

# Y Canberra Region

## Client Communication and Collaboration

### Policy Statement

The Y Canberra Region is a not-for-profit organisation governed by a volunteer board of Directors from the local community. Operating both in the ACT and regional NSW the Y Canberra Region has provided services to the community for over 72 years. Our services include:

- Health, Fitness and Accommodation
- Children’s Services: Early Learning Centre’s Outside School Hours Care and Vacation Care
- Youth Programs

The safety and wellbeing of participants attending Y Canberra Region services and programs is paramount. We are committed to open, supportive and respectful collaboration as we believe it is fundamental to achieving quality outcomes for all participant’s. This shared approach builds stronger relationships and loyalty with clients who have taken the time to let us know how they are feeling.

### Objective

This policy and procedure is for clients whose children and young people attend Y Canberra Region services or programs. The guidelines below aim to;

- encourage consultation and feedback across all programs and services
- ensure all Y participants are in a safe, respectful environment
- ensure communication and feedback is addressed diligently and with due consideration to confidentiality, accountability and quality improvement.
- provide opportunities for consultation, evaluation and review of individual service operations and the delivery of the education and care programs
- ensure Y People, clients and participants engage in a professional, respectful and meaningful manner.

### Procedure

We ask parents/guardians/clients associated with Y Canberra Region programs and services to abide by the guidelines below and advocate for the guidelines respectfully to others. In the event of a serious or ongoing breach of these guidelines, report to a Y Person so that appropriate action can be taken.

These guidelines are to be read in conjunction with the YMCA Safeguarding Children and Young People Policy. To view the Safeguarding Children and Young People Policies visit the Y Canberra website - <https://ymcacanberra.org.au/safeguarding/>

Serious or ongoing breaches of these guidelines may result in parents/guardians/caregivers;

- Being asked to leave the program/service
- Being provided with advice and/or a warning to encourage positive participation
- Being removed from participating in the service / program experiences
- Having the booking/enrolment cancelled

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NR16	Y Canberra Region	External	October 2021	August 2021	APPROVED

**Parents / Guardians / Clients will;**

- Advise Y People of any special needs a participant may have, or develop, during the course of the program (for example, they may suffer from asthma or allergies, or have hearing difficulties) to assist in their safe participation of the program.
- Engage with Y People positively, not criticising Y People in the presence of participants and reporting any concerns to the supervisor / manager.
- Not request contact with any Y Person outside the service, program or venue.
- Not ask Y People to provide any other support outside the boundaries of our service or programs, such as asking for babysitting services or lifts home for the participant.
- Not engage in behaviour that discriminates against any other person on the basis of gender, ability, race, language, religion, politics or national or ethnic origin.
- Engage with all clients / stakeholders in a positive and respectful manner by not using words designed to belittle, insult or intimidate others.
- Not engage in, or threaten to engage in, violent or physical confrontations with any other participant or client of the service or program.
- Acknowledge and respect all Y People, services and programs
- Contribute, evaluate and provide feedback to the service or program where able
- Express feedback and concerns in a professional and confidential manner away from other clients or participants.
- Ensure information related to the feedback or concern is restricted only to those who genuinely need to be notified.
- Approach feedback and concerns by recognising successful solutions rely on Y People's;
- Ability to engage in daily experiences in an effective and efficient manner
- Health, Safety and Security
- Ability to prioritise and allocate the right resources, strategies and solutions in a fair manner
- Report all known / suspected abuse to Y Safeguarding ([SafeguardingCanberra@ymca.org.au](mailto:SafeguardingCanberra@ymca.org.au)) as safeguarding Children and Young People is everyone's business .

**Y People will;**

- Encourage feedback and consider it as a valuable tool across their services and programs
- Maintain a customer feedback register for quality improvement and marketing purposes
- Provide a variety of feedback platforms e.g. surveys, email, conversations, suggestions boxes
- Consider customer feedback as valid and treat it with respect
- Ensure a reply with feedback is provided promptly by the Supervisor / Manager or Y Person
- Source methods to communicate in the clients first language (TIS National) where required
- Where required provide a written response when addressing feedback
- Ensure where required clients are informed of their participant's health and wellbeing needs e.g.
- Be mindful of their communication delivery e.g. tone, volume and the words chosen
- Actively listen to feedback and concerns, ask any questions to clarify and improve understanding
- Provide opportunity for clients to meet with Y People formally or informally as required
- Acknowledge and respect client's individual values, beliefs, cultural background and child raising practices
- Attempt to diffuse any negative concerns or emotions by acknowledging the client's emotions and supporting them to find a solution.
- Welcome clients to their service or program in a warm and friendly manner
- Ensure changes in policy and procedures are effectively communicated in a timely manner
- Engage in collaborative partnerships valuing the diversity and rich experiences they bring to the service and programs
- Recognise the expertise of clients and ensure they share in the decision making of their participant's wellbeing and learning.

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## Definition:

**Participant:** Child and / or young person or vulnerable person

**Client** – Parents / Guardians / Caregiver or consumer of any service or program at The Y Canberra Region

**TIS National** – A Translating and Interpreting Service who provides access to phone and onsite interpreting services in over 150 languages

## Scope

Y People (employees and volunteers)  
Parents/Guardians/Caregivers

## Monitoring, evaluation and review

To be reviewed every 2 years or as required

## Roles and Responsibilities

Department/Area	Role/Responsibility
Y People	<ul style="list-style-type: none"> <li>Understand and comply with the Y Communication and Collaboration Policy</li> <li>Build supportive and collaborative relationships with their clients.</li> <li>Provide opportunities for clients to provide feedback and contribute to service and program decisions.</li> <li>To respect client's views, expertise, culture and beliefs</li> <li>Communicate and collaborate with families in a warm and respectful manner</li> <li>Provide current, relevant and meaningful information about the service, program, resources and community support</li> </ul>
Clients	<ul style="list-style-type: none"> <li>Understand and comply with the Y Communication and Collaboration Policy</li> <li>Provide all essential information for the care, wellbeing and learning of participants.</li> <li>Support Y People by communicating and collaborating with respect and care</li> <li>Be mindful of their communication delivery e.g. tone, volume and the words chosen</li> </ul>

## Supporting documents (links to procedures, legislation, forms, work practices)

Quality Area 6 – Collaborative Partnerships with Families and Communities

Y Safeguarding Children and Young People Policy 2020

Safe Behaviours Policy

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