Responding to
online safety incidents

### An eSafety professional learning presentation for schools

If anything in this presentation causes distress, you are free to leave the room and follow up with the appropriate supervisor or support service.

Australian Government

eSafety Commissioner

esafety.gov.au

Setting the context

Poll and discussion questions

- Who thinks online safety should be taught in schools? Why?/Why not?

- Has anyone responded to an online safety incident at school in the last 12 months?

- Who knows about the eSafety Commissioner's reporting schemes?
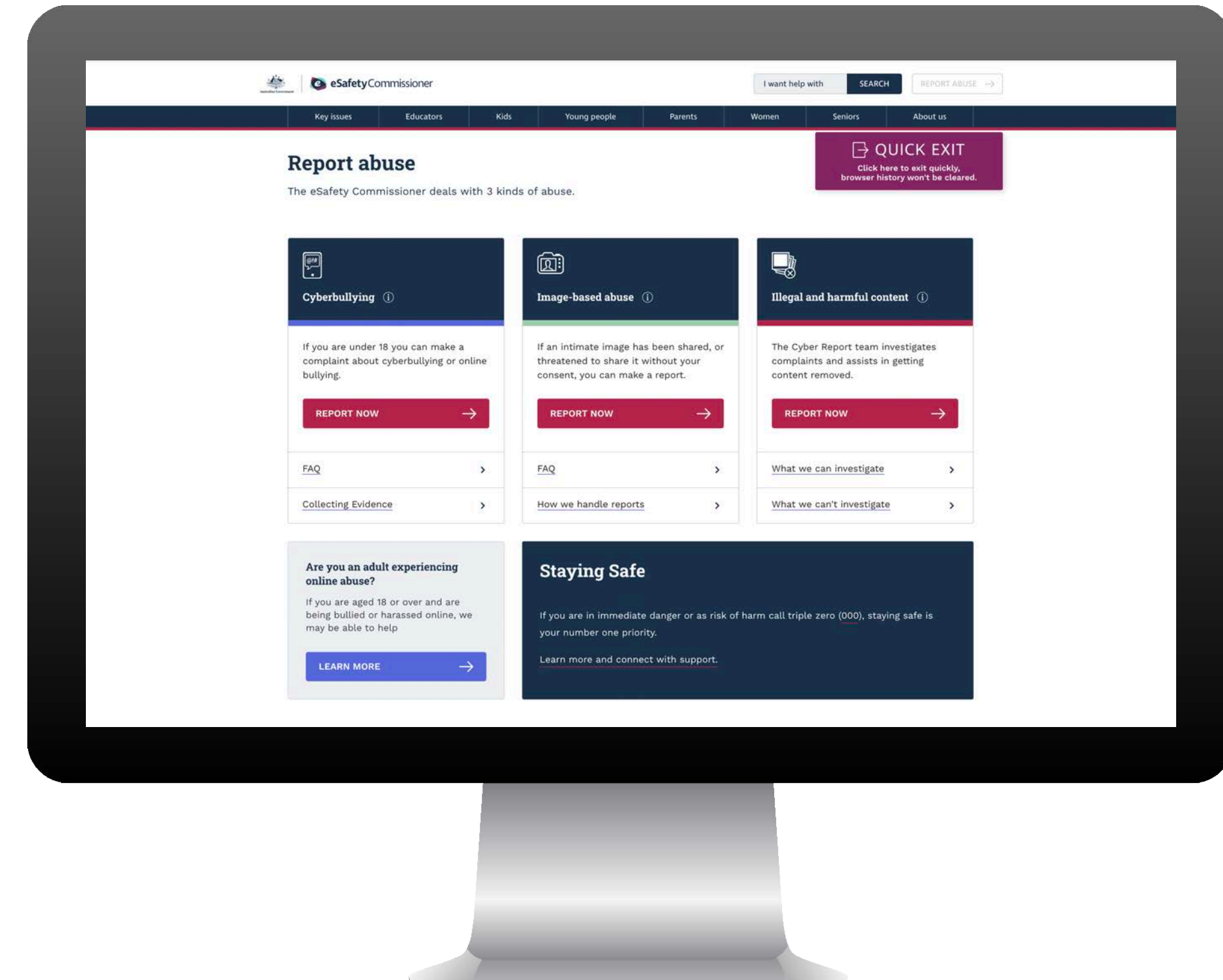
What are some of our most common online safety issues in our school?

