



aquatic achievers  
swim schools

**The Way We Work**



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# About

## Why we exist

***'Learning is the foundation of everything we do. We believe that every person has the potential to transform through learning.'***

## Policies

At Aquatic Achievers we believe that every person has the potential to transform through learning. As part of our team we expect and encourage you to stay up to date with our policies, processes and procedures. This handbook summarises the following list of policies and should be read in conjunction with the originals.

- Code of Conduct Policy
- Alcohol & Drug Policy
- Appearance Policy
- Discipline & Termination Policy
- Electronic Communication Policy
- Equal Employment Opportunity & Discrimination Policy
- Workplace Health & Safety Policy
- Equal Employment Opportunity & Discrimination Policy
- Grievance Handling Policy
- Leave Policy
- Privacy & Media Policy
- Qualifications Policy
- Workplace Anti-Bullying & Anti-Harassment Policy

## What we expect

Our Code of Conduct applies to all employees, board and committee members, and contractors involved with Aquatic Achievers Operations Pty Ltd.

Our Code of Conduct is:

- An outline of the expectations for how Aquatic Achievers operates.
- A reference to support day to day operations.
- Complementary to our rules, policies and procedures.
- A tool to encourage discussion and ethical decision making.

**It is everyone's responsibility to follow our Code of Conduct.**

# Safeguarding Children & Young People (SCYP)

## What does 'safeguarding' mean?

**Safeguarding children and young people involves promoting the welfare of those that are under 18 that spend time, are involved, or impacted by Aquatic Achievers, and to protect them from harm.**

### **Actions can include:**

- Protecting children and young people from abuse and neglect.
- Preventing harm to children or young people's health and wellbeing.
- Ensuring children and young people have a voice in decisions that affect them.
- Empowering children and young people to reach their full potential.
- Actively promoting the inclusion and participation of children and young people.
- Building a child safe culture and environment.
- Updating and revising policies and procedures that ensure the safety of children and young people.

## Every child & young person deserves to feel and be safe

**It is everyone's job to observe our safeguarding children and young people policies, procedures, and practices without fail.**

### **This includes:**

- Zero-tolerance towards abuse and neglect of children and young people.
- Follow all practices, including rules, company policies and procedures that ensure the safety and wellbeing of children and young people.
- Report any incidents according to company policies and procedures.
- Create and maintain an environment where children and young people feel and remain safe.
- Behave with integrity and make decisions that put the best interest of children and young people first, encouraging others to do the same.
- Understand and sign our Commitment Statement to Safeguard Children & Young People.

*Information on this page is summarised from the following policies: SCYP Code of Conduct Policy & SCYP Commitment Policy.*

# SCYP Safe Practices

## Keeping it positive

We require our team members to use strategies that are fair, respectful, and appropriate to the developmental stage and ability of the child or young person involved. The child or young person needs to be provided with:

- Clear directions
- Given an opportunity to redirect their misbehaviour in a positive manner.

It is important to be consistent with rules in centre, remember to routinely refer to general rules for safety at swimming and any specific rules that apply for safety within a particular class. For further details on this refer to the Parent/Caregiver Policy and supplementary resources.

Under no circumstances are our team members to take disciplinary action involving physical punishment or any form of treatment that could be considered as degrading, cruel, frightening or humiliating.

## Physical boundaries are important

Safely correcting a child or young person's swim plays a large role in the successful progression of children and young people through our Solo1 Program. It is important to consider the many ways that the individuals we work with are diverse and how we approach physical contact.

Any physical contact with children and young people must be:

1. Appropriate to the delivery of our activities, programs, and services. For example, the fitting of teaching aids, water safety drills and stroke correction.
2. Based on the needs of the child or young person and not the needs of a team member. For example, to keep them safe or to support a distressed child.

For further information refer to the Safe Corrections Guidelines: Good Practice Guideline for Physical Touch.

*Information on this page is summarised from the following policies: SCYP Code of Conduct Policy.*

# SCYP Safe Practices

## Avoid inappropriate physical contact

Under no circumstances should any of our team members have contact that:

- Involves touching of genitals, buttocks, or the breast area.
- Appears to a reasonable observer to have a sexual connotation.
- Is intended to cause pain or distress to the child or young person.
- Is overly physical – for example, wrestling, horseplay, tickling or other roughhousing.
- Is unnecessary – for example, assisting with toileting when a child does not require assistance.
- Is not consensual or is initiated against the wishes of the child or young person.

