Child Safety & Protection Policy

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Purpose	The Child Safety and Protection policy sets out how we protect children and create a secure online learning environment, including the principles adopted to ensure best and safe practice.
Applicable To	Everyone

1. Introduction and Purpose

We are committed to creating a safe and secure environment for all children accessing our services. This policy is built upon the following core principles:

- **Child-Centred Approach:** The safety and well-being of the child are paramount in all decisions and actions.
- **Prevention:** We strive to prevent harm to children through proactive measures and robust safeguards.
- **Responsibility:** Everyone has a responsibility to protect children and report any concerns.
- **Transparency:** We are open and transparent about our child protection practices with children, parents, and relevant authorities.
- **E-Safety Commissioner Principles:** We continually adapt our Child Safety & Protection Policy to acknowledge and adhere to the E-Safety Commissioner principles.

2. Limited Data Collection of Users Under the Age of 18

To protect the privacy of children, we adhere to a strict policy of limited data collection for users under the age of 18.

- **Minimal Data:** We will only collect data that is absolutely necessary for the provision of our services and for ensuring a safe learning environment. This includes, but is not limited to, the child's first name only, age, reward points and learning statistics. The only contactable information that may be collected is an email address that is to be used for login purposes only.

- **No Unnecessary Personal Information:** We will not request or store any personal information that is not directly relevant to the child's participation in our online learning environment. This includes sensitive personal data, such as addresses, phone numbers, or detailed financial information.
- **Parental Consent:** All data collected from users under 18 will only be done with explicit and verifiable parental consent.
- **Data Retention:** Data collected will be retained only for as long as necessary to fulfil the purpose for which it was collected or as required by law, after which it will be securely deleted.

3. Anti Bullying Prevention Measures

We are committed to fostering a positive and respectful online learning environment free from bullying. Our anti-bullying prevention measures include:

- **Educator Facilitation and Supervision:** Educators will actively facilitate and supervise all peer interactions during online sessions to ensure positive and respectful communication among participants.
- **Clear Expectations:** We will establish and communicate clear expectations for appropriate online behaviour to all users and their parents/guardians.
- **Prompt Reporting:** Any disruptive or bullying behaviour that occurs during online interactions will be promptly reported to the parents/guardians of the child exhibiting such behaviour.
- **Intervention and Support:** We will take appropriate and timely action to address any reported bullying incidents, providing support to both the victim and, where appropriate, guidance to the perpetrator. This may include, but is not limited to, private discussions, warnings, or suspension from sessions depending on the severity and persistence of the behaviour.
- **Children’s Communication Responsibilities:** Lesson participants are expected to refrain from harmful or explicit behavior during lessons. Any violation may result in termination from the program, and parents will be informed.

4. Security and Preventing Unauthorised Access to Data Containing Children's Information

We implement robust security measures to protect all data, particularly that containing children's information, from unauthorised access, use, disclosure, alteration, or destruction. These measures include:

- **Data Encryption:** All sensitive data, especially personal information relating to children, is encrypted both in transit and at rest using industry-standard encryption protocols.
- **Airtable Storage:** Data containing children's information is securely stored on Airtable. Our Airtable bases are configured with enhanced security settings.
- **Access Controls:** Access to data containing children's information is strictly limited to authorised personnel who require it for legitimate purposes. Role-based access controls and least privilege principles are applied to ensure that individuals only have access to the data necessary for their specific roles. This includes reduced access levels within Airtable, granting permissions only where absolutely essential.
- **Two-Factor Authentication (2FA):** All users accessing Airtable containing children's information are required to use Two-Factor Authentication (2FA) to add an additional layer of security.
- **Secure Storage:** Data is stored on secure servers and platforms that adhere to high security standards, including physical security measures and regular security audits.
- **Employee Training:** All team members receive ongoing training on data security best practices, privacy regulations, and their responsibilities in protecting sensitive information.
- **Secure Deletion:** When data is no longer required, it is securely deleted in a manner that prevents recovery, in accordance with our data retention policy.

5. Parental Presence Requirement

For the safety and supervision of all users under the age of 18 participating in online learning sessions, it is a mandatory requirement that a parent or legal guardian be physically present in the same room as the child for the entire duration of the session.

- **No Unattended Children:** Children under 18 are not permitted to attend online learning sessions unsupervised. Any session where a child is found to be unsupervised will be immediately terminated.
- **Open Door Sessions:** Parents are welcome to observe their child's lesson, including joining group video lessons. To ensure the lesson remains uninterrupted, parents joining the call directly must keep their microphone and camera off.
- **Parental Responsibilities for Security on Personal Devices:** Parents also have a responsibility to ensure that devices used to interact with online lessons and activities are free from malware, spyware or any other malicious software.

6. Team Member Responsibilities

All team members and contractors who will be engaging with users, especially those under the age of 18, must undergo a rigorous screening process and adhere to the following checklist:

- **Working With Children Check (WWCC):** All team members and contractors must hold a valid and current Working With Children Check (or equivalent national clearance) in the jurisdiction(s) where they operate. A copy of the valid WWCC must be provided and regularly updated.
- **National Police Check:** A satisfactory National Police Check must be obtained for all team members and contractors. This check will be reviewed regularly.
- **Reference Checks:** A minimum of two professional references must be provided and thoroughly checked, specifically inquiring about their suitability to work with children.
- **Training Provided:** All team members and contractors will receive mandatory training on child protection, our Child Safety & Protection Policy, online safety protocols, and appropriate conduct when interacting with children. This training will be provided upon onboarding and refreshed annually.
- **Code of Conduct:** All team members and contractors are required to sign and adhere to our Code of Conduct. This document clearly outlines expected behaviours and professional boundaries when working with children. Any breaches of this code that result in or may result in harm to a child will lead to immediate dismissal and notification of parents.

7. Reporting Concerns

Any concerns regarding child protection or potential breaches of this policy must be reported immediately to the Chief Executive Officer (christian@achieveable.au). All reports will be handled with sensitivity, confidentiality, and in accordance with legal obligations.