

Background

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 Service is committed to create and maintain a safe online environment with support and collaboration with staff, families and community.

Policy statement

To create and maintain a cyber 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.

Strategies and practices

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 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 daily reports, 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.

Educational Software Program

Our Service uses OWNA which is a password protected private program for children, educators, and families to share observations, photos, videos, and portfolios. Families are able to view their child/children's learning and development and contribute general comments relating to their child, comment on an observation, and provide feedback on the educational program on offer.

Educators are alerted via OWNA when a family member has added a comment. Likewise, families are notified when a relevant educator has posted a photo/comment about their child.

Access to a child's information and development is only granted to a child's primary guardians. No personal information is shared with any third party.

CCS Software

Our 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 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 CCS 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.

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 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
- 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 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 Privacy and Confidentiality Policies*
- the Service works with an ICT security specialist to ensure the latest security systems are in place to ensure best practice. Anti-virus and internet security systems including firewalls 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 adult supervision and involvement in a child's use of the internet

- backups of important and confidential data are 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

NOMINATED SUPERVISOR/RESPONSIBLE PERSON/EDUCATORS WILL:

- ensure to use appropriate netiquette and stay safe online by adhering to 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 'Further Reading' section for where to report)
- obtain parent permission for children to use computers as part of the enrolment procedure
- ensure that children are never left unattended whilst a computer or mobile device is connected to the internet
- ensure personal mobile phones are not used to take photographs, video or audio recordings of children at the Service
- 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 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 'Further Reading' 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 (portfolios, child developmental report)
 - this applies to any possible breach within the Service or if the device is left behind whilst on an excursion

Additional safe practices for babies

- N/A

Responsibilities of parents

- 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 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
- Consider developing a *Family Tech Agreement* to establish rules about use of devices at home
- Sometimes other children in the 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
- Access further information about eSafety to help protect your children and be cyber safe

Procedures and forms

- Internet/Email Usage Log
- Cyber Safety Procedure

Links to other policies

- Child Protection and Risk Management Policy
- Code of Conduct Policy
- Educator Professionalism and Ethics Policy
- Enrolment and Orientation Policy
- Photographs and Video Recording Policy
- Privacy and Confidentiality Policy
- Students, Volunteers and Visitors Policy

Links Education and Care Services National Regulations 2011, National Quality Standard 2018

Regs	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
QA	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
	2.2.2	Plans to effectively manage incident and emergencies are developed in consultation with relevant authorities, practiced and implemented
	2.2.3	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect

Sources

- Guide to the National Quality Framework. (2025).
- Privacy Act 1988.
- Education and Care Services National Regulations. (2011).
- Education and Care Services National Law Act 2010.
- Early Childhood Australia Code of Ethics. (2024).
- Australian Government Office of the Australian Information Commissioner (2025)
<https://www.oaic.gov.au> accessed 23 June 2025
- Australian Government eSafety Commission (2025) <https://www.esafety.gov.au> accessed 23 June 2025
- Australian Children's Education & Care Quality Authority. (2024).

Further reading and useful websites

- Notifiable Data Breaches scheme <https://www.oaic.gov.au/privacy/notifiable-data-breaches> accessed 23 June 2025
- eSmart - Alannah & Madeline Foundation <https://www.esmart.org.au> accessed 23 June 2025
- Australian Federal Police - Cybercrime <https://www.afp.gov.au/what-we-do/crime-types/cyber-crime> accessed 23 June 2025
- Scamwatch (report scams) <https://www.scamwatch.gov.au/report-a-scam> accessed 23 June 2025
- Kiddle - Safe Search Engine for Children <https://www.kiddle.co> accessed 23 June 2025
- Family Tech Agreement <https://www.esafety.gov.au/family-tech-agreement> accessed 23 June 2025
- eSafety Early Years Online Safety for under 5s <https://www.esafety.gov.au/early-years> accessed 23 June 2025

Policy review

The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part of the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

Version Control

Version	Date Reviewed	Approved By	Comments/Amendments	Next Review Date
1	17 March 2021	Kaylene Harper	Policy developed	March 2022
2	21 September 2021	Kaylene Harper	Reviewed policy	September 2022
3	8 September 2022	Tiffany Boeske	Reviewed policy Accessed sources	September 2023
4	23 August 2023	Grace McKinstry	Reviewed Policy. Accessed sources	August 2024
5	9 July 2024	Tiffany Boeske	Reviewed policy Accessed sources	July 2025
6	20 June 2025	Kaylene Harper	Inclusion in the 2025 revision cycle with the annotation noting the inclusion of NQF Child Safety Update 2025 updates and explicit vaping prohibition.	June 2026