- Do you think these issues are different in other schools?
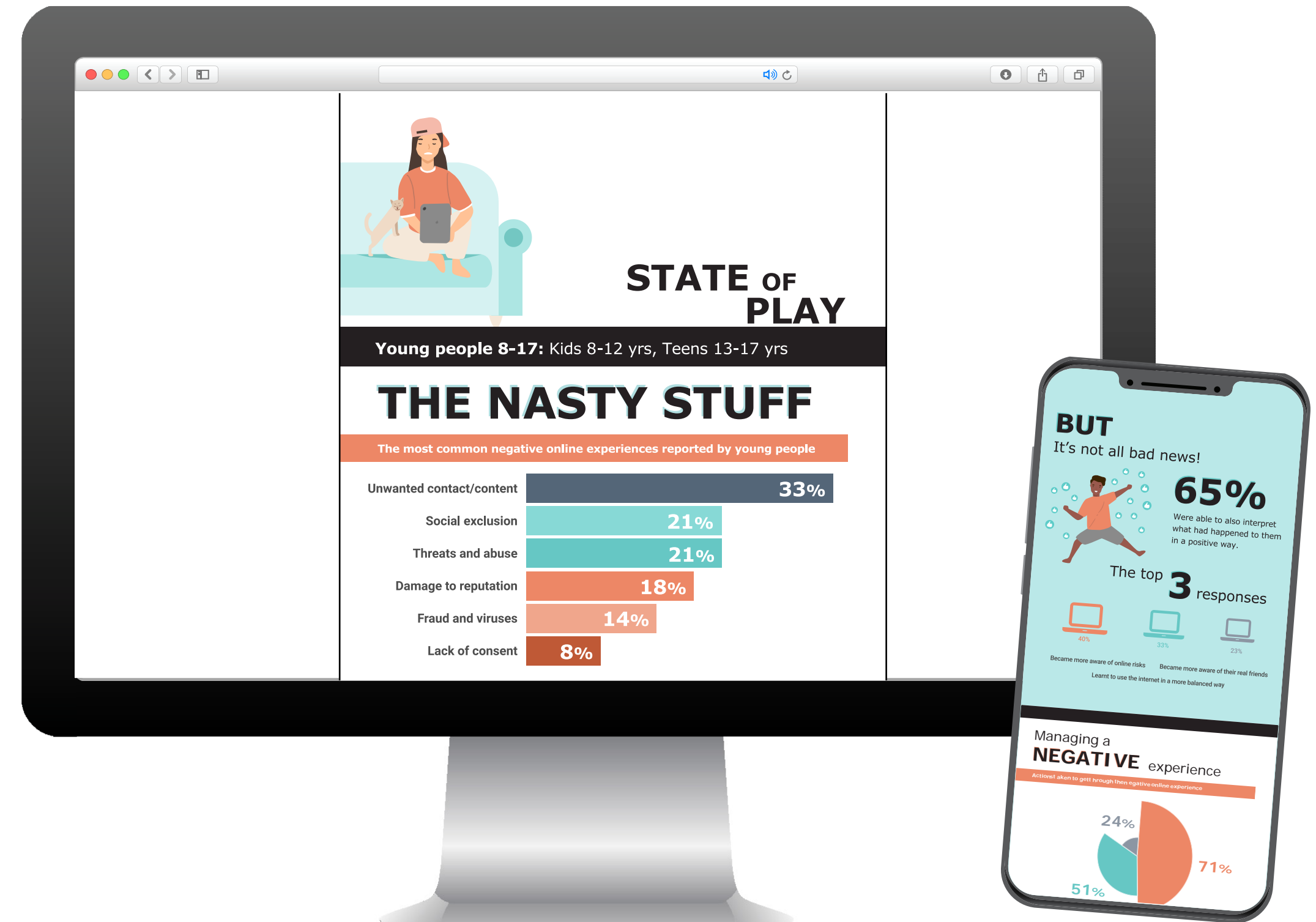
Activity

- Each group has a scenario card that explains an online safety incident.

