

BEHAVIOUR MANAGEMENT POLICY

At Y-Central a consistent and positive approach to behaviour management is key! For a positive behaviour system to be successful there needs to be consistency in the implementation of the approach. This policy sets out that approach and states all staff are expected to uphold the principles within it.

BEHAVIOUR MANAGEMENT PHILOSOPHY

Y-Central seeks to maintain a positive environment for all children, young people, staff and their families at all times. Staff are expected to demonstrate good role modelling behaviour that helps develop and encourage constructive relationships. Young people engaged with Y-Central services and programs are expected to value relationships, routines and property. This is only achieved when they are valued.

We recognise that some young people we work with need to be protected from their own behaviour, and sometimes from the behaviour of others. We understand how such negative behaviour can compromise a young person's confidence and independence. Y-Central staff are required to work with children and young people sensitively, with an awareness of individual need, showing them respect, and providing safety when they are in our care.

- ▶ Their health is promoted; their emotional wellbeing is nurtured, and they are kept safe from harm.
- ▶ Along with their families, they know they have a place where they belong, they feel comfortable with the routines, customs and regular events; they know the limits and boundaries of acceptable behaviour; and links with the family and wider world are affirmed and extended.
- ▶ Children and young people are affirmed as individuals and they are encouraged to learn with and alongside others; and have equitable opportunities for learning.
- ▶ Children and young people will develop non-verbal and verbal communication skills for a wide variety of purposes; and experience stories and symbols of their own and other cultures; and discover and develop different ways to be creative and expressive.

BEHAVIOUR MANAGEMENT APPROACHES

Staff place great emphasis on proactive, preventative measures in the management of challenging behaviour. This policy recognises four major approaches that are key in the prevention or reduction of challenging behaviour:

The adopting and use of a child-centred approach

- ▶ Focusing on the child's individual needs, and considering the access to a wide range of activities
- ▶ Creating a balance between individual and group needs
- ▶ Responding to and acknowledging children's communications
- ▶ Developing positive relationships with others through supervised group work
- ▶ Finding people and situations to which the child responds positively

Young people being enabled to develop autonomy and self-control

- ▶ Expanding opportunities for making choices, and having those choices respected
- ▶ Seeking to encourage young people to be responsible for their own behaviour
- ▶ Staff maintaining clear boundaries for behaviour, so in result young people have the security and consistency.
- ▶ Being given responsibility and independence.
- ▶ Having achievable rewards

On-going development of staff support and training processes

- ▶ Y-Central staff are engaged in ongoing behaviour management and child protection training
- ▶ Undertake regular supervision and peer supervision when available
- ▶ Y-Central recognises that all staff need to build confidence and be valued which is achieved by providing the best possible training, support and feedback processes
- ▶ Newly appointed staff will receive induction training and ongoing guidance from their managers to ensure they understand their roles, responsibilities and Y-Central's expectations in providing safe child protection and behaviour management practices. This includes:
 - Details of the structure Y-central will be provided, including the details of overall responsibility for child protection within the organisation;
 - Details of the Y's aims and objectives are outlined in the organisational induction manual;
 - An assessment of staff training, and development requirements will be completed as part of the induction process to ensure ongoing training needs are met. Training must ensure staff understand child abuse, indicators of abuse, organisational protocols, and how to comply with legal obligations;
 - Providing clear expectations regarding staff roles and responsibilities to ensure new staff understand rules, boundaries, and what constitutes best practice when interacting with children, young people and their families.
 - All staff agree and sign up to the organisation's Safeguarding and Child Protection Policy and Procedures as part of the Y-Central their induction.

Home-Programme relationships

The Y recognises that strong relationships between the programme, children and their families, is key to meeting belonging and esteem needs of children. Strong relationships will be fostered through regular communication with parents/caregivers, family-based activities and opportunities for parents/caregivers to engage with the programme.

Planning and organisational strategies

It is important that ALL staff are made aware of organisational, departmental and programme plans or strategies. This includes all recreation program staff, education tutors, youth workers, early childhood staff, van drivers, volunteers, etc. This information is incorporated into Y-Central policy and procedure documentation via Y-Central review processes, as well as through legislative changes or from updated funding contractual requirements.

Y-Central's fundamental expectation of all staff is that they understand the importance of having child protection and behaviour management policies and procedures incorporated appropriately into their daily practice. It is crucial to the safeguarding our children, young people and their families.

