



Safe Use of Digital Technologies and Online Environments

Policy

Birra-Li is committed to fostering a culture that creates and maintains a safe online environment with support and collaboration from staff, families and community. As a child safe organisation, our Service embeds the [National Principles for Child Safe Organisations](#) and continuously addresses risks to ensure children are safe in physical and online environments.

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.
2.2.3	Child Safety and Protection	Management, educators and staff are aware of their roles and responsibilities regarding child safety, including the need to identify and respond to every child at risk of abuse or neglect.
Quality Area 5: Relationships with Children		
5.1.2	Dignity and rights of the child	The dignity and rights of every child is maintained.
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 that is child safe.

Education and Care Services National Law and National Regulations:

S. 162A	Child protection training
S. 165	Offence to inadequately supervise children
S. 167	Offence relating to protection of children from harm and hazards
12	Meaning of serious incident
73	Educational Program
76	Information about educational program to be given to parents

84	Awareness of child protection law
115	Premises designed to facilitate supervision
122	Educators must be working directly with children to be included in ratios
123	Educator to child ratios – centre-based services
149	Volunteers and students
155	Interactions with children
156	Relationships in groups
160	Child enrolment records to be kept by approved provider
165-166	Record of visitors. Children not to be left alone with visitors.
168	Education and care services must have policies and procedures
168(2)(ha)	The safe use of digital technologies and online environments at the service
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures
175	Prescribed information to be notified to Regulatory Authority
176	Time to notify certain information to Regulatory Authority
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents
184	Storage of records after service approval transferred

Purpose:

Children’s safety and wellbeing is paramount and Birra-Li has the responsibility to provide and maintain a safe and secure working and learning environment for staff, children, visitors and contractors, including online environments. We aim to create and maintain a positive digital safe culture that works in conjunction with our Service philosophy, and privacy and legislative requirements to ensure the safety of enrolled children, educators and families.

The use of Close Circuit Television (CCTV) installed at the Service aims to address crime prevention strategies to reduce concerns, deal with complaints and support investigations. Our Service adheres to the Privacy Act and complies with the Australian Privacy Principles.

Scope:

This policy applies to children, families, staff, educators, management, approved provider, Nominated Supervisor, students, volunteers and visitors of the Service.

Implementation:

Birra-Li uses digital technology and electronic devices as a tool to document learning and development, communicate with families and the wider community, support program planning and administration tasks and enhance safety and security through systems such as sign in/out platforms and CCTV monitoring.

The displaying of photos within the Service provides children and families with a sense of belonging. Photographs allow children to see themselves at play, are a topic of conversation for children and parents, allows families to see their child at play and convey the message to children that what they are doing is important. However, it is fundamental to respect the rights of all children and families to privacy and ensure child safety is embedded in our policies and procedures.

Digital technology and electronic devices used at the service:

Birra-Li follows the [National Model Code](#) for taking images or videos of children.

The Nominated Supervisor will inform staff, educators, visitors, volunteers and family members that the use of personal electronic devices used to take, store or transfer images or videos of children who are being educated and cared for at the Service is strictly prohibited. This includes items such as tablets, mobile phones, computers/laptops, digital cameras, smart watches, META sunglasses and personal storage and file transfer media (such as SD/memory cards). These devices should not be in the possession of staff, educators or visitors while working directly with children.

Staff and educators are advised that electronic devices supplied or issued by and registered with the Service must not be removed from the premises as they may contain personal details of staff or children, including photos or videos. Exemption may apply when required for operational purposes.

The Nominated Supervisor will inform staff, educators and visitors of exemptions that may warrant a person to use or be in possession of a personal electronic device that can be used to take images or videos. Staff, educators or visitors with an exemption must not use the personal device to take images or videos of children. Exemptions need to be authorised by the Nominated Supervisor and may include:

- Emergency communication during incidents such as a lost child, injury, lockdown, or evacuation.
- Personal health needs requiring device use (e.g. heart or blood sugar monitoring).
- Disability related communication needs.
- Urgent family matters (e.g. critically ill or dying family member).
- Local emergency event to receive alerts (e.g. government bushfire or evacuation notifications).

