

YMCA NSW

ELT Incident Report – May 2016



1. Overview

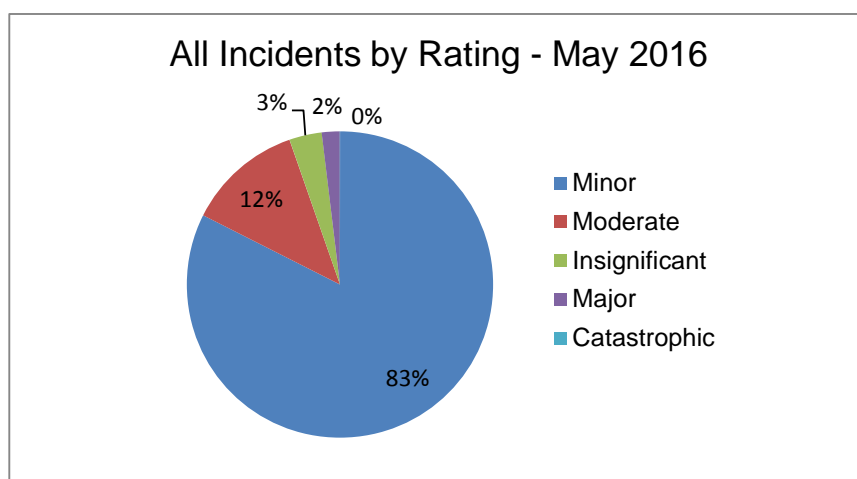
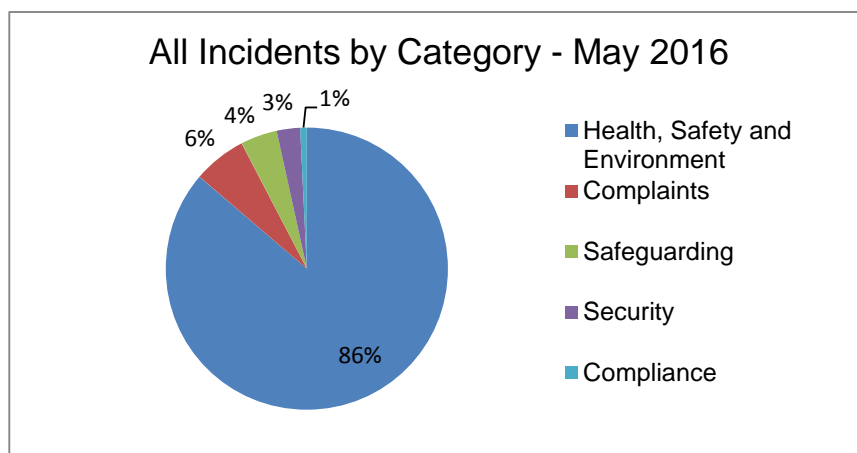
During May 2016, a **total of 262 incidents** were reported across YMCA NSW:

Category	Number reported	Further detail
Health, Safety & Environment	226	Page 5
Safeguarding	11	Page 7
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As of 1 June 2016 all centres and services have received the Risk Wizard training and have access to Risk Wizard to report incidents. Until 1 June 2016 Children's Services have been required to report incidents via Sharepoint. The incident data in this report is from Risk Wizard and Sharepoint.

The rate of incident reporting within 24 hours was **62% for Recreation, 57% for Camping, 17% for Children's Services, and 100% for Community Programs** (note that this is skewed as only one incident was reported). The target is currently set at 80% within 24 hours and 95% within 72 hours.

The graphs below display the incident break down by **Category and Rating**.





The table below displays the **Recreation & Camping reporting numbers** for May 2016.