INCIDENT MANAGEMENT PROCEDURES

Where children or young people do not, or cannot, comply with the behaviour expectations we will, as a first step:

- ▶ Advise the child/children/young people that their actions are inappropriate and provide guidance on appropriate behaviour;
- ▶ Use positive reinforcement of favourable behaviour.

Where necessary a few minutes sitting away from the group to reflect on their behaviour may be chosen to emphasize displeasure of the behaviour. This is referred to as “Time out”. It is important that children/young people are aware of the reasons why they have been placed into “Time out”.

If children/young people consistently display unacceptable behaviour the senior staff member will ensure:

- ▶ Expectations of the child’s behaviour are realistic and appropriate to their developmental level;
- ▶ The child/young person understands the limits;
- ▶ The child’s/young person’s needs are being met;
- ▶ The child/young person isn’t copying observed behaviour;
- ▶ Events at the centre/programme have not encouraged the behaviour;
- ▶ Consequences of the behaviour do not encourage it to persist;
- ▶ All staff in contact with the child/young person consistently follows strategies.

The manager/senior staff member is available to discuss and assist with any concern a parent/caregiver or staff member may have in respect of a child’s behaviour or participation in programme or service.

If the unacceptable behaviour persists the manager will follow the below steps:

- ▶ Arrange a meeting with the child’s/young persons’ parent/caregiver to discuss behaviour issues and find out if there are strategies the family uses at home that we can learn from.
- ▶ Continued poor behavior may lead to the co-development of a Behaviour Management plan which will be used to manage the behavior of the child/young person.
- ▶ If behavior does not improve, Y-Central (in conjunction with the Parents) may seek advice from an appropriate agency or professional. The cost of this intervention to be covered by the Parents, unless funding is available.
- ▶ If all methods fail to result in an improvement in behaviour, and in consideration of the health and safety and duty of care to the other participants, Y-Central may choose to withdraw the child/young person from the programme.

PHYSICAL INTERVENTION PROCEDURES

This procedure applies only to our Youth Services Programmes as restraining children within our children's services programmes is not permitted.

Y-Central is guided by the Education (Physical restraint) Rules (2017). This legislation states that a teacher or authorised staff member can use physical restraint if he or she reasonably believes that there is a serious and imminent risk to the safety of the student or others. The physical restraint must be reasonable and proportionate in the circumstances.

Situations where physical intervention may be appropriate include:

- ▶ Breaking up a fight
- ▶ Stopping a student from moving in with a weapon
- ▶ Stopping a student who is throwing furniture close to others who could be injured
- ▶ Preventing a student from running onto a road.

At Y-Central, the following actions are prohibited:

- ▶ Corporal punishment in any form, to include deliberate acts that cause pain or injury
- ▶ Manhandling of youth
- ▶ Shouting at young people, other than in an emergency in order to ensure the safety of the pupil, another child or member of staff
- ▶ Using a threatening physical presence, gesture or tone of voice
- ▶ Depriving a young person access to food and drink which is normally available during the school day (eg; lunch and snacks)
- ▶ Deprivation of basic rights as a punishment
- ▶ Use or withholding of medication
- ▶ Intentional deprivation of a period of sleep normally taken within school time
- ▶ Forcing a child to wear distinctive or inappropriate clothing
- ▶ Removing clothing, other than in an emergency or to prevent injury to self or others
- ▶ Intimate searches

Physical intervention reporting process

1. Following any physical intervention, restraint or any other behavioural incidents, the staff involved must complete the Incident & Accident Report form as soon as is practically possible – on the same day (via the intranet).
2. The parent or guardian must be advised as soon as possible. Any relevant statutory agencies must be notified within the agreed set timeframe, as stated in any applicable funding/mentoring contract.
3. The Y-Central Chief Executive will automatically be informed on any incident above a rating of 4 on the Rating Severity Scale as an incident form is submitted through the intranet.

REFERENCE MATERIAL

Y-Central related documents

- ▶ Child Protection Policy
- ▶ Code of Conduct
- ▶ Lockdown Policy & Procedures
- ▶ Organisation Induction Manual
- ▶ Human Resources Policy & Procedures Manual

