



Office of the Children's
eSafety Commissioner

Guidelines for the voluntary certification of providers who deliver online safety programs in Australian schools

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1. Background

The Australian Government's Policy to Enhance Online Safety for Children committed to the establishment of a voluntary certification process for providers of online safety programs in Australian schools. This will help ensure programs are appropriate and likely to be effective. It will also help education authorities and schools to identify program providers that can be funded under the \$7.5 million online safety education grants program.

These guidelines should be read in conjunction with the Voluntary Certification Licence Agreement (the Licence Agreement) and Voluntary Certification Process Application Form.

2. Term

The term of the Certification begins on the date both Parties sign the Licence Agreement and ends on 31 December 2018 in line with the completion of the \$7.5 million online safety grants program.

The Children's eSafety Commissioner may, at the Commissioner's discretion and at any time during the certification period, review this certification by giving written notice to the online safety program provider in accordance with per section 7 of these guidelines.

3. Certification Criteria

Delegated officers on behalf of the Children's eSafety Commissioner will assess applications according to the following criteria:

CRITERION ONE: Demonstrated capacity to deliver online safety programs in Australian schools.

Applicants will demonstrate:

- > evidence of their capacity and capability to deliver online safety programs in Australian schools
- > they have appropriate insurance coverage for as long as any obligations remain in connection with their certification, including public liability insurance (for an amount not less than ten million dollars)¹, professional indemnity insurance (for an amount not less than five million dollars)² and workers' compensation insurance (for an amount required by the applicable law)
- > they will not use information collected from or about participants for non-program related purposes (including to sell third party products or services to children).

CRITERION TWO: Program content is appropriate for delivery in Australian schools.

Applicants will demonstrate that their programs:

- > have been informed by knowledge of current Australian schools curricula (as set out in the Australian Curriculum at www.australiancurriculum.edu.au) and are consistent with any related

¹ Unless the applicant's liability is limited by virtue of membership of a scheme approved under Professional Standards Legislation in the relevant state (in which case the amount required by that scheme).

² Unless the applicant's liability is limited by virtue of membership of a scheme approved under Professional Standards Legislation in the relevant state (in which case the amount required by that scheme).

programs and information provided by relevant education authorities in targeted jurisdictions

- > raise awareness of and education about online safety issues as well as building and reinforcing skills, attitudes and behavioural traits for positive online interaction
- > raise awareness of the cyberbullying complaints process administered by the Children's eSafety Commissioner
- > will be delivered in a form, and provide content and resources, appropriate to the age, cultural background and language skills of the audience
- > provide appropriate content and collateral material which is apolitical; non-religious, non-commercial and culturally appropriate in nature (including non-promotion of third party products or business, other than reasonable sponsorship recognition).

CRITERION THREE: Demonstrated ability to evaluate and review performance of online safety programs and implement changes when required.

Applicants will demonstrate:

- > the ability to regularly and at least annually review, evaluate and modify program content based on stakeholder feedback, market research, changes in technology and other relevant information such as any changes to the Australian curricula.

CRITERION FOUR: Presenters are appropriate for the delivery on online safety programs to schools.

Applicants will demonstrate that their presenters:

- > have experience in the delivery of education programs to the target audience/s (including teachers, students, parents and/or carers) and/or qualifications for delivering programs in schools
- > are regularly keeping up-to-date with online safety issues as they apply to children, as well as demonstrating methods for ensuring knowledge is current
- > show appropriate behaviour at all times when presenting in schools or are in close proximity to children and young people and ensure they meet relevant child safety standards in relation to appropriate communication, touch and interactions (including presenters not being alone with children)
- > will have in place procedures for reporting suspected or known risks to, or disclosures from, children in a manner consistent with the relevant school's disclosure policy; and are aware of and comply with relevant state and territory mandatory reporting requirements for reporting child abuse and neglect.

Applicants will supply a statutory declaration confirming that all of their presenters (including sub-contractors) possess and maintain a current Working with Children Check relevant to the state or territory where they will deliver programs.