Location	Area	Incidents reported in May
Whitlam Leisure Centre	Sydney	25
Mount Annan Leisure Centre	Sydney	20
Bankstown City YMCA	Traditional	18
Caringbah YMCA	Traditional	17
Penrith City YMCA	Traditional	15
Epping YMCA	Traditional	13
Great Lakes Aquatic and Leisure Centre	Northern	12
Hawkesbury Stadium YMCA	Northern	12
UNSW Fitness & Aquatic Centre	Sydney	11
Morris lemma Indoor Sports Centre	Traditional	11
Lake Haven Recreation Centre	Northern	8
Camp Yarramundi	Camp	7
Manning Aquatic Leisure Centre	Northern	7
Toukley Aquatic Centre	Northern	7
Gungahlin Leisure Centre	Southern	7
Lakeside Leisure Centre (ACT)	Southern	7
Goulburn Aquatic and Leisure Centre	Southern	6
Ku-ring-gai Fitness & Aquatic Centre	Sydney	5
Michael Wenden Aquatic Leisure Centre	Sydney	5
Ryde Community Sports Centre	Traditional	5
St Ives YMCA	Traditional	5
Hawkesbury Oasis YMCA	Northern	3
Raymond Terrace YMCA	Northern	3
Singleton Gym and Swim	Northern	3
Broken Hill YMCA	Traditional	2
Mariners Aquatic Centre (YMCA Swim School)	Northern	1
The Entrance Ocean Baths	Northern	1
Narooma Swimming Centre	Southern	1
Broken Hill Regional Aquatic Centre	Traditional	1
Sydney Olympic Park Lodge	Camp	0
Bellingen Shire Swim Centre	Northern	0
Dorrigo	Northern	0
Macksville Memorial Aquatic Centre	Northern	0
Singleton Heights Sports Centre	Northern	0
Wingham Memorial Swimming Pool	Northern	0
Wyong Olympic Pool	Northern	0
Batemans Bay Swimming Centre	Southern	0
Canberra Olympic Pool	Southern	0
Moruya War Memorial Swimming Centre	Southern	0
Camden War Memorial Pool	Sydney	0



The table below displays the **Children's Services reporting numbers** for May 2016.

These numbers identify internal incident reports made via Sharepoint and Risk Wizard and does not include any ACECQA notifications. External reports made to ACECQA should also be recorded internally in Sharepoint or Risk Wizard however it is possible that this is not occurring on every occasion.

To reduce the risk of inconsistent and/or disparate incident records, the Children's Services management team have now completed the Risk Wizard training which requires all incidents to be logged into Risk Wizard within 24 hours in the first instance; Risk Wizard is the single central source of incident information.

As soon as an incident is logged into Risk Wizard, an email notification will alert the Support Team who will complete and submit the ACECQA report.

Location	Area	Incidents reported in May
Biddabah OSHC	Central Coast	1
Brooke Avenue OSHC	Central Coast	1
Warners Bay OSHC	Central Coast	1
Ingleburn OSHC	Macarthur	1
Charlestown OSHC	Newcastle	1
Glendore OSHC	Newcastle	1
Hamilton OSHC	Newcastle	1
Kotara OSHC	Newcastle	1
New Lambton OSHC	Newcastle	1
Georges Hall OSHC	South West	1
Blackett OSCH	Western	1
Blaxland OSHC	Western	1
Claremont Meadows OSHC	Western	1
Rooty Hill OSHC	Western	1
Springwood OSHC	Western	1
St Marys OSHC	Western	1
Revesby	Bankstown	0
Ettalong OSHC	Central Coast	0
Kincumber OSHC	Central Coast	0
Lisarow OSHC	Central Coast	0
Niagara Park OSHC	Central Coast	0
Valentine OSHC	Central Coast	0
Wamberal OSHC	Central Coast	0
Arncliffe OSHC	Eastern	0
Belmore South OSHC	Eastern	0
Lilli Pilli OSHC	Eastern	0
Little Bay Community of Schools OSHC	Eastern	0
Lycee Condorcet OSHC	Eastern	0
Malabar OSHC	Eastern	0
Soldier's Settlement OSHC	Eastern	0
St Francis Xavier's OSHC	Eastern	0
All Saints OSHC	Macarthur	0



Ambarvale OSHC	Macarthur	0
Campbelltown City OSHC	Macarthur	0
Campbelltown East OSHC	Macarthur	0
Glenwood OSHC	Macarthur	0
Narellan OSHC	Macarthur	0
Picton OSHC	Macarthur	0
Burwood OSHC	Mid-West	0
Excelsior OSHC	Mid-West	0
Harrington Street OSHC	Mid-West	0
Mouth Pritchard OSHC	Mid-West	0
Our Lady Queen of Peace OSHC	Mid-West	0
Winston Hills OSHC	Mid-West	0
Lochinvar OSHC	Newcastle	0
Rutherford OSHC	Newcastle	0
Shoal Bay OSHC	Newcastle	0
Tomaree YMCA OSHC	Newcastle	0
Toronto OSHC	Newcastle	0
Hammondville OSHC	South West	0
Marrickville OSHC	South West	0
Newbridge Heights OSHC	South West	0
Padstow Heights OSHC	South West	0
Panania OSHC	South West	0
Revesby North OSHC	South West	0
Revesby South OSHC	South West	0
Hawkesbury OSHC	Western	0
Surveyors Creek OSHC	Western	0
Walters Road OSHC	Western	0
Werrington County OSHC	Western	0

