

## Quick guide to the Office of the Children's eSafety Commissioner

### What we do

At the Office of the Children's eSafety Commissioner (the Office) we:

- deal with complaints about serious cyberbullying material affecting Australian children (under the age of 18)
- investigate offensive or illegal online content, such as child sexual abuse material
- provide online safety education and training, and undertake research.

### How we handle cyberbullying complaints

The Office works with social media services to quickly remove serious cyberbullying material.

The material generally needs to have been reported to the social media service first. The social media service has 48 hours to remove the material. If the material is not removed, it can be reported to the Office.

We also work with schools, parents and others (such as police and the person responsible for the material) to address the underlying behaviour and any ongoing bullying.

### What type of complaints can we act on?

The Office can act on complaints about cyberbullying material that seriously threatens, intimidates, harasses or humiliates an Australian child.

We assess seriousness by looking at the circumstances of the child and the material itself.

We take into account any vulnerabilities of the child, and their relationship with the person posting the material.

We also look at the language used, the number of potential views and the sensitivity of the material.

## Complaints we have acted on

- Serious name calling and nasty comments—for example, comments that incite suicide, outing, or sexually threatening language.
- Fake accounts or impersonations.
- Offensive or upsetting pictures or videos.
- Hacking of social media accounts (potentially due to password sharing).
- Hate pages.

## Who can complain?



### 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 ...
- 3** Report it to [www.esafety.gov.au/reportcyberbullying](http://www.esafety.gov.au/reportcyberbullying)
- 4** Block the person and talk to someone you trust

If you are in immediate danger, call Triple Zero (000).  
If you need to talk to someone, visit [Kids Helpline](http://www.kidshelpline.com.au) online or call them on 1800 55 1800, 24 hours a day, seven days a week.

Complaints can be made by a child, their parent or another responsible person the child has authorised to make the complaint for them.

A cyberbullying complaint can be made at [www.esafety.gov.au/reportcyberbullying](http://www.esafety.gov.au/reportcyberbullying)