- There are three prompt questions.

- In groups, we'll look at three questions about this scenario, and ways to respond.

- Groups will then present findings and share some tips and strategies.

Important note
Some of the scenarios may raise issues that should be discussed with a school leader, department/sector advisor or legal team.

What would you do first if faced with this scenario?

Things to consider:

- Is the student at risk of harm and if so, who needs to be notified?

- Have you consulted your school's policies/procedures? Who in the school leadership team needs to be notified?

- What's the story behind the incident?

- Where is the content hosted? How widely available is it?

- What might you see immediately?

- What might be long-term consequences for that student?

- Have the student's vulnerabilities, needs, circumstances,

Responses to Question 1

What would you do first if faced with this scenario?

Discussion

- Who agrees?

- Who would have done something different? Why?

Important note

The student/s affected may experience anxiety, anger or distress. It can be useful to involve a teacher or counsellor who the student feels comfortable with to make the disclosure process easier. Throughout the process remember to remain calm, reassuring and non-judgmental.
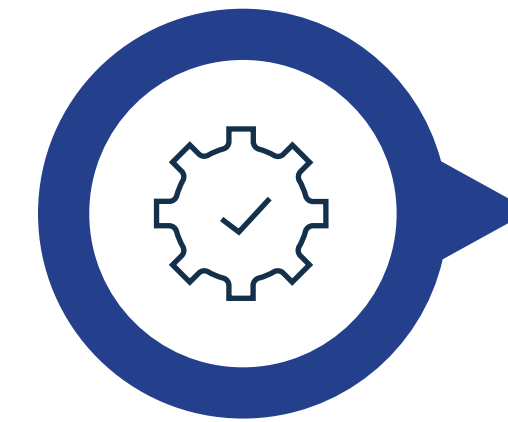
How would you help resolve the issue?

Things to consider:

- Can content be removed?
- Is the student part of the solution?
- What does our student wellbeing or acceptable behaviour policy say?
- Do all students feel safe and supported?

Responses to Question 2

How would you help to resolve the issue?

Our group would...

Discussion

Things to consider:

- Ensure all students feel safe and supported. Focus on restoring relationships.

- Follow student wellbeing or acceptable behaviour policies.

- Address behaviours and provide education about acceptable use and respectful online behaviour.

- Attempt to have content removed.

- Remember that there can be a fluid relationship between the targeted person and the person accused of the negative behaviour. Sometimes students move from being the target to the instigator.

- Who agrees?

- Who would have done something different and why?