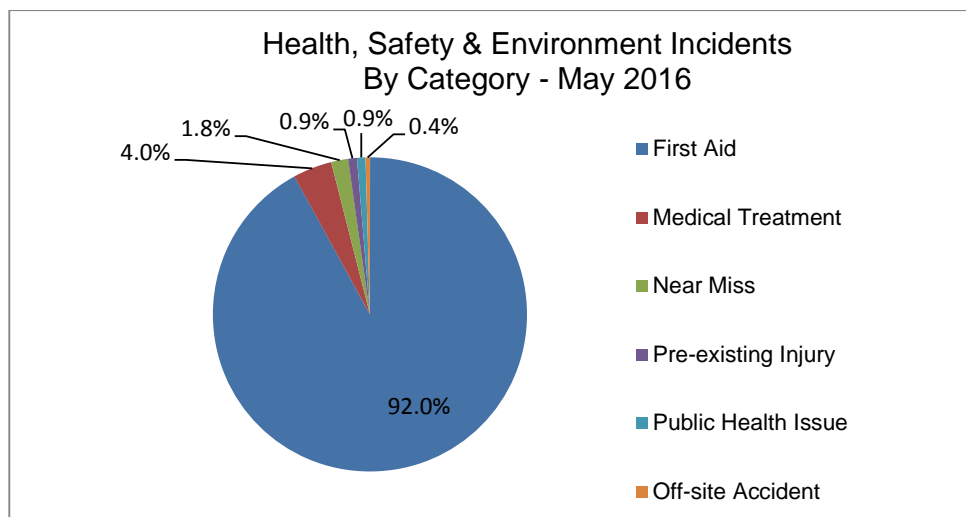
The table below displays the **Community Programs reporting numbers** for May 2016.

Location	Incidents reported in May
Bingo	0
Healthy Futures Youth Program (Cobham Juvenile Justice Centre	0
Community Visitors Scheme	0
Cooma Youth Hub	1
Flexible Respite	0
Integrated Recreation	0
Skate Park League	0
Youth & Government	0



2. Health, Safety & Environment

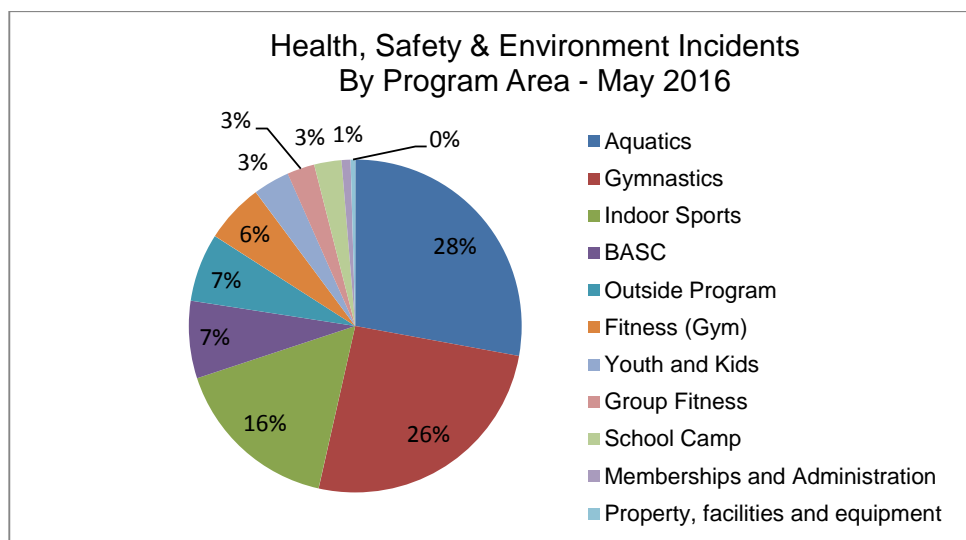
Health, Safety & Environment (HSE) incidents comprised 92% (226) of all incidents reported in May 2016. The chart below displays the HSE incident break down by **Sub-category**.