Physical contact may be necessary to prevent injury or harm to a child or young person or to those around them, in which case: physical restraint should be a last resort and the level of force used must be appropriate to the specific circumstances. Such incidents must be reported to management as soon as possible.

## Zero tolerance for sexual behaviour

Under no circumstances is any form of sexual behaviour to occur between, with, or in the presence of children or young people. Engaging in sexual behaviour with children and young people participating (or former clients/members) in our organisation is prohibited, even if the young persons involved may be above the legal age of consent. Under no circumstances should any of our team members have contact that could reasonably be considered 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, inappropriate photography or exposure to pornography or nudity.

If a child or young person initiates sexual or inappropriate behaviour you are required to report this to management as soon as possible. This is to ensure the safety of the child or young person, our team members and any other participants.

*Information on this page is summarised from the following policies: SCYP Code of Conduct Policy.*

# Amenities Guideline

## Supporting safety in vulnerable areas

Our team members are required to supervise children and young people in bathrooms and/or change rooms, while balancing that requirement with a child or young person's right to privacy. This is only applicable where a parent/caregiver is unavailable, and they have provided their consent for our team member to do so.

## Guidelines

- Our team members should avoid one-to-one situations with a child or young person in a bathroom and/or change room area.
- Our team members need to ensure adequate supervision in public bathrooms/change rooms when they are used.
- Our team members 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 or young person's privacy.
- When monitoring bathroom and/or change room area, our team members are to knock loudly and identify themselves prior to entering the area and where possible, take another supervising adult.
- Our team members are to use bathrooms and change rooms specific to their identified gender.



*Information on this page is summarised from the following policies: SCYP Guideline for Amenities Use Policy.*

# Incident Management

## If in doubt, fill an Incident Report out

All team members at Aquatic Achievers have a duty of care to ensure that incidents are responded to and managed appropriately. An incident can occur at any time and may be triggered from a conversation, email, phone call or an alarm. It is therefore essential that every team member follows our policies and procedures to ensure that all responsible steps to prevent the harm of children and young people are undertaken.

### **Our team members are obliged to report an information relating to:**

- Incidents, allegations, disclosures, or reasonable concerns in relation to abuse or neglect of a child or young person, either by team members within our organisation or by others.
- Breaches or actions of other team members within our organisation that contravene our policies and procedures, such as those outlined in our Safeguarding Children and Young People Code of Conduct Policy.

## Listen, reassure, respect & report

In the event of an incident, follow the guidance below. If you need any additional information on this process, you can refer to the steps outlined in the Safeguarding Children and Young People Reporting Policy.

### **HOW TO RESPOND**

- 1.Reduce Harm - Do a risk assessment and ensure the environment is safe for the individual/s involved.
- 2.Provide Immediate Care - Provide first aid if required and support individual/s involved.
- 3.Preserve Evidence - If there is any evidence ensure that it will not be disturbed until notified otherwise.
- 4.Listen & Clarify - If a disclosure is made follow the Responding to Children and Young People's Disclosure of Abuse Guideline.

### **WHO TO REPORT TO**

Any breach should first be reported to the Centre Leaders, then escalated accordingly.

- Minor - Centre Leader or Area Lead
- Moderate - General Manager or Head of Operations
- Critical - General Manager or Head of Operations

### **HOW TO REPORT**

- 1.Complete a SCYP Incident form.
- 2.Scan and send completed form to: [safeguardingchildren@aquaticachievers.com.au](mailto:safeguardingchildren@aquaticachievers.com.au).
- 3.Secure original SCYP incident form (once emailed).

*Information on this page is summarised from the following policies: SCYP Reporting Policy & SCYP Incident Management Policy.*



# Reporting

## Keeping to the facts

A SCYP incident Report Form should be completed as soon as possible following an incident, by the attending team member and signed off by a Centre Leader. Always seek support from a Centre Leader in filling out a SCYP incident report form.

### Reports must include:

- Details of the person/s involved.
- Date, time, location of the incident/disclosure/allegation.
- Incident type and how incurred.
- What was said, and relevant factual information without assumptions (where possible, noting the exact words used by the person making the allegation/disclosure).
- Actions taken including treatment.