- How would this work in our school?
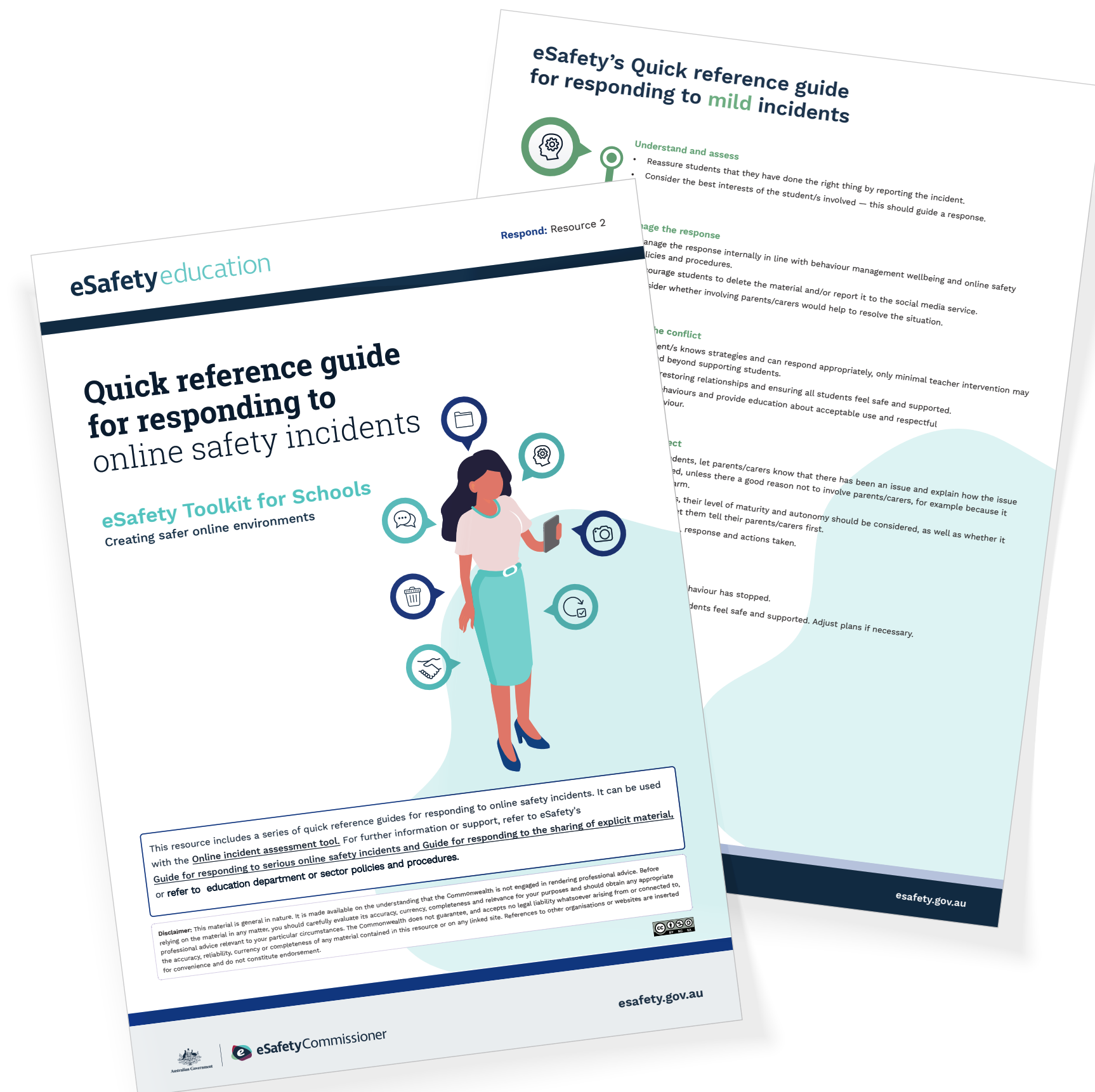
Who can report and what steps can they take?

How to report
cyberbullying material

1 **Report**
the cyberbullying material to the social media service

2 **Collect evidence**
copy URLs or take screenshots of the material

If the content is not removed within 48 hours apply steps 3 and 4

3 **Report it**
esafety.gov.au/report

4 **Block**
the person and talk to someone you trust

If you are in immediate danger, **call 000** (triple zero)
If you need to talk to someone, visit kidshelpline.com.au or call them on
1800 55 1800, 24 hours a day 7 days a week

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esafety.gov.au

What can we learn from this incident?

Things to consider:

- What could I/we change to prevent something like this from happening again?

- Is our record keeping adequate?

- Who was involved in the debrief?

- Has the behaviour stopped?

- Did we provide enough support?

Responses to Question 3

What can we learn from this incident?