- **Medical Treatment injuries or illnesses** are when the injured person required the intervention of a medical professional (i.e. ambulance, GP referral etc.). There were 9 MTIs reported during this period:
 - Three (3) clients and one (1) staff member sustained **accidental** injuries.
 - Two (2) clients sustained injury due to a **pre-existing medical condition**.
 - Two (2) staff members were injured in the **Mount Annan accident**.
 - One (1) staff member sustained injury to his eye from **chemical handling**.
- **Near Misses** are actual events that could have caused harm but did not. There were four (4) near misses reported during this period:
 - Two (2) involved **water rescues of children by staff members** – a child was pushed into the pool by another child during Learn to Swim class; and a child experienced difficulties whilst waiting for LTS class to commence and being supervised by their father (who was not looking at the time).
 - One (1) involved a child participant in school PE.
 - One (1) involved staff intervention in a client argument.
- **Pre-existing Injury** is a notification to the YMCA of an injury that was sustained outside of the YMCA, and is unrelated to YMCA activities. Two (2) staff members made pre-existing injury reports during this period.
- **Public Health Issues** are events that place the general client population at risk of injury or illness. There were two (2) reports made during this period:
 - One (1) contamination due to a faecal fouling.
 - One (1) report of whooping cough.
- **Off-site accidents** are incidents that occur away from YMCA premises. One (1) such incident occurred but was in relation to a member of the public requiring staff assistance, unrelated to the YMCA or its activities.



The chart below displays the HSE incident break down by **Program Area**.



- **Aquatics, Gymnastics and Indoor Sports** remain the YMCA's highest risk program area for injuries and illnesses comprising 70% (158) of all health and safety related incidents.
- **Within Aquatics** 72% (45) of incidents involved **children** and 60% (38) occurred at the **indoor pool**. The majority of these incidents were minor accidental slips, trip and falls.
- **Within Gymnastics and Indoor Sports** the majority of incidents were minor or moderate accidental injuries directly related to the high risk nature of the activity (hit in the head by the ball, collisions with person or floor, sprains, bruising etc.)

Recommendations:

1. Many accidental injuries cannot be prevented however it is a good opportunity for staff to refresh their knowledge and awareness of WHS policies, procedures and processes particularly in relation to supervision, emergency management, first aid, injury management and incident reporting.
2. Centres to continue to strengthen their Work Health Safety Management System knowledge and application including work safety assessments, risk assessments, site safety inductions, regular hazard identification and management, incident notification and management.
3. Centres to refresh their knowledge of the public liability claims process and that YMCA NSW does not hold personal accident insurance for clients.
4. Management to continue to build and strengthen a risk aware culture.

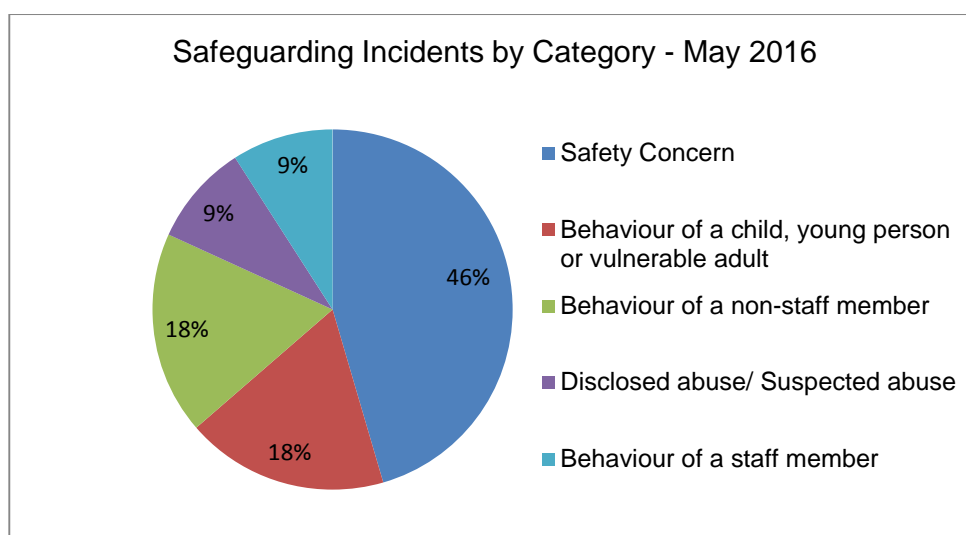


3. Safeguarding Children, Young People & Vulnerable Adults

Safeguarding incidents comprised 4.2% (11) of all incidents reported in May 2016. A total of 11 Safeguarding incidents were reported at the following locations:

