incident Reporting requirements, Reportable Conduct,) relating to employment activities at YMCA Geelong Inc. operations.

By commencing employment with the YMCA Geelong Inc. you have consented to this information to be collected, used and disclosed for the purposes it is intended. The intended recipients of this information are listed above, its authorised staff and contracted service providers such as financial institutions and Government agencies cover by law.

You have the right to access and alter personal and health information concerning yourself in accordance with the Privacy Act 1988 (Amended 2021) and YMCA Geelong Inc. Privacy Policy.

Health & Safety

Introduction to OH&S

The YMCA is fully committed to protecting the health and safety of employees and personnel who are involved with the activities of the YMCA. Just as the law requires the YMCA to adhere to OH&S requirements, you must also take care to protect your own health and safety, and the health and safety of others you work with. The YMCA Risk Management Manual contains our OH&S system and procedures, including the [YG 184-G Occupational Health and Safety Policy](#), and can be accessed via the Extranet.

Pre-existing Injuries or Medical Conditions

To assist us in caring for your well being, and that of your fellow staff and customers, we would appreciate you advising us of any pre-existing injury or medical condition (i.e. Epilepsy, diabetes etc.) which may potentially affect your ability to perform your work safely. All information will remain strictly confidential.

Please ensure you have completed the Injury Disclosure form and discuss any special needs you may have with your supervisor. Employees must be “fit for work” that means they are able to undertake all tasks prescribed in their position descriptions or work plans. In the event of a pre-existing injury, a medical certificate must be provided to the Manager stating that the employee can complete all prescribed tasks in the position description and work plan. The work plan must be signed off by the employee and manager before a shift is allocated.

[YG 106-G Code of Conduct Policy](#)

Medical & Health Information

Staff Medical and Health Information collection will remain strictly confidential and will only be accessed in a case of emergency and supervisors. The information is kept in a central location at each site and is accessible by authorised senior staff members only.

OH&S Consultative Mechanisms

Consultation and communication is essential in ensuring a safe workplace and you are encouraged to be proactive in this area. If you have any concerns or questions regarding Occupational Health and Safety please see your supervisor.



OH&S Representative:

- **Newtown Stadium:** Health and Safety Change Agent
- **Arena North Geelong:** Health and Safety Change Agent
- **Camp Wyuna:** Manager or the Duty Manager
- **School Holiday Program:** School Holiday Program Coordinator
- **Bannockburn Recreation Centre:** Centre Coordinator or the Duty Manager
- **SMMB OSHC:** Centre Coordinator or the Duty Manager

All locations must have Hazard Identification forms located in staff areas and program areas. Staff are actively encourage to document any hazards that they come across during their shift, ensuring all details are included. If the hazard can be fixed staff must fix the issue or report it to a senior staff member who can fix the issue. If the hazard is unsafe the area/ program must be stopped immediately and a close sign erected.

IF YOU SEE SOMETHING, SAY SOMETHING OR DO SOMETHING.

All completed hazard forms should be provided to your supervisor who will review the hazard, conduct a risk assessment and priorities the corrective action in terms of resources.

Emergency Procedures

All employees/volunteers should be familiar with the site's emergency and evacuation procedures, and the locations of emergency resources such as fire extinguishers. Regular training is provided in this area. If you are unsure of the emergency procedures at any time, see your supervisor immediately for assistance.

First Aid

Qualified First Aiders and First Aid kits are provided at all YMCA sites. Please ensure you are aware of their location. All incidents (minor and major) MUST be reported by completing the relevant forms. Do not provide first aid unless you have received the appropriate training and always seek assistance if required.

Chemical Handling

Before handling any chemicals, ensure you have been trained in their safe use and are aware of the specific hazards involved. After you have been trained, Material Safety Data Sheets (or MSDS's) will also be available on-site to assist you in safe chemical handling and awareness.

Confined Spaces

Confined Spaces are areas where entry is restricted due to the extreme hazards and dangers involved. Permits are required to enter these areas and are only issued after extensive training has been completed. NEVER enter a confined space unless you have been trained to do so!