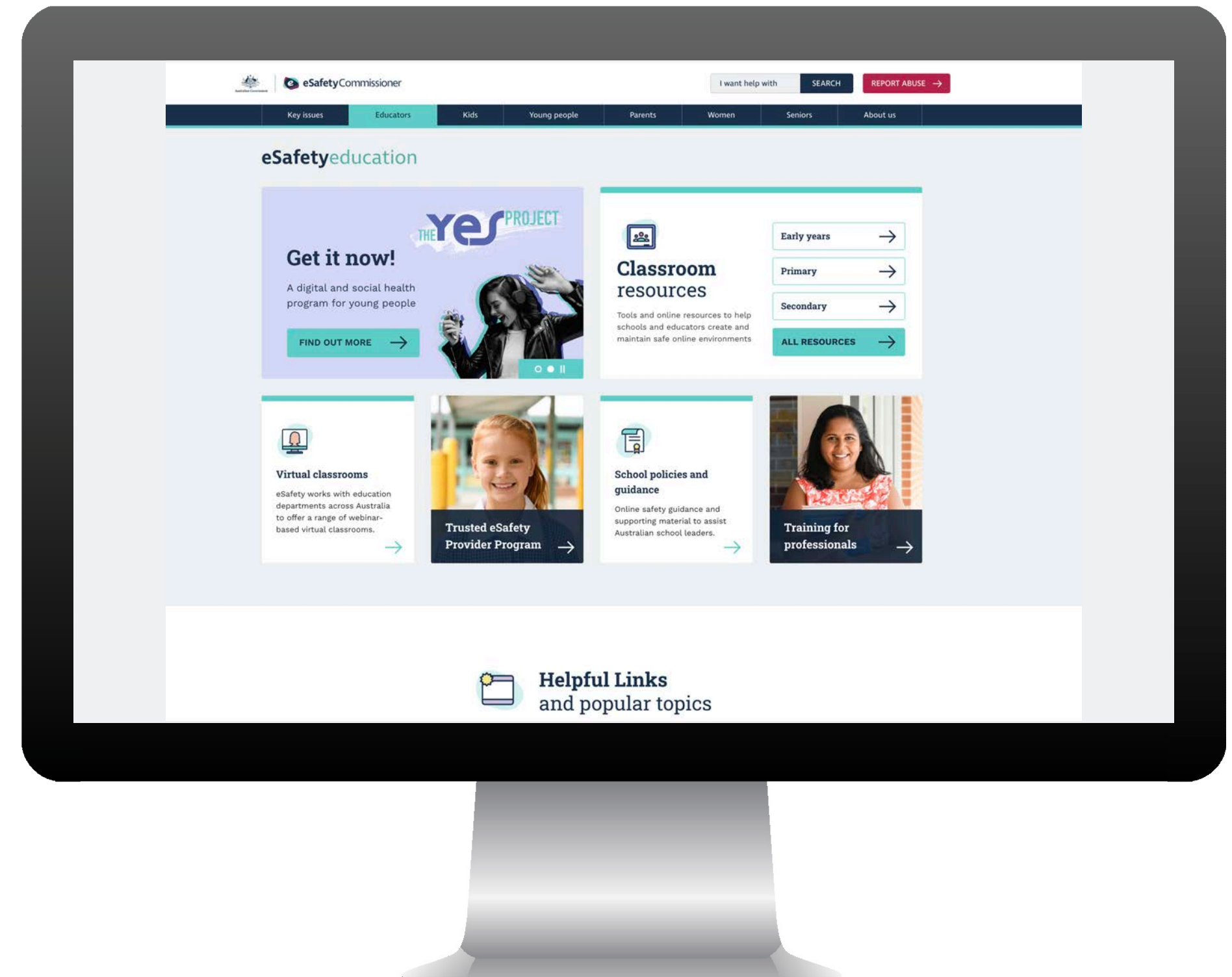**Our group would...**

Discussion

Things to consider:

- Who agrees?

- Who would have done something different and why?

- How would this work in our school?

Wrap up

- What have you learnt today?

- Do we need to change any of our processes or policies?

- Do we need more training in this area?

Check out the eSafety website

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