- Hawkesbury Stadium (2 unrelated incidents)
- Lakeside Leisure Centre (2 unrelated incidents)
- Epping YMCA (1)
- Penrith City YMCA (1)
- Great Lakes Aquatic & Leisure Centre (1)
- Lakehaven Recreation Centre (1)
- Claremont Meadows OSHC (1)
- Cooma Youth Hub (1)
- Springwood OSHC (1)

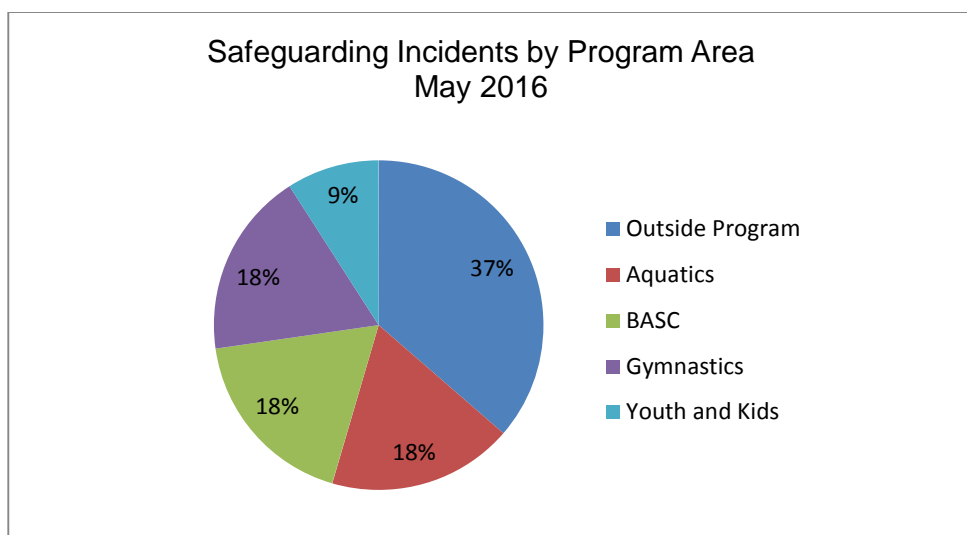
The chart below displays the percentage break down by **Safeguarding sub-category**.



- **One (1) allegation against a staff member was made during the period** which related to a volunteer staff member in the role of an assistant gymnastics coach at Epping YMCA touching gymnasts during supervision in a way that made them uncomfortable. A Critical Incident Team meeting was held which confirmed that the volunteer had completed the training, and a decision made to ensure that the volunteer is now supervised at all times during his shift and he is not included in ratio.
- **Safety Concerns** are incidents in relation to events that place a child, young person or vulnerable at risk of harm. Five (5) safety concern incidents were reported during the period:
 - A **child reported to police as missing** who was later found in the recreation centre.
 - A **child not showing up** to after school care who had been found to have taken the bus home without parental or staff knowledge.
 - A **family domestic situation** with a father attempting to locate his wife and children.
 - A **child running out of a centre near to traffic** needing to be secured.
 - An unidentified member of the public entering a centre **dressed inappropriately and exposing herself**.



- **Behaviour of a child, young person or vulnerable adult** refers to behavioural concerns either in isolation or towards others. Two (2) such incidents were reported during the period involving a three (3) year old child making an *inappropriate comment to a crèche staff member*, and a *student with a disability going for a swim naked* and refusing to put his shorts on for 30 minutes.
- **Behaviour of a non-staff member towards a child, young person or vulnerable adult:**
 - One (1) incident involved a convicted paedophile who entered a centre. A parent subsequently identified the man, the police were called and the man has been issued a one year ban from the facility.
 - One (1) incident involved a man watching a child while the child was showering.
- **Disclosure of abuse or neglect by a child, young person or vulnerable adult:**
 - One (1) child during OSHC disclosed to a staff member that his father hits him. The manager completed the MRG and reported the matter to FACS.



