

D-18 DIGITAL DEVICE, MEDIA, SOCIAL MEDIA AND TECHNOLOGY USE

POLICY STATEMENT

This policy related to accessing and using social media networking platforms, applications use and all digital devices including, but not limited to, gaming consoles, desktop computers, laptops, mobile devices and smart watches. It also relates to the use of media content including television and movies.

Children need opportunities to learn to use technology in a responsible way. Social media and associated technology is used to enhance our service and provide opportunities to the children to assist in their learning, development and entertainment.

Tanderra OOSH aims to ensure that children, educators and families are not compromised on any form of social networking platform, related website, video, sound or image recording.

PROCEDURE

a) Digital Devices

i. Children

- Children are permitted to use their own devices at the service if family permission has been sought via the service **Technology Agreement and Permission** form. The following conditions apply to children's use of personal technology devices while at the service:
 - ✓ Applications, saved material, photographs, games and other content must be appropriate and rated G and PG or equivalent
 - ✓ Educators may monitor the device and its use at all times and may choose to veto its use if necessary, removing the device from the child in cases of repeated misuse for the remainder of the session or day, and returning it to the authorized nominee at collection time
 - ✓ Children are required to take care of their own devices. The service will not be responsible for any damage or loss
 - ✓ Children's own devices must be used in accordance with the **Technology Use Procedure** which will be available for children, families and educators to view at the service, showing times and rules governing technology use
 - ✓ Children may not use messenger services or make or receive phone calls without prior consent of an educator
 - ✓ Devices may not be used to take videos, pictures or sound recordings and no images or recordings of children may be uploaded to the internet
 - ✓ Children may not share their device with other children
 - ✓ Children may not use their device to connect to the internet

- ✓ If repeated misuse occurs, or extremely inappropriate content is accessed, the situation will be managed with reference to the behaviour management procedures outlined in D-14 Interactions with Children policy
- The service will maintain any technology devices, consoles and computers which may be designated for children's use with the appropriate restrictions and protections in place, thereby promoting children's safety and wellbeing while using technology.
- Technology use at the service will be managed by a set of rules designed to support a balance between active play and quiet place, including when used for research and homework purposes. The rules will be set out in a prominent place where they can be seen by children, families and educators and will be reviewed on a regular basis.

ii. Families

- Parents and caregivers will talk to their children about the use of their digital devices and explain the consequences of misuse.
- Caregivers are responsible for insuring their child's device for loss, theft or damage. The service accepts no responsibility for the loss, damage or theft of any device or its accessories brought into the centre.
- Caregivers are responsible for ensuring all content on their child/children's devices is appropriate and compliant with regulations and copyright law.
- Parents and caregivers wishing to contact their child while at the centre must do so via the service staff and not via the child's device unless prior permission has been gained through the Responsible Person on duty for that session.

iii. Staff

- Educators may not use their personal devices (mobile phones etc) for personal use while engaged to supervise children. Educators also may not use any internet connected device for personal reasons whilst employed to supervise children, including service-provided devices.
- Educators may use their personal phones for authorized work purposes only, which include:
 - ✓ signing children in and out of the service,
 - ✓ accessing records needed to carry out work duties such as checking attendance lists, child medical and contact information
 - ✓ Communicating in the event of injury to a child or staff member
 - ✓ Communicating to assist in locating a missing child
 - ✓ Family necessity such as a worker with an ill or dying family member, disability, personal health requirements such as heart or blood sugar level monitoring
 - ✓ Technology failure
 - ✓ Local emergency event

- ✓ Receiving government warning systems including bush fire and weather warnings
- ✓ Information seeking while on an excursion such as train/bus time table verification, communicating with venues/bus hire personnel and other applicable actions authorized by the Responsible Person
- Staff/educators are not permitted to use their personal digital devices to take photos/videos/sound recordings of children while at the service for any reason, including for the documentation of the programme. An exception to this is if it is required for medical/emergency purposes such as to provide emergency personnel with photo or video information to assist in the medical assessment of a child experiencing a medical emergency.
- Students on placement, volunteers, visitors or facilitators engaged by the service as part of the programme are not permitted to take videos, picture or sound recordings of children on work or personal devices under any circumstances.

b) Social Media and photo/video images

i. Children

- When a family has given permission for their child's image to be used by the service, the child shall have the final say as to whether they wish any particular image to be used. Children can decide if they do not wish any image to be used, even if permission has already been given by a parent.
- Children will not use any social media, video/photo uploading app whilst at the service unless when making creative projects with permission from staff/educators such as when making iMovies for recreational purposes. Such projects will be made on service-issued devices only and not on children's personal devices.

ii. Families

- Families will be requested to sign a social media and privacy agreement regarding the use of their child's image (still and motion) by the service. This will include permission to take, use and store videos and photos for use on social media, website, newsletter and promotional material, the programme and at the centre. If the family has not signed the agreement for use of their child's image on any or all of the platforms, the child's image will not be used by the service or if part of a group photo, will be pixelated so as to be unrecognizable.
- Where families have provided written permission for their child's image to be used as per the point above but later have revoked permission, the service will immediately remove the image as per the family request. On request, the image will be destroyed and removed from service devices, storage facilities, clouds, social media pages, websites etc.