Manual Handling

Manual Handling is any activity involving lifting, lowering, pushing, pulling, bending, moving, reaching, carrying, twisting and holding. It also covers workstation setup and computing comfort. Each year thousands of Victorian's suffer injuries at work through poor manual handling including sprains and sprains, and joint and back injuries.

Employees undertaking manual handling tasks will be trained in manual handling techniques and procedures to reduce the risk of injury. Employees are required to cooperate with their employer with respect to any action taken by the YMCA to identify, assess and control the risk of musculoskeletal disorders arising from manual handling.

Accidents, Incidents, Near Misses and Hazard Reporting

All hazards, near misses, accidents, and incidents must be reported. These include theft, injury to staff or customers, conflict situations etc. Hazards in the workplace must be identified, the risks to health and safety that those hazards create must be assessed, and suitable measures to control the risks must be implemented. All hazards and incidents should be reported to your immediate supervisor, and the appropriate forms completed by the staff. The relevant management staff will then follow these up.

Fit for Work

The YMCA requires all staff and volunteers to be "Fit for Work" this means that are physically and emotionally able to fulfil the position requirements and work plan required of the role. If a person is injured outside work or is physically or emotionally unable to fulfil their duties as required they must immediately report this to their supervisor. This will be reviewed by the Supervisor and will require a modified work plan for set period of time, and medical clearance to perform tasks associated with role. New employees must disclose at the time of recruitment any pre-existing medical conditions or injuries as part of the application process. YMCA Reserves the right to stand down an employee from duties if they are considered unfit.

Personal Injury & Workers' Compensation

If you are injured whilst working, you should advise your immediate supervisor and fill out the Register of Injuries, Incidents and Near Misses report form as soon as possible. If the injury requires medical treatment then a WorkCover Worker's Claim Form is to be completed. This is so that action can be taken to assist employees who have been injured while working and to prevent injury to other employees as well.

WorkCover

Worker's Claim Forms are available from <https://www.worksafe.vic.gov.au/resources/workersinjury-claim-form> or the Post Office. Workers' compensation claims will be conducted in accordance with legislative requirements. Please refer to the 'If You are Injured at Work' poster, located in your staff area; or discuss any issues with your supervisor.

If your injuries prevent you from being able to carry out your normal work duties you may be assigned alternate duties. A return-to-work plan will be prepared in consultation with you and your doctor to ensure your return to work occurs as soon as possible. All WorkCover related issues need to be coordinated by the People and Culture Team.



You can be an inspiration to young people!

Public Liability

Situations may arise in which members of the public may suffer from personal injury or from property damage which they consider to be the fault of management. Staff must not take any action or make any statements that may be interpreted as an admission of liability. Any communication and statements in relation to a claim must be made only by an authorized YMCA Manager. Each case must be considered in detail before liability can be properly assessed. Members of the public with these concerns should address all correspondence to the Chief Executive Officer.

Employee Assistance Program (EAP)

The YMCA retains their own counsellors for employees to access following an incident. In the event of any major incident at a centre, which creates, or is likely to create distress to employees, then all staff involved will be encouraged to attend a counselling session. We also extend assistance to employees who have personal or workplace matters that they would like to discuss with a trained counsellor. This is confidential and private and YMCA Geelong cover the cost of three phone counselling consultations with Live Well. Ph: 1300 361008

Bullying and Violence

The YMCA is committed to providing a workplace free of bullying, violence and intimidation. All YMCA staff should behave in a professional manner and treat each other with dignity and respect. Anyone who witnesses or experiences bullying or violence should report it as soon as possible to their Supervisor.

[YG 143 -G Bullying, Harassment and Discrimination Policy](#)

Family Violence

The YMCA is committed to providing a workplace that provides our staff with a safe and protective environment. If you or your family are affected by family violence and would like support to ensure that your workplace and information are protected from the perpetrator please feel free to confidentially discuss this with your supervisor and the YMCA will put in place strategies to assist you in the workplace.