**When an incident has occurred or something is reported, it is essential to respect the privacy of those involved, and keep all information confidential. All parties have a presumption of innocence, while the Centre Leaders follow a process to further understand and investigate the incident. It is never the role of a team member to investigate reports.**

## Incident Report Form

**Incident Report Form**

This form must be used to record details of any:

- Incidents, allegations, disclosures, or reasonable concerns in relation to abuse or neglect of a child or young person, either by team member within our organisation or by others
- Breaches or actions of other team members within our organisation that contravenes our policies and procedures, such as outlined in our Code of Conduct and Safeguarding Children and Young People Code of Conduct

Child / Young Person Name:			
Date of incident:		Site/location where incident occurred:	
Person making report:		Role and relationship to child / young person:	

<b>Type of incident (tick all that apply):</b>			
<input type="checkbox"/>	Suspicion or allegation of abuse or neglect of child/young person	<input type="checkbox"/>	Breaches of Code of Conduct
<input type="checkbox"/>	Suspicion of potential harm to a child/young person	<input type="checkbox"/>	Breach of Safeguarding Children policies
<input type="checkbox"/>	A critical incident as defined in the Safeguarding Children and Young People Incident Management policy	<input type="checkbox"/>	Potential abuse by or criminal matters involving an employee

**Details of the child/young person affected by the incident.**  
*(A separate Incident Report Form should be completed for each child)*

Full name			
Date of birth			
Gender			
Any access, communication, medical or cultural requirements			
Parent/care giver name			
Parent/care giver contact phone	(Mobile)	(Other)	
Parent/care giver address			
Any known parent/carer access, communication, medical or cultural requirements			

Information on this page is summarised from the following policies: SCYP Reporting Policy & SCYP Incident Management Policy.

# Roles & Responsibilities

## Know your responsibilities

**Our team is expected to always act within the guidelines of their duties (as specified in employee's Position Description).**

If a situation arises that could require a team member to work outside of their role or outside of the scope of Aquatic Achievers they should seek advice from management at the earliest opportunity. For example: other employment or volunteer positions that could require baby-sitting, coaching, or tutoring a client of Aquatic Achievers. For more details on this please refer to the full Safeguarding Children & Young People - Code of Conduct Policy.

## Keeping healthy boundaries

### Transport

Transport is only permitted for a child or young person if they are a team member, and it has been approved by a Centre Leader and the person's parent/caregiver. If the child and young person is not an employee of Aquatic Achievers, we prohibit our team members from providing transportation in any form.

### Overnight stays and sleeping arrangements

We prohibit overnight stays as part of the service we provide to children and young people.

### Gift giving

Centre Leaders are to authorise any gifts to children or young people involved in our activities, programs, and services or to their families, including rewards, prizes, treats, or second-hand equipment. The practice of our team members giving gifts to children and young people is strongly discouraged and should not be common or frequent in occurrence. At times we do utilise incentives such as sticker charts or encouragement awards, or offer vouchers to help children - these are only to be used to assist progression through our program, or under special circumstances that are approved by Centre Leaders.

### One-to-one supervision

Team members are responsible for actively supervising children and young people as part of their role. Team members must avoid one-to-one unsupervised situations with children and young people and (wherever possible) conduct activities and/or discussions with children and young people in view of other team members.

In deciding on the nature and extent of supervision required be aware of:

- Age, level of maturity, ability, number, nature and characteristics of the children and young people involved.
- The nature and timing of the activity.
- The physical and/or online environment.

*Information on this page is summarised from the following policies: SCYP Code of Conduct Policy.*

# Appearance

## Reflecting our values

Team members appearance is required to be: appropriate for working with and around children and young people, authentic to our brand, safe, and provide the appropriate level of comfort for the role they perform.

## Guidelines

- Practice good personal hygiene.
- Cosmetics if worn must be professional and in moderation.
- Presentation of hair, including facial hair, should be neat, tidy, and clean.
- Jewellery and piercings are acceptable if they are not considered aggressive, offensive or create a safety risk.
- Tattoos that could be considered aggressive or offensive (such as featuring swearing or nudity) must be covered while at work and cannot be revealed to children or young people.
- It is essential that team members visibly display their name badge and wear uniforms appropriately and in accordance with the uniform guideline as it helps children and young people identify who we are.