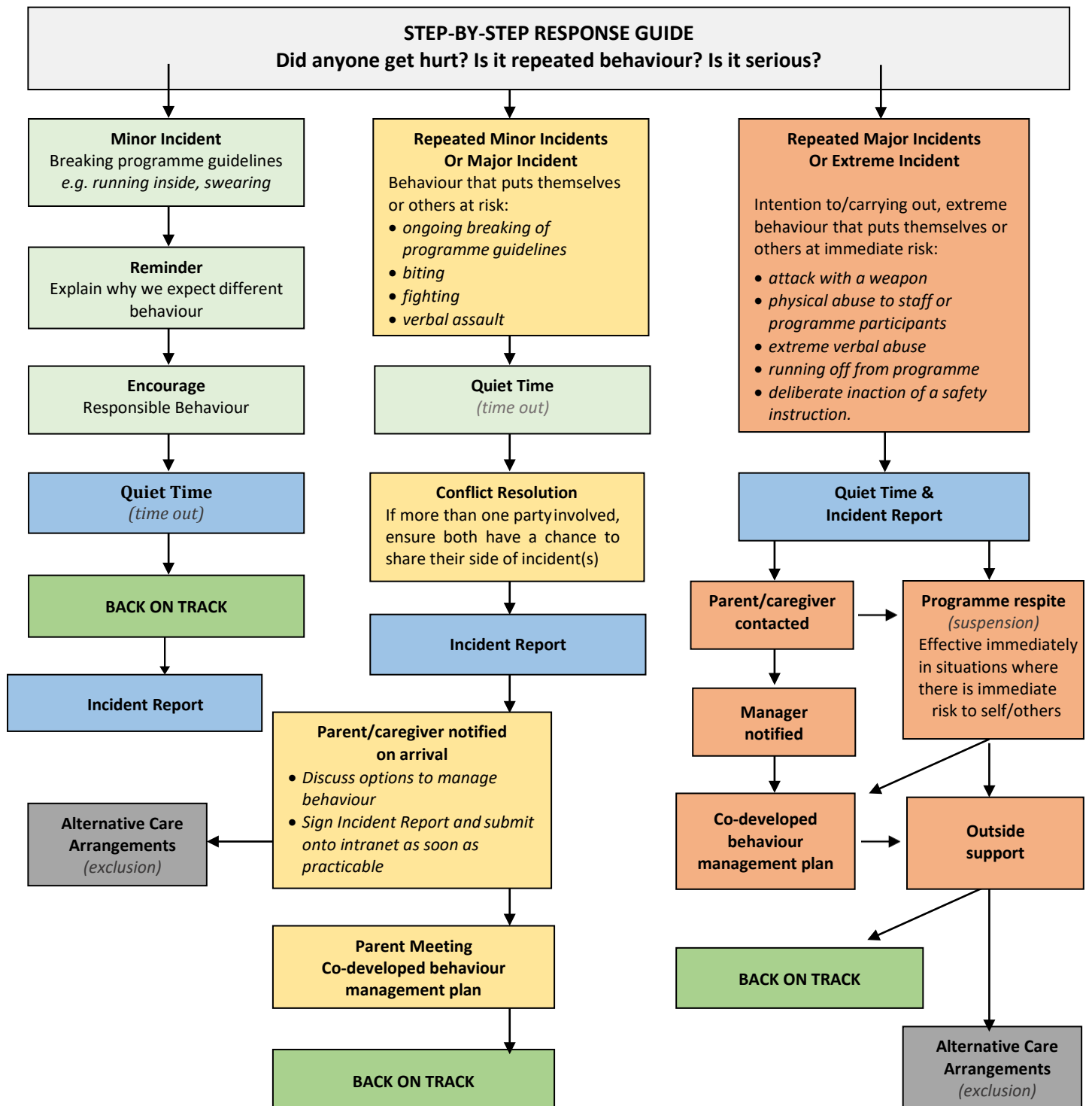
Guidance documents:

- ▶ Education (Physical restraint) Rules (2017)
- ▶ Safer organisations Safer Children - Guidelines for child protection policies to build safer organisations (Oranga Tamariki, 2015)
- ▶ UN Convention on the Rights of Children (1989)

Related legislation includes:

- ▶ Oranga Tamariki Act (1989)
- ▶ Education (Physical restraint) Rules (2017)
- ▶ The Privacy Act (1993)
- ▶ The Children's Act (2014)
- ▶ Children's (Requirements for Safety Checks of Children's Workers) Regulations (2015)

APPENDIX 1: BEHAVIOUR MANAGEMENT GUIDELINES



Incident reports must be completed, signed and logged onto the intranet as soon as practicably possible.
If you have any questions or concerns, please talk with your supervisor or manager immediately.