Birra-Li will develop and maintain a register of all electronic devices purchased for and used within the Service. Devices recorded in the register may include, but are not limited to, computers, tablets, cameras, CCTV systems and any other internet-connected or data-enabled devices.

Children enrolled at our Service are not permitted to bring electronic devices to the Service, unless an exception has been discussed with the Nominated Supervisor where the device may be required to support a diagnosed medical condition or disability.

The Kindy room operates a smart board that requires a laptop to be connected, when in use, children are always actively supervised and supported by additional staff. Material sourced is always viewed prior by educators before being viewed and accessed by children.

Images and videos:

The Nominated Supervisor is responsible for determining who is authorised to take, use, store and destroy images and videos of children using Service issued digital devices. Images and videos will be stored securely with password protection, with access limited to authorised personnel only. Images and videos of children must only be taken and used in accordance with Service policies, and careful consideration given to the purpose of the image or video.

Birra-Li will regularly review how digital data, including images and videos of children, is stored. Digital data stored at the Service will be destroyed in accordance with the *Record Keeping and Retention Policy*.

Social media:

As an education and care service we are extremely protective of our children, families and staff. Employees must exercise extreme caution when using work devices or computer equipment to upload any information in regards to children, families and staff at Birra-Li. It is a breach of confidentiality and privacy to make posts or comments about children, families, staff or management from Birra-Li on social media sites (unless with written permission).

Service Instagram account:

Birra-Li has an Instagram account to share information with our families and community, which is managed by the Nominated Supervisor. The intent for our Service Instagram page is to:

- Keep families in touch with what is happening at Birra-Li, including upcoming and special events.
- Connect with parents and share thoughts on programs, policies and procedures.
- Ask parents their thoughts and feedback.
- Provide educational information to families and employees.
- Promote our Service to the wider community.

Software programs:

Birra-Li uses a range of secure software programs and apps on service-supplied or issued devices to support the educational program and administration of the Service. All apps used by staff, educators, families and visitors are carefully selected regularly checked and kept up to date. Access to software programs and apps are password protected to ensure privacy of children, families and staff. Each user is required to create their own user account and ensure log in, and password information is not shared.

The Nominated Supervisor will ensure programs which require additional background checks, such as CCS Software, are only accessed by authorised staff who have completed necessary screening processes in accordance with Family Assistance Law. Our educational software program (Early works) is used by educators to share observations, photos and daily communication with families in a secure, closed platform. In addition, our Service may use other platforms to assist in managing the Service's financial, staffing and operational requirements.

Use of closed-circuit television (CCTV) monitoring:

Birra-Li uses Closed-Circuit Television (CCTV) to monitor the physical environment. Birra-Li will regularly review guidance on the use of surveillance devices, including information provided by the Office of the Australian Information Commissioner. Families are informed the Service uses CCTV as a surveillance method during enrolment and orientation. CCTV is used to monitor the car park and perimeter of our Service. This provides protection and security (24 hours a day) for staff and children in care, assisting in assuring families that their children are in a safe environment and may

also assist with misunderstandings, damages to the service, theft and potentially false accusations by providing digital evidence.

Birra-Li has cameras in each room's indoor and outdoor environment. Cameras are not installed in private areas such as bathrooms or shower areas (for adults or children). All cameras are clearly visible.

A sign is placed at the entrance of the Service to advise staff, families, and visitors about the surveillance. The CCTV recording system operates in real mode, monitoring the site **continuously 24 hours a day** and is stored on a hard drive recorder. Access to CCTV footage at the Service is strictly controlled and only authorised personnel are permitted to access the footage, in accordance with privacy laws and Service policies. The Nominated Supervisor is responsible for determining who is authorised to access CCTV footage. CCTV footage will not be accessible to external parties (e.g., staff members or families) without appropriate authorisation. Any requests to view CCTV footage will be managed in accordance with Australian Law. Access to the recordings will only be disclosed to:

- The Ombudsman to assist with investigations on 'child protection' (e.g., risk of harm, abuse, neglect and ill treatment).
- A member or officer of a law enforcement agency e.g., Police for use in assisting with investigations.
- The Nominated Supervisor to investigate situations that may have occurred.

