

Cyberbullying involves the use of technologies to seriously harass, intimidate, humiliate or threaten a child or young person. These technologies include social networks, instant messaging, and email. By reporting cyberbullying to the eSafety Commissioner, and talking about its impact on victims, we can help stop it.

What does cyberbullying look like?

Cyberbullying can take many forms, including:

- posting nasty comments
- using intimate images to humiliate someone
- threatening violence
- misusing someone else's social media account
- creating fake accounts to harass and intimidate others
- sharing upsetting images and videos
- making unwanted and persistent contact with someone online.

If you are being cyberbullied:

- talk to someone you trust straight away—like a parent, sibling, uncle/aunt, teacher or friend
- don't retaliate or respond — it could inflame the situation
- block the bully and change your privacy settings
- report the abuse to the service on which it appears and ask others to do so as well
- collect evidence—keep mobile phone messages, take screenshots and print emails or social networking conversations: these can be used if you need to make a report
- If the social media service has not taken action after 48 hours following your report, you can report to [esafety.gov.au/reportcyberbullying](https://www.esafety.gov.au/reportcyberbullying).

For more information about cyberbullying, including resources and advice for parents and young people, visit [esafety.gov.au](https://www.esafety.gov.au).

Where to go for help?

Kids Helpline

- Provides free, 24/7 confidential online and phone counselling for children and young people
- [Kidshelpline.com.au](https://www.kidshelpline.com.au) or phone 1800 55 1800

eheadspace

- Offers confidential, free and secure space where young people aged 12 to 25 or their family can chat, email or speak on the phone with a qualified youth mental health professional

- [eheadspace.org.au](https://www.eheadspace.org.au)

Parentline

- Provides a counselling, information and referral service for parents that operates seven days a week between 8am and 10pm
- [Parentline.com.au](https://www.parentline.com.au) or phone 1300 30 1300

How to report serious cyberbullying

The Office of the eSafety Commissioner can help to have serious cyberbullying material targeting an Australian child removed from social media sites. To do so:

1. Report the cyberbullying material to the social media service it happened on. Social media services remove cyberbullying material that is reported to them if it violates their community guidelines or rules. Most social media services have a reporting area on their website, or you can find information about how to report to specific services on our social media safety centres webpage.
2. Collect evidence of the cyberbullying material. Depending on where the cyberbullying material is posted, you might need to collect evidence first, before you report it to the site. A simple way to collect evidence is taking a photo or screenshot of the material. If you submit a report to us, you will need to provide this evidence.
3. Report cyberbullying to the Office of the eSafety Commissioner. If the social media service fails to remove the material within 48 hours of you reporting it to them, you can then make a report to the Office of the eSafety Commissioner at [esafety.gov.au/reportcyberbullying](https://www.esafety.gov.au/reportcyberbullying).
4. Block the person. Depending on the social media service, you can block, mute or unfriend the cyberbully.

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
esafety.gov.au/reportcyberbullying



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