**We encourage an inclusive culture at Aquatic Achievers, national garments and religious items are welcomed, keeping in mind that no items that pose a workplace health and safety risk can be worn.**

## Examples

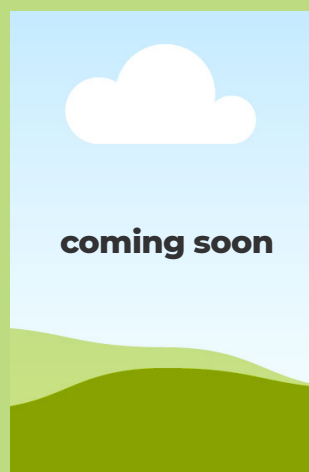
**In-water uniform**



**Standard uniform**



**Business uniform**



**Name Tags**



*Information on this page is summarised from the following policies: Code of Conduct Policy, SCYP Code of Conduct Policy & Appearance Policy.*

# Health, Safety & Wellbeing

## Safety by choice, not by chance.

As part of our team, we expect you to:

- Immediately stop any task that you feel is unsafe to perform.
- Follow all safe work practices, including rules, company policies and procedures.
- Report any hazards, unsafe work practices, incidents, or injuries immediately.
- Always wear the Personal Protective Equipment (PPE) required for the task.
- Perform all work duties in a manner that is safe for you and your team.
- Help other team members with tasks that require assistance.
- Only use equipment or perform tasks that you are trained and authorised to.
- Encourage other team members to create and maintain a safe and healthy work environment.
- Do not misuse, damage, refuse to use, or interfere with anything provided in the interest of health and safety.

**If it's not safe, don't do it. If you don't have the right training, don't touch it. If it's too high, don't climb it. If it's too heavy, don't pick it up. No task is too urgent, and no service is too important to take the time to do it safely. If you are in doubt about any health and safety procedures speak to your Centre Leaders for further guidance.**

## Drugs & Alcohol

At Aquatic Achievers we pride ourselves on ensuring the health, safety and wellbeing of all team members and customers therefore, we do not allow team members to:

- Commence or return to work while under the influence of alcohol or drugs.
- Operate company vehicles or machinery under the influence of alcohol or drugs.
- Provide children and young people with any alcohol or drugs.
- Use prescription drugs that impact work performance without confirmation in writing from a medical practitioner regarding fit for work status.

There is a no smoking policy in and around all premises, including company vehicles. If a team member wishes to smoke it must be away from company premises and during break times not during working shifts.

*Information on this page is summarised from the following policies: Code of Conduct Policy & Workplace Health & Safety Policy.*

# Diversity & Inclusion

## Better together

At Aquatic Achievers we value, respect and embrace people with diverse backgrounds, experiences and perspectives, to provide excellent customer service to our equally diverse community. We understand that team members may have different needs and experiences, and work to support each team member to excel in their position, feel included and encouraged to express their unique perspectives.

We support and enforce team members right to a working environment free from discrimination and harassment, where all team members are treated with courtesy and respect. We value an environment that fosters equal opportunity for example, the opportunity to apply for different roles, or equal access to the same policies and procedures as other team members.

**We continually strive to improve the way we foster the diversity of our team, how we create equal opportunities, and how we make our team members feel included, so if you have any suggestions please speak to your Centre Leaders.**



*Information on this page is summarised from the following policies: Code of Conduct Policy & SCYP Code of Conduct.*

# Qualifications

## Keep up to date

Qualifications are a way for us to ensure the health, safety and wellbeing of our team and the children and young people we work with.

As a team member you are responsible for:

- Ensuring you have the required qualifications or certifications, and that they remain current.
- Uploading any updated qualifications or certifications into Employment Hero or seeking help from your Centre Leaders to complete this on your behalf.

# Leave

## We value work-life balance

We understand that team members need flexibility to accommodate personal, family, work, and community commitments. Leave entitlements as provided by the Fair Work Act help us to provide that flexibility without compromising the high standard of service we provide. For more information about these entitlements please refer to our Leave Policy and your Employment Contract.

# Media & Privacy

As part of our team, you may be asked to engage in the creation or management of media content during working hours.

When this takes place it is expected that team members:

- Receive the appropriate consent and recordings are in line with procedure, (including 3rd parties copyrighted material, trademarks, service marks or other intellectual property).
- Personal devices are not used to create media, even if they are requested to do so by a parent or caregiver.
- Capture or create general purpose media on a company device, and with the relevant consent.
- Conduct themselves in a mindful and respectful manner in line with our Code of Conduct.
- Do not disclose or publish information that is considered confidential, or sensitive to Aquatic Achievers' intellectual property or operations without prior consent.

