



## ONLINE SAFETY & WELLBEING FOR FAMILIES POLICY & PROCEDURE

### PURPOSE

Heads Together for ABI is committed to ensuring that every member of our community can participate in an online environment that is safe, supportive and inclusive. This includes interactions on Heads Together social media platforms like Facebook and Instagram; and online video software like Zoom; as well as other digital platforms.

### POLICY

#### Code of Conduct

Online interactions between all Heads Together community members should reinforce our community's values (Respect, Acceptance, Generosity, Courage), as well as maintaining privacy and safety. This means:

- We respect each other's opinions; and make room for everyone to share their views.
- We respect everyone's privacy and are committed to ensuring that Heads Together's online programs are a safe space for everybody.
- We respect each other's boundaries, and agree to be considerate of how others choose to connect online.
- We don't tolerate cyberbullying, excluding or making negative comments.
- We speak up if we feel uncomfortable about someone else's behaviour.

#### Online events & programs

- Zoom, live streaming sessions and web events should consist of a minimum of 3 people, regardless of the age of those involved.
- Adults are not permitted to be alone online with a child under 18.
- A Heads Together staff member or designated volunteer must be present during all online interactions.

#### Community member & staff online interactions

- Any contact between staff and community members must be directly related to programs and events.
- Contact between staff members and community members will only be through Heads Together phones; and during pre-scheduled event times, and office hours.
- Staff are permitted to be online one-on-one with adult community members.
- Staff are permitted direct contact with young people and children, if parent/caregiver permission has been obtained.

#### Community member & volunteer online interactions

- Volunteers are not permitted to be alone online with any community members, including in chat rooms or breakout sessions.

- Volunteers should not exchange personal contact details with community members, and should not accept social media follower/friend requests.
- All social media contact between volunteers and community members should be through Heads Together social media pages and groups, not through personal social media.
- If volunteers wish to send private messages to individual participants, contact the Heads Together program staff to relay messages.

### **Photos & recording**

- Creating safe online spaces means respecting that everyone has different comfort levels with being online and with sharing images and recordings.
- Community members should not take or share photos of online events, including program activities.
- Volunteers and participants are not permitted to record online events. Only staff members are allowed to record, with consent, for the purposes of staff training and creating educational resources for the community.

### **Advertising**

Our online social platforms are not an appropriate place for advertising professional services. However, participants are welcome to share information and advice about services they have found helpful if they choose.

## **PROCEDURE**

### **What to do if an issue arises**

If the online behaviour of anyone in the Heads Together community is causing you to feel uncomfortable or distressed, or you witness any inappropriate behaviour, contact us :

- Talk directly to any of our program coordinators
- Email: [info@headstogether.org.au](mailto:info@headstogether.org.au)
- Phone: 0409 216 189
- Use the [feedback form](#) on our website to report behaviour anonymously

You can also make a report through <https://www.esafety.gov.au/report>

For additional support, contact:

- <https://kidshelpline.com.au/>
- <https://headspace.org.au/eheadspace/>

### **Related documents & policies**

[Safeguarding children](#)