

CYBER SAFETY POLICY

Cyber safety is the safe and responsible use of Information and Communication Technologies (ICT). It involves being respectful of other people online, using good 'netiquette' (internet etiquette), and above all, is about keeping information safe and secure to protect the privacy of individuals. Our Out of School Hours Care Service is committed to create and maintain a safe online environment with support and collaboration with staff, families and community.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.

QUALITY AREA 6: COLABOARTIVE PARTNERSHIP WITH FAMILIES AND COMMUNITIES		
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.2	Management System	Systems are in place to manage risk and enable the effective management and operation of a quality service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures
181	Confidentiality of records kept by approved provider
195	Application of Commonwealth Privacy Act 1988
196	Modifications relating to National Education and Care Services Privacy Commissioner and Staff

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
A New Tax System (Family Assistance) Act 1999	Family Assistance Law – Incorporating all related legislation for Child Care Provider Handbook in Appendix G

https://www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook

RELATED POLICIES

CCS Personnel Policy	Personnel Policy
CCS Governance Policy	Privacy and Confidentiality Policy
Code of Conduct Policy	Programming Policy
Enrolment Policy	Photography Policy Record Keeping and Retention Policy
Family Communication Policy	Technology Usage Policy
Fraud Prevention Policy	

PURPOSE

To create and maintain a cyber safe culture that works in conjunction with our OSHC Service philosophy, and privacy and legislative requirements to ensure the safety of enrolled children, educators and families.

SCOPE

This policy applies to children, families, staff, management, and visitors of the Service.

TERMINOLOGY	
ICT	Information and Communication Technologies
Cybersafety	Safe and Responsible use of the internet and equipment/device, including mobile phones.
Netiquette	The correct or acceptable way of using the internet

IMPLEMENTATION

Cyber Safety encompasses the protection of users of technologies that access the Internet, and is relevant to devices including computers, iPads and tablet computers, mobile and smart phones and any other wireless technology (including personal wearable devices- smart watches). With increasingly sophisticated and affordable communication technologies, there is a candid need for children and young people to be informed of both the benefits and risks of using such technologies. More importantly, safeguards should be in place to protect young children from accidentally stumbling upon or being exposed to unsuitable material or content.

Our OSHC Service has demanding cyber safety practices and education programs in place, which are inclusive of appropriate use agreements for educators and families. Our educational software program provides families with up to date information about their child's development in way of observations, photos, portfolios and email communications.

The cyber safety agreement includes information about the software program, the Services' obligations and responsibilities, and the nature of possible risks associated with internet use, including privacy and bullying breaches. Upon signing the Service's agreement, families and educators will have access to the educational software program.

CCS Software

Our OSHC Service uses Qikkids which is a third-party software system to access the Child Care Subsidy System (CCSS). The software is used to manage the payment and administration of the Child Care Subsidy (CCS).

Review of CCS software: The Approved Provider will ensure the CCS software has policies and procedures regarding safe storage of sensitive data before using the software, the Approved Provider will review the privacy policy of the CCS software on a yearly basis or as required. The Approved Provider will review any potential threats to software security on a yearly basis. The Director/ Nominated Supervisor will advise the Approved Provider as soon as possible regarding any potential threat to security information and access to data sensitive information. Any breaches of data security will be notified to the Office of the Australian Information Commissioner (OAIC) by using the online [Notifiable Data Breach Form](#).

All Personnel using the software will have their own log in username and password. Each Personnel who is responsible for submitting attendances and enrolment notices to CCSS will be registered with PRODA as a Person with Management or Control of the Provider or as a Person with Responsibility for the Day-to-Day Operation of the Service.

The Approved Provider will review staff log ins on a yearly basis and ensure this procedure is followed by all staff who access CCS software to submit data to CCS.

Review of CCS Software Procedure:

Review	How often	By Whom
All staff use an individual log-in to access CCS software	Upon employment, Yearly, As required	Approved Provider and Director/ Nominated Supervisor
Privacy policy of CCS software	Initial access to CCS software Yearly	Approved Provider

	As required	
Any breaches of sensitive data relating to Enrolments	Upon notification	Approved Provider

CONFIDENTIALITY AND PRIVACY:

- the principles of confidentiality and privacy extend to accessing or viewing and disclosing information about personnel, children and/or their families, which is stored on the OSHC Service's network or any device
- privacy laws are such that educators or other employees should seek advice from Service management regarding matters such as the collection and/or display/publication of images (such as personal images of children or adults), as well as text (such as children's personal writing)
- a permission to publish form must be signed by parents to ensure children's privacy, safety and copyright associated with the online publication of children's personal details or work
- Department of Education Victoria guidelines are followed regarding issues of privacy, safety, and copyright associated with the online publication of children's personal details or work
- all material submitted for publication on the Service Internet/Intranet site should be appropriate to the Service's learning environment
- material can be posted only by those given the authority to do so by the Service management
- the OSHC Service management should be consulted regarding links to appropriate websites being placed on the Service's Internet/Intranet (or browser homepages) to provide quick access to sites.

MANAGEMENT WILL ENSURE:

- all staff, families and visitors are aware of the Service's Code of Conduct and Confidentiality and Privacy Policies
- the OSHC Service works with an ICT (Information and Communication Technology) security specialist to ensure the latest security systems are in place to ensure best practice. These can block access to unsuitable web sites, newsgroups and chat rooms. However, none of these tools are fool proof - they cannot be a substitute for active parental involvement in a child's use of the Internet.
- backups of important and confidential data is made regularly (monthly is recommended)
- backups are stored securely either offline, or online (using a cloud-based service)
- software and devices are updated regularly to avoid any breach of confidential information.

