

Background

Safety and security are regular concerns of working parents who need to place their children in care services for long hours. CCTV camera systems allow transparency on education and care activities for the concerned parents. However, they need to be ethical and comply with federal and state privacy and human rights legislation in the manner they obtain, store, use and share these videos.

Policy statement

This policy sets out the way the Service manages video surveillance used at the Service. It ensures that no child, family, or staff is compromised in any way at any time.

Strategies and practices

- To ensure the safety and security of all children, staff, parents, and visitors, as well as the overall security of the Service, Sunkids Children's Centres are equipped with 24-hour video surveillance systems.
- The security cameras are installed in all classrooms, foyer, office, hallways, and outdoor play areas. We would like to reiterate that at no time will there be any cameras in private areas such as children's bathrooms, nappy change areas, and staff bathrooms.
- The security cameras are positioned to help promote the safety and security of children, families, educators, and property, and to support risk identification and child protection protocols as required under the NQF (effective April and September 2025).
- In conjunction with our insurance company and our own research we have concluded the below:
 - Security cameras help keep children and educators safe and are an effective deterrent of any crime.
 - People tend to behave/perform better when there are security cameras around.
 - Sunkids Management and Nominated Supervisors can better monitor the entire facility and supervise/observe staff interactions with children and each other.
 - We believe the installation of security cameras will provide peace of mind to our parents and educators.
- CCTV systems are part of our broader child protection strategy, aligned with the Child Protection and Risk Management Policy. These systems help identify risks early and ensure effective responses.
- Security cameras act as a deterrent to unsafe behaviour and assist in monitoring and improving the quality of care and education.
- The presence of security cameras supports professionalism and accountability, while maintaining the dignity and rights of every child.

Ethical Use and Privacy

- We respect the privacy of all children, families, and educators.
- **Consent** for video surveillance is obtained from parents/guardians at the time of enrolment and from staff at the commencement of employment. All parties are informed about where cameras are located and their intended use.
- Footage is used solely for internal safety and compliance purposes and will not be shared without consent, unless legally required.
- The use of footage for training, conflict resolution, or staff support will be done only with additional written consent where identifiable individuals are involved.

Access to Footage

- Access to CCTV footage is limited to:
 - Directors of Sunkids
 - Nominated Supervisors (for incident management or child protection reasons)
 - Authorised regulatory or legal bodies (as required by law)
- All access is logged and reviewed. Unauthorized access or misuse is subject to disciplinary action.

Additional safe practices for babies

- Standard protocols apply. No cameras are installed in nappy change areas or sleep/rest areas in ways that compromise children's privacy.

Responsibilities of parents

- Parents are informed of CCTV use during enrolment.
- Parents may request a review of footage involving their child through the Centre Director, subject to privacy and legal guidelines.

Procedures and forms

- Employee Induction and Privacy Agreement
- Request for Footage Review Form (restricted access)

Links to other policies

- Child Protection and Risk Management Policy
- Educator Professionalism and Ethics Policy
- Interactions with Families Policy
- Privacy and Confidentiality Policy
- Students, Volunteers and Visitors Policy

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

Regs	181	Confidentiality of records kept by approved provider
QA	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
	4.2.2	Professional standards guide practice, interactions and relationships
	5.1.1	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included
	5.1.2	The dignity and rights of every child are maintained
	7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service

Sources and further reading and useful websites

- Australian Children's Education and Care Quality Authority (ACECQA): <https://www.acecqa.gov.au>
- National Quality Framework (NQF) Updates: <https://www.acecqa.gov.au/nqf/changes-to-the-nqf>
- Office of the Australian Information Commissioner (OAIC) – Privacy Guidelines: <https://www.oaic.gov.au>
- Australian Human Rights Commission – Surveillance and Privacy: <https://humanrights.gov.au>
- Australian Law Reform Commission – Serious Invasions of Privacy: <https://www.alrc.gov.au>

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 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	15 February 2019	Kaylene Harper	Policy created.	February 2020
2	3 February 2020	Kaylene Harper	Policy reviewed.	February 2021
3	14 October 2020	Kaylene Harper	Policy reviewed.	October 2021
4	23 September 2021	Kaylene Harper	Policy reviewed	September 2022
5	30 September	Linda Hollard	Policy reviewed	September 2023
6	23 August 2023	Grace McKinstry	Policy reviewed	August 2024
7	9 July 2024	Tiffany Boeske	Policy reviewed	July 2025
8	25 June 2025	Gen Mahaki	Updated policy to reflect April and September 2025 NQF child protection changes and current sourcing.	June 2026