

Cyberbullying complaint form: Manual version

Section 1

Before you make a complaint

- 1. Report material to the social media service** — most social media services provide advice on reporting or responding to cyberbullying material on their service. Keep as much information or detail as you can about your complaint to the social media service. Take screenshots and keep notes. This will be useful if you need to complain to us later.
- 2. Collect copies of the material** —we must see proof of the cyberbullying material to be able to assess your complaint. Copy URLs or take screenshots of the upsetting material. Make sure these copies are stored on your computer and they are easy to access before you complain to us.
- 3. Report to the Commissioner** —we will work to get cyberbullying material removed from any electronic communications service. The complaint form should take you about 20 minutes to complete. The more information you can give us the quicker we can process your complaint.

About this form

The Enhancing Online Safety Act 2015 gives the Office of the eSafety Commissioner the power to provide assistance in relation to serious cyberbullying material. That is, material that is directed at a particular child with the intention to seriously embarrass, harass, threaten or humiliate.

Your personal information

The Office of the eSafety Commissioner's Privacy Policy ([esafety.gov.au/about-the-office/privacy-foi-and-legal](https://www.esafety.gov.au/about-the-office/privacy-foi-and-legal)) describes how the Office manages and protects the personal information it collects and holds. It includes information about how you can request to access and correct your personal information, how you can make a complaint about the Office's handling of your personal information and the Office's contact details.

To learn more about why the Office of the eSafety Commissioner is collecting personal information as part of this process, and the purposes for which that information will be used, please see the Collection Notification ([esafety.gov.au/about-the-office/privacy-foi-and-legal](https://www.esafety.gov.au/about-the-office/privacy-foi-and-legal)).

Important information

- **Need Help?** If you are in immediate danger call 000. If you need someone to talk to, you can visit Kids Helpline or call them on 1800 55 1800, 24 hours a day, seven days a week.
- **Under 15?** We recommend you ask a parent or guardian for help to fill out this form.

Section 2 – How can we help you?

What would you like us to do?

Help get the cyberbullying material removed from the service it is on

Work with your school, parents, legal guardian or the police to help stop the cyberbullying

Section 3 – Where is the cyberbullying happening?

Before continuing, please make sure you can provide us with examples of the cyberbullying material. Without proof of the cyberbullying material we will not be able to look into your complaint. URLs or web addresses are the best way to show us the cyberbullying material. Screenshots are also good. For social media services it will be helpful if you can tell us whether or not you reported the cyberbullying material to that service, what happened when you reported it and whether or not they removed the material. It takes some social media services 48 hours to remove cyberbullying material.

Where is the cyberbullying happening? – (on what platform)

Where is it happening?	Did you report it to the website?	Details
Facebook	No Enter date reported Yes	What did the company do? What is the URL? If you don't have a URL you must attach a screen shot or image of the cyberbullying material to the email you send to us along with this form. Enter details
Twitter	No Enter date reported Yes	Enter details
Youtube	No Enter date reported Yes	Enter details
Instagram	No Enter date reported Yes	Enter details
Flickr	No Enter date reported Yes	Enter details

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Yahoo!7 Groups	No <small>Enter date reported</small> Yes	Enter details
Yahoo!7 Answers	No <small>Enter date reported</small> Yes	Enter details
Ask.fm	No <small>Enter date reported</small> Yes	Enter details
Snapchat	No <small>Enter date reported</small> Yes	Enter details
airG	No <small>Enter date reported</small> Yes	Enter details
Roblox	No <small>Enter date reported</small> Yes	Enter details
Yubo	No <small>Enter date reported</small> Yes	Enter details
Tik Tok	No <small>Enter date reported</small> Yes	Enter details
Other Social Media Service	No <small>Enter date reported</small> Yes	Enter details

If you have not reported the material to the social media site first, you must do this before we can help. If 48 hours have passed and the site has not removed the material, we may be able to assist you.

Is the material still online? **No** **Yes**

Did the social media company give you a reference number if you reported it? **No** **Yes** Enter number

Where is the cyberbullying happening? – Other Platforms

We also accept complaints about cyberbullying on email, SMS text messages, MMS messages, instant messaging services, online chat services, phone chat services and online games.

If the cyberbullying is happening on a platform that is not social media, please fill out this section.

Where is it happening?	Details
<p>SMS text</p> <p>MMS</p> <p>Phone chat service</p>	
<p>Online chat service</p> <p>Instant messaging service</p> <p>Name of service/s</p>	
<p>Online game</p> <p>Name of game</p>	
<p>Email</p>	
<p>Other</p> <p>Name of service</p>	

Is the material still online? **No** **Yes** **Not applicable**

Section 4 – What is happening?

Tell us as much as possible about the cyberbullying.

What has been happening?

Have you told friends, family or anyone else?

Do you have support?

How are you feeling about the cyberbullying?

Is there anything else we should know?

How long has this been going on for?

Just today

Up to one month

Up to one week

Longer than one month

Please indicate how you feel on the scale:

Unsafe?

Not at all

A bit

Quite a lot

Very

Unhappy/Upset?

Not at all

A bit

Quite a lot

Very

Worried about going to school?

Not at all

A bit

Quite a lot

Very

Afraid of getting into trouble at home or school?

Not at all

A bit

Quite a lot

Very

Afraid of losing friends?

Not at all

A bit

Quite a lot

Very

How long did the feelings above last?

For a little while

For quite a while

I still feel like this

Section 5 – About the person (or people)?

Important information

If we decide the best way to handle your complaint involves contacting the person or people responsible, we may need to tell that person or people who has made the complaint. We will confirm that you are comfortable with this before we take this step.

Please give us as much information as you can about the person you think is responsible.

If there is more than one person, please add all the information you can about the people you think is responsible.

Person 1			
How do you know this person?	Same school	Different school	Don't know them
	Other		
Their name			
Their phone number			
Their email(s)			
Their username(s)			
Any other information you have, including for example their age and address			

Person 2 (if more than one person)			
How do you know this person?	Same school	Different school	Don't know them
	Other		
Their name			
Their phone number			
Their email(s)			
Their username(s)			
Any other information you have, including for example their age and address			

Section 6 – Contact details

We can only accept complaints from Australian children under the age of 18.

Child's contact details	
First name and last name	
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Indeterminate/Intersex/Unspecified
Are you of Aboriginal or Torres Strait Islander origin?	<input type="checkbox"/> Aboriginal/Torres Strait Islander <input type="checkbox"/> Neither <input type="checkbox"/> Prefer not to say
Suburb	
State or Territory	
School name	
Date/Month/Year of birth	

If you are filling out this form for yourself and you are under 15 years old, please ask a trust adult to assist you.

If you are under 15 please give us the details of your parent or another trusted adult as a contact for your complaint. We may contact the parent or other trusted adult if we think they can help with your complaint

If you have been authorised by a child to submit this form, please provide your details below

Parent or other trusted adult's details	
First name and last name	
Suburb	
State or Territory	
How do you know this child?	<input type="checkbox"/> Parent <input type="checkbox"/> Legal guardian <input type="checkbox"/> Authorised by the child who is a target of cyberbullying to make a complaint on their behalf
Email	
Phone number	

Checklist

Before you email this form to complaints@esafety.gov.au, please ensure you have:

Reported the cyberbullying material to the site/s it was posted on (if applicable)

Attached photos or screen shots of the material you are complaining about to the email you are sending us

Included a URL to the material (if applicable, in section 3)

Given us as much information as possible in section 4

Filled out all of your contact details accurately in section 6

Provided a trusted adult's details in section 6 if you are under 15