Confidentiality and privacy guidelines:

Our Privacy and Confidentiality Policy applies to all use of digital technology and online environments. All staff, educators and visitors must ensure that any information, images or digital content related to children, families and the Service is collected, stored and shared in accordance with privacy legislation and Service procedures, to maintain confidentiality and protect the safety and wellbeing of children. Our Service will follow practices outlined within the *Safe Use of Digital Technologies and Online Environment Procedure* to protect personal and sensitive digital data.

The Nominated Supervisor and management will ensure:

- That obligations under the *Education and Care Services National Law and National Regulations* are met.
- All staff, educators, students and volunteers are aware of their mandatory reporting obligations (see *Child Protection Policy*).

- [The National Model Code and Guidelines](#) are understood and adopted within the Service.
- Families provide written permission/consent for photographing their child during the enrolment process.
- That photographs taken by educators support the children's learning and record children's individual progress.
- Photographs of children are securely stored and disposed of when the child is no longer enrolled at the Service.
- All concerns are documented and responded to promptly and appropriately, with support provided to the child and their family as required.
- They report any suspected cases of online abuse to the relevant authorities, including the eSafety Commissioner and Police, in accordance with legal requirements and child protection procedures.
- Notification to the regulatory authority within 24 hours, via NQAITS, if a child is involved in a serious incident, including any unsafe online interactions, exposure to inappropriate content, or suspected online abuse.
- They notify the Office of the Australian Information Commissioner (OAIC) in the event of a possible data breach.
- Educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy and associated procedure.
- Obligations under the *Education and Care Services National Law and National Regulations* are met.
- All staff, educators, volunteers and students are aware of current child protection law, National Principles for Child Safe Organisations and their duty of care to ensure that reasonable steps are taken to prevent harm to children.
- They promote and support a child safe environment, ensuring adherence to the *Child Safe Environment and Child Protection Policies*.
- The National Principles for Child Safe Organisations is embedded into the organisational structure and operations.
- All staff and educators complete child protection and supervision training annually.
- Appropriate ratios and adequate supervision are maintained for children at all times.
- Children are always supervised and never left unattended.

- They reflect on our Service's physical environment, layout and design to ensure it supports child safe practices.
- Location of digital technology/equipment allows educators to remain in line-of-sight of other staff members when working with children.
- All devices are password protected with access for staff only.
- Students, volunteers and/or visitors are never left alone with a child whilst at the Service under any circumstances.
- All staff, educators, volunteers and students are aware of the [National Model Code and Guidelines](#) and adhere to these for taking images or video of children (see *Photograph Policy*).
- The *Privacy and Confidentiality Policy* is adhered to at all times by staff, educators, families, visitors, volunteers and students.
- They inform parents/guardians of how the Service will take, use, store and destroy images and videos of children enrolled at the Service during enrolment and orientation.
- Images or videos of children are not taken, used or stored without prior parent/guardian authorisation.
- They obtain written authorisation from parents/guardians to collect and share personal information, images or videos of their children online (Website, Early works).
- They review how images and videos are stored on a regular basis.
- Images and videos are deleted or destroyed and removed from storage devices in accordance with the *Record Keeping and Retention Policy*.
- A risk assessment is conducted regarding the safe use of digital technologies and online environments and reviewed annually or as soon as possible after becoming aware of any circumstances that may affect the safety, health or wellbeing of children.
- Staff, educators and families are informed of updates to policies, procedures or legislation relating to digital technologies and online environments.

Educators will:

- Adhere to the *Safe Use of Digital Technologies and Online Environments Policy and Procedure*.
- Ensure they are aware of current child protection law, National Principles for Child Safe Organisations and their duty of care to ensure that reasonable steps are taken to prevent harm to children.
- Complete child protection, child safety and supervision training annually.