Outside Program refers to incidents that take place in areas unrelated to programs such as the car park, foyer/reception, or general activities areas.

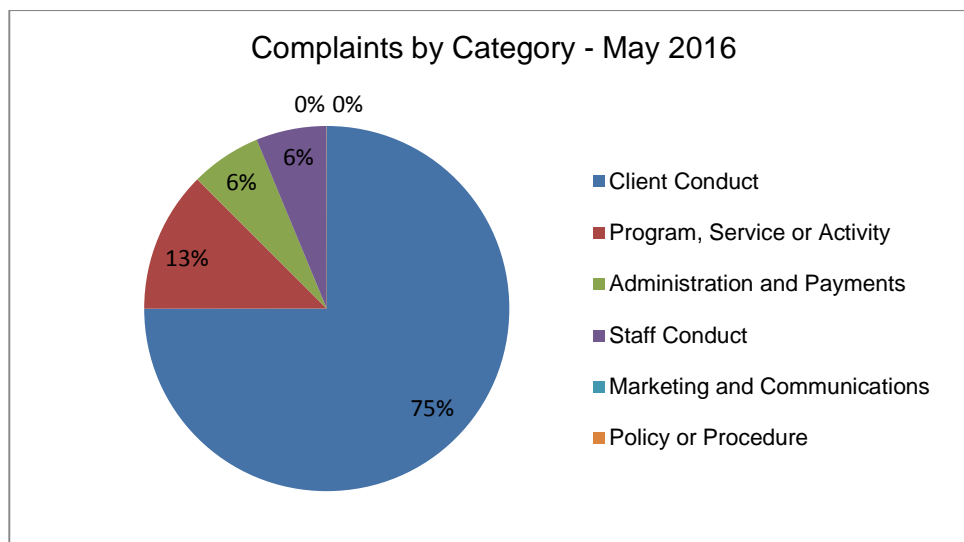
Recommendations:

1. Management to continue to build and **strengthen a safeguarding culture** by involving staff and clients in regular dialogue, discuss incidents at team meetings and discuss policies as regularly as possible.
2. Staff members who have not yet completed the **Safe Behaviours training** to attend a session in 2016.
3. **Child Protection training** sessions are being planned for 2016.



4. Complaints

Complaints comprised 6.1% (16) of all incidents reported in May 2016. The chart below displays the Complaints break down by **Sub-category**.

