



## Office of the Children's eSafety Commissioner—fact sheet for schools

### What is the role of the Children's eSafety Commissioner?

The Office of the Children's eSafety Commissioner (the Office) was established on 1 July 2015. The Office allows children suffering from serious cyberbullying to submit complaints about such content to have it removed if social media companies do not remove the offending content after it has been reported to them.

### How are complaints handled?

The Office receives complaints through an [online form](#). The form may be completed by the child making a cyberbullying complaint with the help of a trusted adult.

Upon receipt of a complaint, the Office may take one or more of the following actions:

- contact the social media platform or the alleged poster of the content to secure removal;
- refer the incident to the school for resolution;
- refer the matter to the police if it warrants attention from a law enforcement agency

### When will a cyberbullying complaint be referred to a school?

In most cases, the Office anticipates working with social media services to take down material without the need to contact schools. The Office recognises that schools have long been the first point of contact for cyberbullying complaints so it is anticipated that the scheme will be of assistance to schools, staff, students and their families.

However there will still be times when a complaint will best be resolved by the Office working with schools directly. In such circumstances, the Office may make direct contact with a school and seek help to resolve the problem. Resolution of a cyberbullying complaint between students at a particular school may at times have advantages over resolution through the more formal regulatory channels.

### What is the school's role and responsibilities in handling cyberbullying matters?

As part of their normal duty of care obligations, schools should already have robust cyberbullying [policies and procedures](#) in place to deal with such complaints. The Office encourages all schools to regularly review their policies and complaints handling procedures on cyberbullying.

### What other resources are available to assist schools in handling cyberbullying matters?

The Office offers a range of [resources](#) to support school communities.

In some cases where a school may experience serious systemic cyberbullying issues and a high volume of valid complaints, the Office may offer tailored workshops to the school.