SEVERITY GIUDE

Severity Ranking	Impact on participation	Injury	Illness	Social or Psychological Damage	Enirvonmental Damage	Incident	PEOPLE SAFE
1	LOW/SHORT TERM IMPACT on individual(s) that doesn't have a large effect on participation in activity or programme	Splinters, insect bites, stings	Minor irritant	Temporary stress or embarrassment	Littering	Minor behavioural event e.g. child calling another child silly names – careless rather than malicious. Damage to a value of \$50	NO BIGGIE
2	MEDIUM IMPACT on individual(s) that means they cannot continue with large parts of the activity or programme	Sunburn, scrapes, bruises, minor cuts	Minor cold, infection, mild allergy	Temporary stress or embarrassment with peers	Minor damage to environment that will quickly recover	Minor behavioural event, malicious and has caused a little distress to another person e.g. one-off social exclusion, being mean, put downs – Careless disregard for YMCA values or programme rules – Bombing into pool, running on poolside. Damage to value \$100	BIT OF A WORRY
3		Blisters, minor sprain, minor dislocation, cold/heat stress	Minor asthma. Cold, upset stomach	Stressed beyond comfort level. Shon up in front of group	Scorched campsite, plant damaged	Moderate behavioural event – repeated malicious / mild bullying / non-physical – causing some distress that is resolved on the day – groups of kids knowingly being disobedient on holiday camp. Damage to value \$250	
4	MAJOR IMPACT on individual(s) that means they can not continue with large parts of the activity or programme	lacerations, frost-nip, minor burns, minor concussion, mild hypothermia, mild heat stroke	Mild flu, migraine	Stressed, wants to leave activity a lot of work to bring back in	Burnt shrubs, cut live branches, washed group dishes in stream	Moderate behavioural offence with malicious intent with potential to escalate further e.g. aggressive verbal response to a referee decision - moderate bullying causing ongoing distress – running away. Damage to value \$500	PRETTY SERIOUS
5		Sprains & hyperextensions, minor fracture	Flu, food or hygiene related diarrhoea or vomiting	Distressed freezes on activity, requires emotional rescue, and does not want to participate again	Walked through sensitive ecological area destroying some plant life, toileting close to water course	Severe behavioural offence with malicious intent – intentional physical violence (hitting, kicking) not requiring medical/police intervention - Oranga Tamariki intervention. Damage to value \$1000	
6	LIFE CHANGING effect on individual(s), environment or death	Hospital stay less than 12hrs e.g. frostbite, major burn, fractures, dislocations, concussion, surgery, breathing difficulties, moderate heat stroke or hypothermia	Hospital stay less than 12 hours, e.g. serious sthma attack, serious infection, or anaphylactic reaction	very distressed, leaves activity and requires on site counselling, unwilling to participate in activity ever again	Destroyed or killed flora or fauna	Careless or deliberate behaviour with strong likelihood of creating Severity 6 harm or higher e.g. driving YMCA vehicle while disqualified. Assault by another programme participant - will usually require emergency services (medical, police). Damage to a value of \$5,000	A BIG DEAL, VERY IMPORTANT
7		Hospital stay greater than 12 hours e.g. arterial bleeding, severe hypothermia or heat stroke, loss of consciousness	Hospital stay greater than 12 hours, e.g. infection or illness causing loss of consciousness serious medical emergency	Therapy or counselling required by professional	Killed, destroyed or polluted small area of environment	Malicious and deliberate behaviour causing harm e.g. Punches thrown by visitor on site. Damage to a value of \$10,000	
8		Major injury requiring hospitalisation e.g. spinal damage, head injury	Major illness requiring hospitalisation	Long term counselling/therapy required after incident	Killed example of protected species	Malicious and deliberate behaviour with strong likelihood of causing severity 8 level harm or higher. Damage to a value of \$50,000	
9		Single death	Single death	Pet-traumatic stress disorder, changed profession because of incident	Fire or pollution resulting in are of wilderness being destroyed	Demonstrating intent or attempting to cause fatal harm. Damage to a value of \$100,000	
10	Multiple fatality	Multiple fatality	Suicide because of incident	Major fire or pollution causing serious loss to environment	Attempts to cause multiple fatalities e.g. multiple shots fired into a crowd. Damage to a value of \$500,000		

APPENDIX 3: VERSION CONTROL

Version	Date Approved	Approved by	Description of Updates
1.0	Jan-19	Tristian Smith	Reviewed (MSD Approved 3/19)
2.0	Oct-19	Brendan Owens	Merging of process between GW & Central, formatting update
3.0	Feb-20	Ben Keat	Update logo & Y-Central name change
4.0	Jun-21	Amy Moreland	Include incident report in behaviour management guidelines for minor incidents