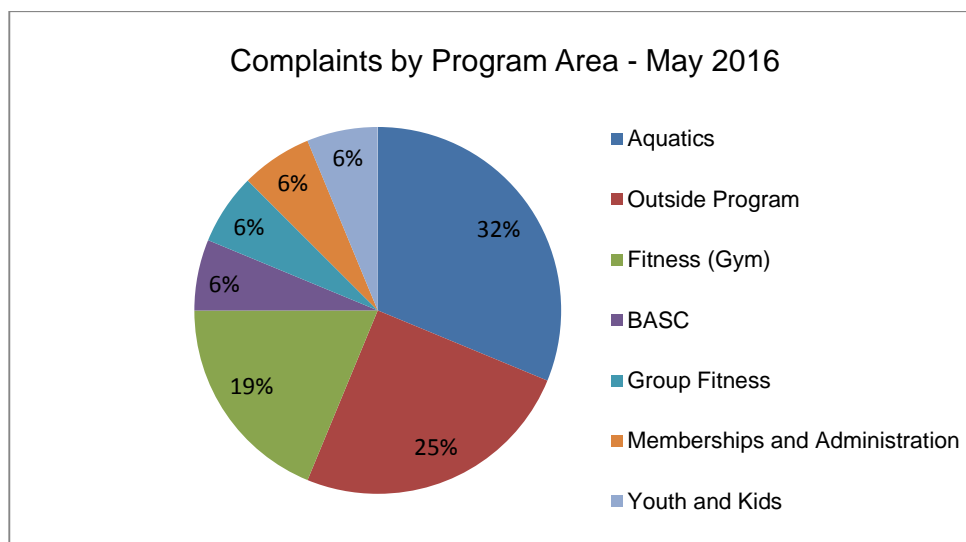


- Client conduct complaints** are complaints made by clients or staff members about the inappropriate behaviour of a client/s. There were 12 complaints made about clients during the period which involved instances of intoxication, swearing, careless behaviour encroaching on others' personal space, inappropriate staring or touching others, client altercations and the wrongful use of neighbouring and disabled parking spaces.
- Program, service & activity complaints** are those from clients in relation to program, service or activity planning, execution or facilities. There were two (2) such complaints reported during the period in relation to the hydrotherapy pool not being hot enough and about management of clients in a group fitness class.
- Administration and payments complaints** are those in relation to any administrative function whether on the frontline or at Support Services. There was one (1) such complaint reported during the period in relation to overcharging by an OSHC service.
- Staff conduct complaints** are those in relation to the behaviour of a staff member in general, or in relation to the way they have addressed a client, situation or issue. There was one (1) such complaint reported during the period in relation to a client's dissatisfaction in general with the customer service staff at the Manning Aquatic Leisure Centre, claiming they are ill-informed and incompetent with administrative functions, and are unprofessional in their handling of complaints. The client stated they would relocate to another centre.

There has been a reduction in complaints reported during May 2016 compared with 29 in April and 35 in March. This may be attributed to seasonal variations as the start of the year saw a spike in complaints reported in relation to administration and payments; many programs and activities were going through the re-enrolment and registration process.



The chart below displays the Complaints break down by **Program Area**.



- **Aquatics** complaints were in relation to inappropriate client conduct in an around the pool.
- **Non-program** complaints were in relation to client conduct outside the centre (altercations).
- **Fitness** complaints were in relation to client conduct in the gym.

Recommendations:

1. Conduct refresher training with staff about **administrative procedures** such as program registrations/enrolments, bookings, membership terms and conditions, payments, direct debits, cancellations etc.
2. Client conduct remains the highest number of complaints reported. Management should seek to assist staff where possible to **develop skills to handle difficult situations** effectively.
3. A **Complaints and Feedback Handling Policy** and Procedure are currently being developed to provide staff with clear guidance for managing complaints and feedback.



5. Security

Security related concerns comprised 2.7% (7) of all incidents reported during May 2016. These incidents relate to actual or threatened events that place YMCA NSW and its people and resources at risk, such as theft/damage/loss of client, staff or organisational property; false fire alarm events/evacuations; and safety threats such as fire, evacuations, bomb threats, altercations, protests etc.

The following incidents were reported during the period:

- **A man driving a car near the Mount Annan Leisure centre accidentally lost control of the vehicle and crashed through the wall into the Crèche.** Two staff members sustained non-life threatening injuries and were treated at hospital. The parents of the children who were in the crèche at the time suffered from minor shock. EAP was offered to all involved. The facility wall was significantly damaged. Council have placed an insurance claim for the repairs and installation of bollards to enhance building protection.
- **One (1) fire evacuation** occurred at Mount Annan due to a burning smell emerging from the air vents. Emergency services provided the all clear for staff and clients to return to their activities.
- **Four (4) thefts of client property** were reported during the period. In each instance, clients left their property unattended in a change room.
- **One (1) minor staff car accident** during the process of reversing and turning around.

Recommendations:

1. Reinforce with management and staff the importance of conducting regular hazard identification activities and refresher training in emergency management.
2. Staff to continually remind clients to not leave their belongings unattended due the risk of theft.

6. Compliance breaches

This incident category is relatively new and is being used by staff to report instances of unintentional policy or regulatory breaches that are identified during normal operations. This incident category is not intended to report HR issues or grievances.

Important: any performance related issues or grievances that staff may have are to be reported to their manager or HR Business Partner. They are not to be logged in Risk Wizard.

Two (2) regulation breaches were reported during the period in relation to OSHC services:

- One (1) breach involved an Agency staff member not showing up for shift on a Monday morning which impacted on ratio. The Area Manager confirmed that the Agency staff member had been requested with Recruitment on the previous Friday afternoon and that Recruitment had failed to provide a confirmation over the weekend. The Area Manager attended the service to cover ratio.
- One (1) breach involved a non-compliant rating for a Food Safety inspection for the lack of provision of adequate open food handling facilities and equipment. Management will outline a short term plan to address immediate risks and a longer term plan to address structural deficiencies.

Recommendations:

1. Children's Services and Recruitment to work together to strengthen contingency planning and communication in relation to the engagement of Agency staff members at short notice.
2. Children's Services and WHS to work together to strengthen Food Safety practices and improve food handling areas and equipment where possible.