



# Marton Activity Centre

## MAC Policy

### FACEBOOK

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Quality Area	: MACQA7
Approved By	: Management
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*We recognise both the benefits, and challenges of using Facebook in Out of School Hours Care. This policy has been developed to provide employees, families, volunteers and students with 'standards of use' as they engage in conversations or interactions using Facebook for official, professional and personal application.*

### POLICY STATEMENT

Being part of Marton Activity Centre entails a position of trust and responsibility.

We aim to ensure that our Service, children, educators or families are not compromised in any form on Facebook and that Facebook usage complies with Marton Activity Centre's philosophy, relevant policies and the code of conduct.

### SCOPE

This policy applies to the children, families, staff, management and visitors of Marton Activity Centre.

### PROCEDURE

Facebook is a social networking website that allows registered users to create profiles, upload photos and videos, send messages and keep in touch with friends, family and colleagues.

Marton Activity Centre recognises that there are many advantages in using Facebook to network within service operations. It is important to approach usage with caution, through careful and systematic management. Whilst healthy debate provides stimulation, there are guidelines in place to ensure that our Service remains open and welcoming for children, families and staff.

### **SERVICE FACEBOOK ACCOUNT**

Marton Activity Centre has a Facebook account to converse and share information with our families and community, which is administered by the Approved Provider and Nominated Supervisor.

Only current families and staff will have access to the Service Facebook page. The page is locked as "Privacy type: Closed: Limited public content. Members can see all content."

The intent for our Service Facebook page is to:

1. Keep in touch with what's happening at the Service, including upcoming and special events.
2. Connect with other parents and share your thoughts about programs, policies and procedures.
3. Provide an avenue to ask other parents their thoughts and help with common child rearing issues etc.
4. Provide educational purposes to families and employees and not for a personal nature.

### **PRIVACY**

- Staff and Educators must maintain appropriate privacy of families, employees, students, children and volunteers, including when they have obtained permission to publish content publicly.
- Passwords will not be shared without authorisation from management.
- Our Service will remain up to date with any changes to Facebook, ensuring privacy setting remain up to date.
- Photos will remain private at all times.

### **THE APPROVED PROVIDER OR NOMINATED SUPERVISOR WILL:**

- Obtain authorisation from a child's parents prior to posting any photos of their child to the page
- Ensure personal information about families, children and staff is not posted on-line
- Ensure high privacy settings on the account
- Ensure all passwords are kept confidential
- Log out of Facebook when not in use and prior to leaving
- Regularly scan online content related to the Service to ensure appropriateness
- Adhere to our Grievance Policy and Procedures to investigate any occurrences where a person working at the Service may:
  - Post photos or information of the Service or children

- Defames, harasses or bullies any other person who works at the Service, or is connected to the Service.
- Ensure that any staff or educator found guilty of any Facebook misconduct may result in termination of employment.

#### **THE APPROVED PROVIDER, NOMINATED SUPERVISOR, EDUCATORS, STAFF MEMBERS, VOLUNTEERS AND STUDENTS WILL NOT:**

- Access personal Facebook accounts on any workplace device
- Access personal Facebook accounts whilst educating and caring for children
- Post any photos taken of the children enrolled at the service on their personal Facebook account
- Vilify, harass or bully any other person who works at the Service, family or community member connected to the Service.
- Post offensive or derogatory comments or information that could bring their professional standing or that of the Service into disrepute.
- Use their personal camera or phones to take photos or video while at the Service.

#### **PERSONAL FACEBOOK ACCOUNT**

Staff members are to use their own personal discretion when adding a family of the Service as a 'friend' on Facebook. The Service does not recommend staff to add families of the Service as they will be seen still as a representative of the Service and held to the Service's Code of Conduct on all posts to their private wall. It is extremely important not to post information about the Service, children or families on personal social media accounts.

Families are asked to respect that staff may have a personal policy on adding families due to their professional philosophy and that the Service does not recommend staff to have families as friends on their private account.

Educators will adhere to relevant policies, including the code of conduct of the Service.

#### **CONSEQUENCES FOR INAPPROPRIATE CONDUCT**

For inappropriate conduct to be lawful, there is a need to demonstrate that the connection between the behaviour and the employment relationship:

- Is likely to cause serious damage to the relationship between the employee and employer
- Damages the employer's interest
- Is incompatible with the employee's duties as employee.

## CONSIDERATIONS

### NATIONAL QUALITY STANDARDS (NQS)

<b>Quality Area 7: Governance and Leadership</b>		
<b>7.1.1</b>	<b>Service philosophy and purposes</b>	<b>A statement of Philosophy guides all aspects of the Service's operations.</b>
<b>7.1.2</b>	<b>Management Systems</b>	Systems are in place to manage risk and enable the effective management and operation of a quality service.
<b>7.1.3</b>	<b>Roles and Responsibilities.</b>	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.
<b>7.2</b>	<b>Leadership</b>	<b>Effective leadership builds and promotes a positive organisational culture and professional learning community.</b>

### EDUCATION AND CARE SERVICES NATIONAL REGULATIONS AND NATIONAL LAW

<b>Education and Care Services National Regulations and National law NSW</b>		
<b>Reg</b>	<b>727</b>	Confidentiality of records kept by approved provider.
<b>Reg</b>	<b>181-184</b>	Confidentiality and storage of records.

### SOURCE

Australian Children's Education and Care Quality Authority
Guide to the Education and Care Services National Law and the Education and Care Services National Regulations.
Guide to the National Quality Service
Human Services - <a href="http://www.humanservices.gov.au">www.humanservices.gov.au</a>
The NSW Work Health and Safety Act 2011
<a href="http://www.workcover.nsw.gov.au/newlegislation2012/pages/default.aspx">www.workcover.nsw.gov.au/newlegislation2012/pages/default.aspx</a>
Revised National Quality Standard

**SERVICE POLICIES/ DOCUMENTATION**

<b>Policies</b>	<b>Documents</b>
Incident, Illness, Accident & Trauma	Australian Children's Education & Care Authority
Privacy & Confidentiality	My Time, Our Place
Family Communication	ECA Code of Ethics
Administration of Medication	Revised National Quality Standards
Asthma Management	
Anaphylaxis Management	
Supervision Policy	
Administration of First Aid	
Work Health & Safety	