- When participating on the service's social media platforms, caregivers will not post spam, advertising or commercial content without prior consent from the Nominated Supervisor or management.
- All content posted must meet relevant copyright guidelines.
- No social media posts or comments connected with the service will contain content that is abusive, profane or defamatory towards a person, entity, organization or belief.
- The service reserves the right to delete any content or comment that does not comply with service policy.
- Our social media platforms are not for the airing of grievances and complaints. Any individual wishing to lodge a complaint should follow the service's grievance procedure.
- Should a family member related to the service harass a staff member via a social networking website, management will conduct an inquiry into their actions and depending on the severity of the situation, face possible termination of their child's place at the service.

iii. Staff

- Only authorized staff or a member of management can add or amend information on the service's social media sites and website without prior approval.
- Educators may not access personal social networking sites via their mobile phone or any other device with internet connectivity while working directly with children.
- Except for the service's own social media sites, unless by prior approval from management or Nominated Supervisor, no information about what happens at the service should be posted on a social networking website, nor should any photos taken at the service or on an excursion be put on a social networking forum. If a staff member puts photos of a child or children enrolled at the service on a social networking website, families will immediately be contacted and the staff member asked to remove it immediately. If necessary, the social networking website will be contacted to delete the photos. The staff member will face an inquiry into their actions.
- We respect the right of staff to participate in public and political debate in their private lives. In doing so, staff must behave in a way that does not call into question their capacity to act apolitically and impartially in their work.
- Our social media platforms are not for staff grievances and complaints. Staff wishing to lodge complaints must do so in accordance with the organisation's grievance procedure.
- Staff should only interact with families on social media via the service's social media account and not personal accounts. If a staff member has a relationship with a family associated with the service, this should be declared via the **Contact With Families Outside of the Service**

folder. Commenting on personal accounts with families who are friends should always exclude information about the service, its activities and the children, families and staff within it.

- Staff may not interact with or become friends with children on any social media platform, whilst they are enrolled in the service.
- Should harassment of any kind take place on a social networking site, such as, but not limited to, sexual or verbal harassment, staff will face an inquiry into their actions.
- Photo images (still or motion) of children enrolled at the service, taken in accordance with this policy (section b) will be taken using service owned devices only. Images of children (still or motion) will be stored on service devices, computers, cloud accounts or other storage devices allocated for that purpose. No images (still or motion) will be taken or stored on staff personal devices or those of parents, visitors, facilitators, management members or any other person or organization.
- Images (still or motion) of children enrolled at the service, taken in accordance with this policy (section b) will be used only for the purposes of programme documentation, display and advertising, information sharing with families and community via the newsletter, website and social media pages. Images of children (still or motion) enrolled at the service will not be uploaded onto staff, management members or visitors' personal social media accounts, emailed or shared with any other party.
- Photos and videos will be deleted from all service devices, social media accounts, website, cloud and digital storage facilities at the express wish of any parent, guardian or child with regards to images featuring their own child or themselves, regardless of whether prior permission had been given.

CONSIDERATIONS

National Quality Standards

2.2	Safety	Each child is protected
4.2	Professionalism	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognizing each other's strengths and skills
5.1	Relationships between educators and children	Respectful and equitable relationships are maintained with each child
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect
5.1.2	Dignity and rights of child	The dignity and rights of every child are maintained
5.2.2	Self-regulation	Each child is supported to regulated their own behaviour, respond appropriately to the behaviour of others and communicate effectively to resolve conflicts
6.2.3	Community	The service builds relationships and engages with its

	engagement	community
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Education and Care Service National Regulations 2011

R86	Notification to parents of incident, injury, trauma and illness
R155	Interactions with children
R181	Confidentiality of records kept by approved provider
R168 (h) (i) (h) (ii)	Education and care service must have policies and procedures
R82	Tobacco, drug and alcohol-free environment

Related Policies / Forms

D-12 Providing a child safe environment
D-13 Child Protection
D-14 Interactions with children
A-9 Management of complaints
Tanderra Staff Code of Conduct
Technology Agreement and Permission Form
Work, Health and Safety policy (SNCC)
Social and Traditional Media policy (SNCC)
Complaints and Disputes Resolution policy and procedure (SNCC)
Code of Ethics (SNCC)
Human Resources Policies and Procedures (SNCC)

ENDORSEMENT AND REVIEWS

Date	Action
08.09.2020	Approved by SNCC Board
04.09.2023	Last Review Date
11.08.2025	Amendment Approved by SNCC Board
11.08.2028	Next Review Date