Sun Protection

YMCA staff members are expected to follow the Sun Protection Policies. Staff working outdoors will be provided with sunscreen and sun hats. All programs operated outdoors must comply with the [YG 147-O Sun Protection in Children's Services Policy](#) available on www.geelong.ymca.org.au.

Heat Protection

Any employee working for more than 3 hours in the workplace where the temperature is over 40 degrees Celsius shall be entitled to a 20 minute rest break after each 3 hours worked, without deduction of pay.

Prevention of Falls

Laws require fall prevention strategies to be implemented when working at heights of more than 2 metres. Please ensure you do not work over this height limit without appropriate equipment, instruction and training to complete the task safely.

Use of Plant Room Equipment

Employees are not permitted to use any equipment that they have not been trained to use or that is not part of their area of responsibility. The use of the plant room and plant room equipment must be authorised by the supervisor. Operators must be suitably trained and qualified. Where necessary this training will be provided by the YMCA and other relevant companies.

General Health and Safety Guidelines

- All employees, contractors and visitors are required to comply with these YMCA Health and Safety Guidelines.
- All employees reporting for work must be capable of carrying out assigned duties in an alert and efficient manner.
- Employees who are under medical treatment or existing injuries must inform their doctor the nature of their job and enquire if the treatment will produce any side effects which might affect their operating ability. If so advised, they must notify their supervisor immediately.
- Illegal drugs are not to be carried or used on YMCA premises.
- Alcohol is not to be carried or used on YMCA premises, without an appropriate license for public functions, or the Chief Executive Officer's approval for in-house functions. Any employee considered by the supervisor or manager to be under the influence of alcohol or drugs will not be permitted to start work or remain on duty.
- The minimum standard of dress for work is the assigned YMCA uniform, designed for specific area duties.
- Food and drink are not to be consumed except in locations approved by the manager/supervisor.
- Personal protective clothing and equipment must be worn as required in designated areas, checked regularly and kept in good condition.
- All YMCA vehicles, and private vehicles used on YMCA business and on YMCA property, are to be driven safely and in compliance with YMCA requirements and state laws.
- All YMCA health and safety requirements are to be complied with.
- Unless part of your normal work, do not use, adjust, alter or repair equipment without knowledge of your supervisor/manager, or advised to do so.
- All hazards observed by employees are to be reported to the relevant supervisor. If possible, the hazard is to be rectified by the person discovering it.
- All accidents/illness and injuries are to be reported and investigated in accordance with YMCA requirements (refer YMCA Risk Management Manual).

Policy and Procedure Library

YMCA Geelong seeks to ensure that our staff and volunteers have clear guidelines and expectations for all roles. A number of policy and procedures have been developed to ensure that all programs and operating standards across all locations are consistent. It is the employees responsibility to read, attend required training and sign off to acknowledge that you understand the requirements of the policy. Supervisors and managers will provide employees with on-site support and are there to assist you in doing your job. Breaches to the policy and procedures could result in the termination of employment with the YMCA and reporting to government agencies which regulate our operating areas.

Please ensure you are familiar with the policy and procedure library located on the YMCA Geelong website at: <https://www.geelong.ymca.org.au/policies>

Bus Drivers and Motor Vehicles

Drivers of vehicles used for YMCA purposes such as hire buses or motor vehicles are required to provide a current drivers licence/s and adhere to the legal requirements of drug and alcohol laws associated with operating a bus (BAC .00) and motor vehicle (BAC .05).

Drivers are required to read the:

- [Drug and Alcohol Policy YG192-0](#)
- [Bus Operator Registration Procedure YG193-0](#)
- [Motor Vehicle Policy YG195-0.](#)



Volunteers

The YMCA has a long and proud history of supporting, developing and celebrating volunteers. It is recognised world-wide as one of the foremost authorities on volunteering. Being a volunteer gives one a sense of inner fulfilment and can bring to a centre or program:

- An opportunity to enhance and humanise services
- The spirit of true community service
- Flexibility of hours in service delivery that is not as freely available with paid staff
- A valuable link people between a centre and its community
- The opportunity for centres to offer much more comprehensive services

Volunteers are treated the same as employees and will be recruited, selected and inducted the same as employees and may require relevant qualifications to work in some of the department. Volunteers are required to adhere to the Policy and Procedures of YMCA Geelong Inc. and Geelong and District YMCA Youth Services.