- Promote and support a child safe environment, ensuring adherence to the *Child Safe Environment* and *Child Protection Policies*, including mandatory reporting obligations.
- Promote a culture of child safety and wellbeing in all aspects of our Service's operations.
- Adhere to the *Privacy and Confidentiality Policy* at all times.
- Actively supervise children at all times.
- Adhere to the [National Model Code and Guidelines](#).
- Keep passwords confidential and log out of computers and software programs after use.
- Ask permission before taking photos of children on any device and explain to children how photos of them will be used and where they may be published.
- Ensure children's personal information where children can be identified such as name, address, age, date of birth etc. is not shared online.

Families will:

- Adhere to the *Safe Use of Digital Technologies and Online Environments Policy*.
- Not use personal electronic devices, such as mobile phones, smart watches or META sunglasses, to take photos, record audio, or capture video of children being educated and cared for at the Service.
- Complete the enrolment form and provide written notification if they do or do not want their child to be photographed or their photo published in any form. The Nominated Supervisor will keep a record of children who are not to be photograph and notify staff/educators.
- Be requested to provide written permission/consent for educators, students or volunteers to take photos of their child/ren for assignments as part of their study.
- Be aware that sometimes other children in the Service may feature in the same photos, videos, and/or observations as their children. In these cases, families are never to duplicate or upload them to the internet/social networking sites or share them with anyone other than family members.

Visitors and volunteers will:

- Adhere to the *Safe Use of Digital Technologies and Online Environments Policy and Procedures* whilst visiting the Service.
- Adhere to the [National Model Code and Guidelines](#).
- Report any concerns related to child safety, including inappropriate use of digital technology, to the Nominated Supervisor.

- Obtain written authorisation from parents/guardians to capture images or video of a child for observation/documentation purposes only. This applies to visitors who are supporting children at the Service (NDIS funded support professionals, Inclusion Support professionals).

Breach of policy:

Staff members or educators who fail to adhere to this policy may be in breach of their terms of employment and may face disciplinary action. Visitors or volunteers who fail to comply to this policy may face termination of their engagement. Family members who do not comply with this policy may place their child’s enrolment at risk and limit the family members access to the Service.

Continuous improvement:

Our *Safe Use of Digital Technologies and Online Environments Policy* will be reviewed every 18 months in consultation with children, families, staff, educators and management. Families will be notified of changes to policies within 14 days to ensure they remain informed and can provide feedback or ask questions as needed.

Sources:

Australian Children’s Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)

Australian Children’s Education & Care Quality Authority. (2023). [Embedding the National Child Safe Principles](#)

Australian Children’s Education & Care Quality Authority. (2024). [Taking Images and Video of Children While Providing Early Childhood Education and Care. Guidelines For The National Model Code.](#)

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

Australian Government Department of Education. (2025). [Child Care Provider Handbook](#)

Australian Government. [eSafety Commissioner Early Years program for educators](#)

Australian Government, Office of the Australian Information Commissioner. (2019). [Australian Privacy Principles](#)

Australian Government Department of Health and Aged Care. (2021). [Australia’s Physical Activity and Sedentary Behaviour Guidelines](#)

Australian Human Rights Commission (2020). *Child Safe Organisations*. <https://childsafe.humanrights.gov.au/>

Early Childhood Australia Code of Ethics. (2016).

[Education and Care Services National Law Act 2010](#). (Amended 2025)

[Education and Care Services National Regulations](#). (Amended 2025)

Office of the Australian Information Commissioner (OAIC)

Privacy Act 1988.

[Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012](#)

[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)

Review:

Policy reviewed	Modifications	Next review date
August 2025	New policy developed following changes to National Regulations effective from 1 September 2025. Merger of the following policies: Cyber Safety & Technology Policy, and CCTV Policy.	November 2026
March 2026	Revised content within policy. Policy reviewed out of date following: Legislation changes for child safety, National Model Code and Merger of our Photography Policy.	August 2027