A NOMINATED SUPERVISOR / RESPONSIBLE PERSON / EDUCATORS WILL:

- ensure to use appropriate netiquette and stay safe online by adhering to OSHC Service policies and procedures
- keep passwords confidential and not share with anyone
- log out of sites to ensure security of information
- never request a family member's password or personal details via email, text, or Messenger
- report anyone who is acting suspiciously or requesting information that does not seem legitimate or makes you feel uncomfortable (See 'Resources' section for where to report)
- obtain permission for children to use computers is obtained by parents as part of the enrolment procedure
- ensure that children are never left unattended whilst a computer or mobile device is connected to the internet
- only use educational software programs and apps that have been thoroughly examined for appropriate content prior to allowing their use by children
- provide parents and families with information about the apps or software programs accessed by children at the OSHC Service
- ensure that appropriate websites are sourced for use with children prior to searching in the presence of children
- use a search engine such as 'Kiddle' rather than Google to search for images or information with children (See 'Resources' section)
- notify the Office of the Australian Information Commissioner (OAIC) by using the online [Notifiable Data Breach Form](#) in the event of a possible data breach. This could include:
 - a device containing personal information about children and/or families is lost or stolen (parent names and phone numbers; dates of birth, allergies, parent phone numbers).
 - a data base with personal information about children and/or families is hacked
 - personal information about a child is mistakenly given to the wrong person (for example: child developmental report, confidential information)
 - this applies to any possible breach within the Service or if the device is left behind whilst on an excursion

FAMILIES

- When sharing anything using technologies such as computers, mobile devices, email, or any device that connects to the internet it is important you and everyone else invited to your account understands about netiquette and staying safe online and ensures privacy laws are adhered to.

- When it comes to your own children, it is your choice what you share outside of the OSHC Service. Remember though that young children cannot make their own decisions about what gets published online so you have a responsibility to ensure that whatever is shared is in your children's best interests.
- Be mindful of what you publish on social media about your child as this may form part of their lasting digital footprint.
- Install Family Friendly Filters to limit access to certain types of content on devices such as mobile phones and computers.
- Install parental controls on streaming services to ensure children are not able to access inappropriate material.
- Sometimes other children in the OSHC Service may feature in the same photos, videos, and/or observations as your children. In these cases, never duplicate or upload them to the internet/social networking sites or share them with anyone other than family members without those children's parents' permission.

Cyber bullying

Schools in all jurisdictions have policies related to bullying, including online, or cyber bullying. Our OSHC Service has a duty of care to children under various legislative frameworks to ensure the environment is safe, inclusive, respectful and free from risk of harm. We reject all forms of bullying behaviour.

Cyber bullying will respond appropriately to cyberbullying by reporting this behaviour immediately to management and seek further advice from the police. Our OSHC Service implements strategies suggested through *Bullying. No Way!*

RESOURCES

Australian Government eSafety commission www.esafety.gov.au/early-years

Bullying. No Way! www.bullyingnoway.gov.au

eSmart Alannah & madeline foundation www.esmart.org.au

Kiddle is a child-friendly search engine for children that filters information and websites with deceptive or explicit content: <https://www.kiddle.co/>

SCAMWATCH (Australian Competition & Consumer Commission: This website has been set up to receive information on scams that can then be provided to the public. To report an online scam or suspected scam, use the form found here:

<https://www.scamwatch.gov.au/report-a-scam>

More information on online fraud and scams can be found on the Australian Federal Police website:

<https://www.afp.gov.au/what-we-do/crime-types/cyber-crime>

Notifiable Data Breaches scheme (NDB) can be made through the Australian Government Office of the Australian Information Commissioner

SOURCE:

Australian Children's Education & Care Quality Authority. (2014).

Australian Government eSafety Commission (2020) www.esafety.gov.au

Australian Government Department of Education, Skills and Employment. *Child Care Provider Handbook (2018)*

<https://www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook>

Australian Government Office of the Australian Information Commissioner (2019)

<https://www.oaic.gov.au/privacy/notifiable-data-breaches/about-the-notifiable-data-breaches-scheme/>

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law Act 2010. (Amended 2018).

[Education and Care Services National Regulations](#). (2011).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Framework. (2017). (Amended 2020).

Guide to the National Quality Standard.

Privacy Act 1988.

Revised National Quality Standard. (2018).

REVIEW

POLICY REVIEWED	AUGUST 2021	NEXT REVIEW DATE	MARCH 2022
MODIFICATIONS	<ul style="list-style-type: none"> • Sources checked and links updated • Additional reference added for CCS Provider Handbook • Updated Related legislation 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
MARCH 2021	<ul style="list-style-type: none"> • Policy reviewed to align with review schedule for 2021 • sources checked for currency 	MARCH 2022	
OCTOBER 2020	<ul style="list-style-type: none"> • Additional information added regarding CCS Software security • policy reviewed 	MARCH 2021	
MARCH 2020	Additional content added Additional information added to Family section Resources added	MARCH 2021	

OCTOBER 2019	<ul style="list-style-type: none"> • Addition of data breach information • Re-worded introduction • Resources section added • Additional information added to points • Points added (Highlighted) • Sources checked for currency • Sources alphabetised 	MARCH 2020
MARCH 2018	<p>Amendments made to comply with changes to the Australian Privacy Act</p> <p>DELETED: Our computer software program and Internet access facilities, brings prodigious benefits to the teaching and learning programs and constructs our partnership with families.</p>	MARCH 2019