

## E-11 FACEBOOK POLICY

### NQS

QA. 2.2	Safety
QA. 4.1.1	Organisation of educators
QA. 4.2	Professionalism
QA. 4.2.2	Professional standards
QA. 6.1	Supportive relationships with families
QA. 6.1.2	Parent views are respected
QA. 6.1.3	Families are supported
QA. 7.1.2	Management systems

### National Regulations

Reg. 75	Information about educational program to be kept available
Reg. 76	Information about educational program to be given to parents
Reg. 168	Education and care service must have policies and procedures

### Rationale

The main purpose of the Facebook profile is to provide an additional communication tool for the educators and administrators of the Concord Outside Of School Hours Care (COOSH).

The page will be used to share information that is already provided elsewhere via email, the CONCORD OSHC website or in note form. This will include: recent updates to centre policies or procedures; centre improvements; calendar events; vacation care programs; weekly and/or daily updates and reminders, or weekly or daily menus and ad hoc communications, as needed.

Our Facebook profile will allow our members to keep up to date with activities through a medium preferred by many.

### Policy Statement

We will be using Facebook as a communication platform for CONCORD OSHC. CONCORD OSHC reserves the right to suspend or cease using Facebook at its discretion. Where there are issues of a potentially serious or criminal nature such as threats or inappropriate comments, the matter will be referred directly to the relevant authorities.

### Related Policies

- CONCORD OSHC Policy C-4: Staff Professionalism
- CONCORD OSHC Policy C-12: Communication: Staff/ Management, Staff / Family, Staff / Child, Staff / Staff
- CONCORD OSHC Policy E-6: Technology

## **Procedure**

### **Membership**

CONCORD OSHC is setup as a Facebook profile. This means that individuals who are recognised as parents, caregivers or guardians of children attending the centre may be invited to become friends with the Concord OSHC Facebook profile and will form part of the “Membership” or “Members”.

Membership will be approved or renewed on an annual basis at the beginning of each school year or as soon as new members and their children join the centre.

Members whose children have left the school and are no longer financial members of the centre will be removed as a friend at the end of the school year. Members can request to reconnect at a later time when they become financial members of CONCORD OSHC again.

Parents, caregivers and guardians of children at the centre also have the right to abstain from joining as friends when invited. All essential information about enrolments, programs and governance will still be communicated to parents and guardians via email or through the Concord OSHC website <http://www.concordoshc.com.au/>

Staff Members and interested stakeholders, such as school personnel and administrative personnel etc may also be accepted as friends.

### **Administrators and Moderators**

CONCORD OSHC Facebook profile will be administered primarily by the Centre Director and Assistant Director.

To assist with sharing relevant information in a timely manner some posts will be performed by members of the CONCORD OSHC parent committee, who have children attending the centre. Administrators and moderators have sole discretion to remove tags or the like from the profile if they breach this policy.

### **Privacy**

All members interacting with the CONCORD OSHC Facebook profile, by either liking or commenting on posts, must do so using a Facebook account that clearly identifies them by their real name.

### **Member comments / tags on the Facebook Profile**

Initially, members will be able to comment on the CONCORD OSHC’s posts and on comments by other users. Members will also be able to ‘like’ a post or make a comment, when a comment function has been enabled. Members may not tag the facebook profile in media such as video or photos. Member rights will be reviewed over time and as part of a formal evaluation process.

### **Personal Disclosures**

If you have personal concerns or are worried about something relating to your child or yourself, contact the Centre Director or Assistant Director as soon as possible.  
Please do not post personal or urgent issues on the CONCORD OSHC Facebook profile.

### **Raising Issues & Making Suggestions**

CONCORD OSHC Facebook profile is not a platform for raising issues concerning own children, other children or staff working at the centre. All issues need to be raised directly and privately with the Centre Director or the Assistant Director.

Suggestions of a general nature are welcome, for example an excursion idea or an activity the children would enjoy. If you want to make a suggestion for improvement or something that needs to be enacted urgently, please email the Centre Director or Assistant Director or make an appointment to discuss.

### **Using Names in Posts**

Members can use names in posts when you wish to acknowledge someone's great work or contribution. You can tag another member to alert them to a particular post or event.

### **Underage Facebook Users**

CONCORD OSHC does not endorse children, under 13 years of age (a threshold imposed by Facebook), creating their own Facebook account. Children known to be under the age of 13 will not be accepted as friends on the facebook profile.

### **Cyber safety**

E-security and personal online safety precautions are the responsibility of every member and all users should have a personalised safety action plan. All users including centre staff, administrators and moderators and parent members of the CONCORD OSHC Facebook profile should take reasonable safety precautions when accessing information or posting comments. Users must not publish identifiable images of children, and images of centre staff or other members must have permission to do so. We encourage all users to check their own Facebook privacy settings and take responsibility for the information that they publish on their Facebook accounts.

For any concerns or advice, go to: <https://www.esafety.gov.au/>

### **Training**

CONCORD OSHC Centre staff will be provided with periodic training and updates regarding the use of Facebook as a communication platform, particularly in terms of privacy and use of image-based content.

We welcome members' comments and suggestions about how to improve the platform to better serve our parent community.

### **Sources**

- How can I adjust my privacy settings?  
<https://www.facebook.com/help/www/193677450678703>
- Safety Resources <https://www.facebook.com/help/www/748040478549007/>

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