**No act of kindness, no
matter how small, is
ever wasted**

- Aesop





The YMCA & Your Career

Performance Development & Appraisal

In addition to regular feedback from your immediate supervisor, all permanent full time and part time employees will undergo a performance appraisal 3 to 6 months from commencement. The aim of the performance appraisal process is to provide a comprehensive review of each employee's work performance, to provide a formal opportunity to review the employee's position description, to ensure ongoing relevance to actual duties being performed, to set objectives for the year ahead, and to establish training and professional development targets and action plans.

The performance development of each permanent employee is reviewed annually as determined by the Workplace Manager. An annual performance and professional development appraisal will be provided to a casual employee on his/her request, to be conducted at a mutually convenient time (which may result in the annual performance review being delayed).

More frequent professional development appraisals may occur at the discretion of the YMCA Manager. Supervisors will meet with you when necessary to discuss the tasks required to be undertaken and may also develop work plans to assist you with your role. Regular meetings are a two way process to ensure feedback can be provided and address any concerns or issues relating to the position.

Equal Opportunity Employment

The YMCA is an Equal Opportunity Employer. The YMCA aims to create a working environment that is free from discrimination and harassment and where members of staff are treated with dignity, courtesy and respect. All aspects of the YMCAs operation will be in accordance with all relevant State and Federal Legislation.

Affirmative Action

The YMCA is committed to removing any barriers to equal opportunity faced by women and will take positive steps to promote their equality.

Career Opportunities

The YMCA is committed to the professional development of all employees. Promotion is encouraged from within the organisation, however people are recruited from outside the organisation when appropriate. Job opportunities within the YMCA are advertised within local newspapers, on the web and on our website.

Staff Development

The YMCA encourages staff training and development.

The YMCA conducts qualification based Staff Development

The YMCA conducts qualification based training courses e.g. First Aid and CPR via other YMCA Associations such as [YMCA Victoria](#).

YMCA Training Department also offers a wide variety of job skill courses. The Training Department offers course in:

- Management Training
- General Staff Training (job specific e.g. Customer Service, Duty Manager)
- Compliance Training (qualification based training e.g. Pool Lifeguard)

All new staff will be provided with training in their induction called “Welcome to the Y” in their first year of employment. Training may be offered through consultation between the employee and his or her supervisor and must be approved by the Workplace Manager.

Annual Staff Meeting

An annual staff meeting is conducted in December/January each year. A training calendar is released with key dates. It is an expectation that all staff attend the annual staff meeting

Communication

YMCA Geelong communicates regularly with the staff/ volunteer team via a number of channels;

- Personal emails- these emails are tracked to ensure staff read the documents
- Facebook- YMCA Geelong has a secured closed MY YMCA Geelong Facebook page that we use to communicate with staff. Some staff use this channel to fill replacement shifts. Simply request to join by searching for [MY YMCA Geelong](#) (closed group) on www.facebook.com.
- Staff Room/ Notice Boards on-site
- Duty Manager communication diaries on-site
- There is a secure page on our website for staff/volunteer only information <https://www.geelong.ymca.org.au/staffportal>. Please visit this site if you are looking for the Staff Agreement, Request for Leave Forms, Pay Rates etc.

We communicate to our customers via e-newsletters, emails and on our website: www.geelong.ymca.org.au. Also through via Facebook: [YMCA Geelong Inc](#) and [Geelong YMCA Basketball Club](#).

If you have any concerns of issues, please address them in a professional courteous manner with your supervisor in an appropriate location and time.



