Cyberbullying quick guide

What is cyberbullying?

Cyberbullying is when someone uses the internet to be mean to a child or young person under 18, so they feel bad or upset.

It can happen on a social media site, game, app, or any other online or electronic service or platform. It can include: posts, comments, texts, messages, chats, livestreams, memes, images, videos and emails.

For example, someone might send hurtful messages or share embarrassing photos or videos of a child or young person, spread nasty online gossip about them or create fake accounts in their name.

What should I do?

If you are being cyberbullied it's a good idea to tell a trusted adult, like a parent, carer or teacher and ask them to help you.

You can also report cyberbullying material to get the harmful content removed from the social media site, gaming site or app.

Steps to report cyberbullying

1. Collect evidence

Take screenshots to use as proof to show what happened and where.

Things to screenshot or save a copy

- What the content says or shows
- The user profile of the person who sent, posted or shared it
- The date and time it was sent, posted or shared
- The name of the site, game or app
- The online address of the webpage or feed (URL)

Australian Government

2. Report harmful content

Report the harmful content to the site, game or app used to send, post or share it – you can find reporting links to the common ones in **The eSafety Guide**. This is often the fastest way to have the harmful content removed.

If the site, game or app does not help, you can report content that is seriously embarrassing, harassing, threatening or humiliating to eSafety using our online form, at **eSafety.gov.au/report/forms**. We will ask you for proof of the cyberbullying and to show that you have already reported it to the site, game or app.

You can also report the abuse to the police. This is often the safest thing to do if someone is threatening you or your family or friends.

3. Prevent further contact

Don't respond to the person. Change the privacy settings on your device or online account so you don't see so many messages, posts or comments from them. You can use the in-app functions to ignore, mute or block the other person or account.

> If you are a parent or guardian of a child who has been targeted by online abuse, you can report serious cyberbullying to eSafety on their behalf, if the site, game or app has not helped.

4. Get more help

Talking about cyberbullying with a trusted adult like a parent, carer or teacher can make you feel better. You can also talk to someone at Kids Helpline by phone or chat for free – they help 5 to 25-year-olds. Or you can contact another counselling or support service.

Counselling and support services

Kids Helpline
1800 55 1800
kidshelpline.com.au

Kids Helpline is available to 5 to 25-year-olds for all issues. Confidential phone counselling and online chat support is available all day, every day.

Headspace
1800 650 890
headspace.org.au

Free phone counselling and online chat available for 12 to 25-year-olds, 9am to 1am AEST, every day.

QLife
1800 184 527
qlife.org.au

QLife offers counselling and referrals for people of all ages who are lesbian, gay, bisexual, trans, queer and/or intersex. Phone counselling is available from 3pm to 12am, every day. Online chat is available 3pm to 12am, every day.

Support in your language

Call the Translating and Interpreting Service on **131 450** and ask them to contact one of the helplines for you or to assist with making a report to eSafety. Or visit the website at **tisnational.gov.au**.

Support for hearing or speech impairment

Call the National Relay Service on **133 677** for a teletypewriter (TTY) and voice calls and ask them to contact one of the helplines for you. Or visit the website at **infrastructure.gov.au/national-relay-service**.

Stay safe

Emergency help in Australia, any time of the day or night:

If your life or safety is at risk and you need urgent help call **Triple Zero (000)**.

If you're having thoughts about suicide or self-harm call Lifeline on **13 11 14** or the Suicide Call Back Service on **1300 659 467**.

More information

For more on **cyberbullying** and tips on **how to take care of yourself if you are cyberbullied**, visit **eSafety.gov.au**.