



Cyberbullying: the new Children's eSafety Commissioner

The Office of the Children's eSafety Commissioner (the Office) was established on 1 July 2015 to handle complaints about cyberbullying material targeted at Australian children.

The Office can investigate complaints about material considered likely to have a seriously threatening, intimidating, harassing or humiliating effect on the child. Where possible, the material should be reported to the social media service first, before it is complained about to the Office. To consider a complaint the Office will need evidence of the cyberbullying material.

Parents, along with schools and the government have a role in ensuring children are protected online. The Office will work with social media services, parents and schools to ensure serious cyberbullying material is removed.

What to do if your child is being cyberbullied

If your child is being cyberbullied advise them to:

- avoid retaliating or responding
- collect the evidence—keep mobile phone messages and print emails or social networking conversations
- block the bully and change their privacy settings
- report the abuse to the social media service

If your child continues to be cyberbullied and you believe it is having a seriously threatening, intimidating, harassing or humiliating effect, we encourage you to assist your child in [making a complaint](#) on the Commissioner's website.

More information on the [role of the Office](#), how to [deal with cyberbullying](#) and how to [lodge a complaint](#) is available on the website.

The [Kids Helpline](#) provides a private and confidential, telephone and online counselling service for young people. Encourage your child to speak to them if they are in need of counselling support. The Kids Helpline also manages [Parentline](#), a confidential telephone counselling service providing counselling and support for parents and care-givers.

If you believe your child is in **immediate danger**, call 000.