4. Certification branding and promotion

Promotion of certification and its branding can only be used in relation to online safety programs delivered by Certified Providers in Australian schools. Audits of communications, publications and materials may be conducted to ensure compliance with this condition.

Certified Providers must comply with any reasonable requirements of the Children's eSafety Commissioner in relation to the use of certification branding.

5. Reporting requirements

Certified Providers will report annually to the Children's eSafety Commissioner on the overall progress and performance of their programs, in accordance with the Licence Agreement.

6. Audits

The Children's eSafety Commissioner may conduct audits during the term of certification in accordance with the Licence Agreement.

7. Termination

The Children's eSafety Commissioner may, at any time, by notice terminate a provider's certification status if:

- > the Online Safety Provider does not comply with any of the clauses of the Licence Agreement
- > significant changes are made to the Provider's programs making the Provider ineligible under these guidelines
- > negative feedback is received from schools regarding the delivery and quality of presentations.

Upon receipt of a notice of termination the Online Safety Provider must remove references to their certification status on their website and other promotional material and notify any schools or education authorities with whom the provider has agreements to provide

8. Application process

Applications for certification will be evaluated based on their ability to meet the provider delivery requirements outlined in Section 3 of these guidelines.

If required, the Office of the Children's eSafety Commissioner may contact an applicant during the evaluation process to seek clarification or further detail on information provided in the application.

8.1 Application submission

Applications must be lodged electronically to certification@esafety.gov.au. Applications must be completed using the application pack available and by emailing a request to the above email address.

Any questions regarding the application process should also be submitted to the above email address.

8.2 Stages in the application process

Stage one: receipt and registration of application, initial screening for compliance

Following the receipt and registration of an application, the initial screening of an application will ensure complete information is provided in the application form to enable a full assessment.

Applicants may also be required to undergo an interview to determine their suitability.

The Children's eSafety Commissioner will determine the eligibility of the applicant. An ineligible applicant will receive written advice. Having considered the advice, an applicant may make further applications.

Stage two: assessment of application

Delegated officers will conduct the assessment and make recommendations to the Children's eSafety Commissioner.

Applicants will be assessed by their ability to meet the requirements and criteria outlined in Section 3 of these guidelines. Further information or clarification may be requested to assist in the assessment process.

Applicants may be asked to undertake a video meeting, or supply a video file of a presentation they have given, to assist with assessing their presentation capabilities.

Stage three: notification of applicant

The applicant will receive notification in writing of the outcome of their application at the conclusion of the application process. The applicant will also have the opportunity to receive feedback on their application and to make further applications.

Stage four: entering into a Licence Agreement

Successful applicants will receive an invitation to enter into a Licence Agreement with the Children's eSafety Commissioner. A Licence Agreement will detail the agreement between the two parties.

Once signed by both parties, the Licence Agreement is a legal arrangement between the Children's eSafety Commissioner and the Online Safety Program Provider.

Certification does not guarantee that the provider will be successful in achieving contracts to deliver programs in schools.

A list of certified individuals and organisations will be published on the Children's eSafety Commissioner's website.

9. Interpretation

For the purposes of these guidelines:

- a) a program provider includes an organisation and all individuals (including sub-contractors) who deliver online safety programs in schools. It will be the responsibility of a certified organisation to ensure all current and future employees involved in program provision meet the guidelines. (For the avoidance of doubt, a program provider excludes any education authority, any other state

or territory government departments or agencies, Commonwealth entities and government owned companies.)

Note: An 'education authority' means the government or non-government education systems (recognised education authority) to which an individual school belongs. It is noted some participating independent schools will not be part of an education system. Relevant associations of independent schools may be deemed their education authority in this circumstance for the purposes of these guidelines.

- b) an online safety program includes:
- i. an online safety framework approved or recognised by the Commissioner that guides schools to take a whole of school community approach to policies, procedures, curriculum and teacher practices
 - ii. education procured from a provider that has been certified by the Children's eSafety Commissioner where participants receive online safety training delivered face-to-face, via video conference or through online desktop software for 60 minutes duration
 - iii. high quality professional development relating to online safety under a professional accreditation system approved or recognised by the Commissioner.