GC Therapy Hub is committed to providing safe, respectful, and supportive physical and online environments for all children and young people. This Online Safety Policy outlines the organisation's approach to promoting safe online participation, managing digital and online risks, and responding to concerns relating to online communication, technology use, and online behaviour.

This document supports staff, participants, and families to understand their roles and responsibilities in maintaining online safety and has been developed in alignment with the National Principles for Child Safe Organisations and the expectations outlined in the Child Safe Organisations Act 2024 (QLD).

1. Purpose	GC Therapy Hub is committed to providing safe physical and online environments for children and young people. This policy outlines how the organisation manages risks associated with online platforms, digital communication, and the use of technology to protect participants from harm.
2. Scope	This policy applies to: • All staff, volunteers, and contractors • All participants and families • All online programs (e.g., Minecraft, remote D&D, video calls) • Use of digital devices, platforms, and communication tools
3. Guiding Principles	• Children and young people have the right to be safe online. • Online safety is a shared responsibility across staff, participants, and families. • Risks are actively identified and managed while supporting participation and connection. • Responses to online incidents prioritise safety, dignity, and wellbeing.

4. Key Online Safety Risks	GC Therapy Hub recognises the following risks associated with online platforms: • Inappropriate relationships between adults and participants • Online bullying, harassment, or exclusion • Exposure to inappropriate or harmful content • Online grooming or exploitation • Non-consensual sharing of images or information • Data breaches or misuse of personal information • Use of digital devices in unsafe or inappropriate ways
5. Acceptable Use of Technology	**5.1 Staff Responsibilities** Staff must: • Use only approved platforms (e.g., Microsoft Teams) for communication • Maintain professional boundaries at all times • Not record sessions or take images without consent **5.2 Participant Expectations** Participants are supported to: • Use respectful and appropriate communication • Follow group rules for online interaction • Avoid sharing personal information (e.g., address, phone number) • Not record or share content without permission Staff will provide guidance and prompts to support safe participation.

	5.3 Use of Devices • Participants may use personal devices where appropriate and supervised • Staff must monitor use during sessions • Use of devices must align with group expectations and safety guidelines
6. Online Communication and Platforms	GC Therapy Hub: • Uses secure, moderated platforms for online programs • Limits access to authorised participants only • Monitors communication where possible (e.g., chat, voice) • Ensures staff are present during all online sessions
7. Images, Video and Consent	• Consent must be obtained before taking or sharing photos or videos • Participant images must not be shared on personal social media accounts • Storage and use of media must comply with privacy requirements • Participants' preferences regarding photos (e.g., "no photos") must be respected
8. Privacy and Data Protection	GC Therapy Hub: • Collects only necessary personal information • Stores data securely (e.g., password-protected systems) • Limits access to authorised staff • Does not share personal information without consent

	Staff must: • Protect participant confidentiality • Avoid discussing participant information in unsecured online spaces
9. Responding to Online Safety Incidents	**9.1 Examples of Incidents** • Cyberbullying or harassment • Sharing inappropriate content • Breach of privacy or consent • Concerning or unsafe communication **9.2 Immediate Response** Staff must: • Act immediately to stop or reduce harm • Provide support to the affected participant(s) • Remove or restrict access where necessary (e.g., mute, remove from session) **9.3 Reporting Process** • Report any serious incident to **Kelly or Kylie** as soon as possible • Document the incident clearly and objectively • Follow organisational procedures for escalation and external reporting if required Follow up to ensure the issue has been addressed.

10. Education and Support	GC Therapy Hub will: • Ensure all staff are aware of online safety risks and responses • Support participants to understand safe online behaviour • Provide guidance to families where relevant
11. Roles and Responsibilities	**All Staff:** • Follow this policy • Monitor online environments • Respond to risks and incidents **Participants:** • Follow expectations for safe and respectful behaviour **Families:** • Support safe technology use at home where relevant **Management:** • Ensure systems, training, and safeguards are in place
12. Monitoring and Review	• Online safety practices will be reviewed regularly • Incidents will be analysed to identify patterns and improvements • This policy will be updated as needed
13. Related Documents	• Child Safety and Wellbeing Policy • Code of Conduct • Risk Management Strategy • Record Keeping and Reporting Procedure