*Information on this page is summarised from the following policies: Code of Conduct Policy, Electronic Communication Policy, Privacy & Media Policy, Leave Policy, Qualifications Policy.*

# Respect in the Workplace

## Anti-bullying & anti-harassment

Aquatic Achievers does not tolerate harassment, bullying or workplace violence. We believe it is essential to have diversity within our team and expect all team members to treat each other and our customers with respect.

This includes but is not limited to:

- Not engaging in harassment, bullying or workplace violence in any form.
- Not to aid, abet or encourage others to engage in harassment, bullying or workplace violence.
- To behave in a responsible and professional manner.
- Treat others in the workplace with courtesy and respect.
- Listen and respond appropriately to the views and concerns of others.
- To be fair and honest in your dealings with others.
- Raise concerns if you feel that the code of conduct has been breached.

## Grievances

We acknowledge that problems can arise at work that may sometimes cause you to feel aggrieved. Our Grievance Policy creates a guideline for team members to be heard and any issues to be dealt with internally in a timely and confidential manner. For more information about this process please refer to our Anti-Bullying and Anti-Harassment, or Grievances Policies.

## Performance & misconduct

At Aquatic Achievers we take pride in providing an excellent service, that is lawful, and as individuals we respect and care for the wellbeing of all staff, children, and clients. If an issue arises around performance or misconduct you will be treated fairly, in line with our Anti-Discrimination and Discipline & Termination Policies.

*Information on this page is summarised from the following policies: Code of Conduct Policy, Workplace Anti-Bullying & Anti-Harassment Policy.*

# Appropriate Communication

## Make real connections

Your role at Aquatic Achievers may require you to communicate with other team members, contractors, and parents or caregivers. It is essential that we ensure professional and positive communication through word choice, tone, grammar, and subject matter that models the high standards, inclusive nature, and integrity of an Aquatic Achievers' team member.

## Ensure interactions are appropriate

- Is this the best time?
- Does this need to be more private?
- Am I using facts?
- Am I using the right medium (face to face, phone call, email ect.)?
- Is my tone and/or body language in line with what we are discussing?
- Have I taken into account the diverse needs of the individual?
- Do I have the most accurate information for their situation?
- Do I need additional support for this interaction?

## Creating connections

The way we interact with children and young people has a significant impact on how they feel about themselves and our team. It can impact trust and their safety and wellbeing therefore when communicating with or in the presence of children and young people keep in mind the following:

### **Our language and tone of voice should:**

- Provide clear direction.
- Boost their confidence.
- Encourage or affirm them.
- Be age appropriate.
- Be responsive and positive.
- Intend to support safety and wellbeing.
- Remain professional.

### **Our language and tone of voice shouldn't:**

- Be harmful.
- Be discriminatory, racist, or sexist.
- Be derogatory, belittling, or negative.
- Intend to threaten or frighten.
- Be profane or sexual in nature.

*Information on this page is summarised from the following policies: Code of Conduct Policy & Electronic Communication Policy.*



# Appropriate Communication

## Electronic communication

All electronic communication should be done in consideration of policies and procedures in relation to your role, when possible, using approved templates or guidelines.

Examples of what is not appropriate or respectful correspondence:

- Imply that any personal comments or views are endorsed by Aquatic Achievers.
- Electronic communication that negatively impacts Aquatic Achievers or its image.
- Electronic communication that could be considered harassment, discrimination, or treats another person unfairly or inappropriately.
- Disclosing confidential information obtained through employment with Aquatic Achievers.
- Contacting a team member who is considered a child or young person (under 18) about outside of work-related activities.

## Personal devices & accounts

We understand there will be times when team members need to use their personal devices, our expectation is that it will be used at appropriate times and in accordance with our Electronic Communication policy. Appropriate use of personal electronic accounts, includes but is not limited to email, webchat, social media.

## What's considered inappropriate?

- Have any children and young people who are participating in our organisation's activities, programs, services and / or facilities join a team members' personal accounts.
- Make any personal comments that would bring the company or any of its directors, or team members into disrepute.
- Download, retrieve or send sexually explicit, racist, or otherwise discriminatory or illegal material from the internet or from email at any time while you are using company equipment.
- Use company equipment to send electronic communication if unauthorised.

*Information on this page is summarised from the following policies: Code of Conduct Policy & Electronic Communication Policy.*

# Questions

## Find the right answers

For information on your specific role and benefits:

**Role Description & Employment Contract**

For information on your current qualifications, current policies, payslips and time-sheets:

**Employment Hero**

For advice or further insight on policies and procedures:

**Speak to your Team Leader**

