

SERVICE PHONE USE POLICY (OOSH)

PURPOSE

The purpose of this policy is to ensure the safe, appropriate and lawful use of Service-issued phones within the Out of School Hours Care (OOSH) environment. The use of Service phones must prioritise the safety, wellbeing, privacy and dignity of all children at all times.

LEGISLATION AND REGULATORY REQUIREMENTS

This policy aligns with the following:

- Education and Care Services National Law Section 165 – Offence to inadequately supervise children
- Section 166A (NSW) – Offence relating to inappropriate conduct
- Section 167 – Protection of children from harm and hazards
- Education and Care Services National Regulations Regulation 155 – Interactions with children
- Regulation 168(2)(ha) – Safe use of digital technologies
- Regulation 170 – Policies and procedures to be followed
- Privacy Act 1988
 - Australian Children's Education and Care Quality Authority National Model Code – Use of personal electronic devices
 - National Quality Standard (NQS) Quality Area 2 – Children's Health and Safety
 - Quality Area 7 – Governance and Leadership

SERVICE PHONE USE POLICY (OOSH)

SCOPE

This policy applies to all educators, staff, management, students, volunteers and any authorised persons using Service-issued phones.

POLICY STATEMENT

Service-issued phones are provided strictly for operational purposes and must only be used in ways that support children's safety, supervision, communication and program delivery.

ACCEPTABLE USE OF SERVICE PHONES

Service phones may be used for:

- Communication with families, staff and emergency services
- Sign in/out systems and approved apps
- Documentation of children's learning (where authorised)
- Emergency situations, excursions and risk management
- Accessing approved Service platforms and software

PROHIBITED USE

Service phones must not be used for:

- Personal use (calls, messages, social media, internet browsing unrelated to work)
- Taking or sharing images/videos of children without authorisation
- Accessing inappropriate, offensive or non-work-related content
- Recording or storing information outside approved systems
- Use that compromises supervision or engagement with children

SUPERVISION AND SAFETY REQUIREMENTS

- Use of Service phones must not compromise active supervision of children
- Phones must only be used when it is safe to do so
- Educators must remain engaged and responsive to children at all times
- Devices must not create supervision "blind spots"

SERVICE PHONE USE POLICY (OOSH)

PRIVACY AND CONFIDENTIALITY

- All information, images and data must be handled in accordance with privacy laws
- Devices must be password protected and accessed only by authorised staff
- Images and data must only be stored on approved platforms
- No data is to be transferred to personal devices

STORAGE AND SECURITY

- Service phones must be securely stored when not in use
- Devices must not be removed from the Service unless authorised (e.g. excursions)
- Lost, stolen or damaged devices must be reported immediately
- Devices must be returned at the end of each shift (if applicable)

INCIDENT REPORTING

Any misuse, breach of privacy, loss of device or inappropriate content must be reported immediately to the Nominated Supervisor or Approved Provider.

BREACH OF POLICY

Failure to comply with this policy may result in disciplinary action, including termination of employment and/or notification to regulatory authorities and child protection agencies.

s must prioritise the protection of children from harm and hazards, ensuring that children feel safe, supported and respected at all times.

SERVICE PHONE USE POLICY (OOSH)

Child Safe Standards and Paramountcy Principle

The Service is committed to upholding the National Principles for Child Safe Organisations and embedding a strong child safe culture across all practices. In accordance with the Paramountcy Principle, the safety, wellbeing and best interests of the child are the primary and overriding consideration in all decisions, actions and practices undertaken by the Service, including the use of Service-issued phones and digital technologies.

This means that at all times, the use of Service phones must not compromise children's safety, supervision, privacy or wellbeing. Educators, staff and management are required to exercise professional judgement and take all reasonable precautions to ensure that the use of digital devices supports, rather than detracts from, active supervision and child safety.

All use of Service-issued phones must prioritise the protection of children from harm and hazards, ensuring that children feel safe, supported and respected at all times.



SERVICE PHONE USE POLICY (OOSH)

SERVICE PHONE USE – STAFF DECLARATION

I acknowledge that I have read and understood the Service Phone Use Policy.
I understand that:

- Service phones are for work-related use only
- I must maintain active supervision of children at all times
- I must not use Service phones for personal purposes
- I must comply with all privacy and confidentiality requirements
- Any misuse or breach may result in disciplinary action

I agree to adhere to this policy at all times while employed or engaged at the Service.

Staff Name: _____

Signature: _____

Position: _____

Date: _____

SERVICE PHONE USE POLICY (OOSH)

Review

Date:	Changes:	Reviewed by:
23/04/2026	New policy updated to the new laws and regulations due April 2026	Charmayne Nathan
23/04/2026	Child Safe Standards & Paramountcy Principle was implemented in align with new laws and regulations	Charmayne Nathan