We believe in the power of
inspired young people

Welcome to the YMCA

**We look forward to having you on the “Y” Team! New
Employee/Volunteer/Contractor Confirmation 2022**

I,.....
(name of new staff member or new volunteer)

confirm that I have received a copy of the YMCA Geelong Staff/Volunteer Handbook.
I have read this handbook and understand all information contained within it. I have retained
the handbook as a reference for the period of my employment with **YMCA Geelong**.

Commitment to Practice and Behaviour Guidelines

YMCA Geelong Inc. is committed to safeguarding children and young people in our care.
As part of this commitment, we have developed practice and behaviour guidelines for our
organization, guidelines that are approved and endorsed by the YMCA Geelong Board of
Directors.

All our personnel, from the **YMCA Geelong** Board of Directors, senior managers and
permanent staff, to casual employees and volunteers, are required to observe our practice
and behaviour guidelines.

A failure to observe our guidelines are considered by management to be misconduct, and
will result in appropriate disciplinary action. Depending on the seriousness of the misconduct,
disciplinary action may include suspension while matters are investigated, and / or dismissal.
In addition to any internal disciplinary proceedings, any breaches of law will be reported to
police.

Commitment Statement

- Have been provided with a copy of the Practice and Behaviour Guidelines of the YMCA Geelong, and have read and understood these Guidelines.
- Understand my responsibilities in relation to ensuring and promoting the safety of children and young people.
- Will observe the guidelines at all times during my employment / time with YMCA to ensure and promote the safety of children and young people participating in all programs, services and facilities provided by YMCA Geelong.

Employee / Volunteer Sign:.....Date:.....

Signature of Supervisor:.....Date:.....

Current Employee/Volunteer Confirmation 2022

I, _____

(name of staff member or volunteer)

confirm that I have received a copy of the YMCA Geelong Staff/Volunteer Handbook. I have read this handbook and understand all information contained within it. I have retained the handbook as a reference for the period of my employment with YMCA Geelong.

Commitment to Practice and Behaviour Guidelines

YMCA Geelong Inc. is committed to safeguarding children and young people in our care. As part of this commitment, we have developed practice and behaviour guidelines for our organisation, guidelines that are approved and endorsed by the YMCA Geelong Board of Directors.

All our personnel, from the YMCA Geelong Board of Directors, senior managers and permanent staff, to casual employees and volunteers, are required to observe our practice and behaviour guidelines.

A failure to observe our guidelines are considered by management to be misconduct, and will result in appropriate disciplinary action. Depending on the seriousness of the misconduct, disciplinary action may include suspension while matters are investigated, and / or dismissal. In addition to any internal disciplinary proceedings, any breaches of law will be reported to police.

Commitment Statement

- Have been provided with a copy of the Practice and Behaviour Guidelines of the YMCA Geelong, and have read and understood these Guidelines.
- Understand my responsibilities in relation to ensuring and promoting the safety of children and young people.
- Will observe the guidelines at all times during my employment / time with YMCA to ensure and promote the safety of children and young people participating in all programs, services and facilities provided by YMCA Geelong.

Employee / Volunteer Sign:.....Date:.....

Signature of Supervisor:.....Date:.....



AUS



AUSTRALIA'S GOLDCOAST.

SPORT AUS



AUSTRALIA'S GOLDCOAST.



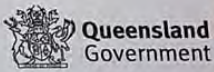
AUSTRALIA'S GOLDCOAST.



IT'S LIVE! in Queensland

AUSTRALIA'S GOLDCOAST.

SPORT AUS



AUSTRALIA'S GOLDCOAST.

LIAN GYMNASTICS CHAMPIONSHIPS

LIVE! in Queensland

SPORT AUS



SPORT AUS



IT'S LIVE! in Queensland



AUSTRALIA'S GOLDCOAST.

SPORT AUS



Healthier, happier, connected communities

25 Riversdale Road, Newtown

(03) 5223 2714

geelong@ymca.org.au

www.geelong.ymca.org.au

YMCA GEELONG INC. STAFF & VOLUNTEER HANDBOOK • JUNE 2022 V1

