

Working with parents/carers after online safety incidents

An eSafety professional learning presentation for schools

If anything in this presentation causes distress,
you are free to leave the room and follow up with
the appropriate supervisor or support service.



Setting the context

- It can be difficult for parents to know what to do after they have been made aware of an incident.
- This doesn't change whether their child has been the target, a bystander or the instigator.
- Emotions can run high and, if an incident is not treated with care, things can quickly escalate.



Activity

- Each group has a scenario card that explains an online safety incident.
- Discuss possible answers to the questions for the scenario.
- Groups will then present findings and share some tips and strategies.
- Use the eSafety resources to guide your response.

Important note

Some of the scenarios may raise issues that should be discussed with a school leader, department/sector advisor or legal team.



Question 1:

How would you work with the parents/carers in your scenario?

Things to consider:

- Should the young person have the opportunity to tell their parents themselves? Remember, staff should follow their school's policy and procedures, informing and involving parents/carers as soon as reasonably possible, unless there is a good reason not to. An example of this is if it puts the student at further risk or hampers a possible police investigation.
- Are all parents/carers aware of the school incident and complaints reporting procedures?
- Is there an age restriction for the social media service used?



Responses to Question 1

How would you work with the parents/carers in your scenario?

Our group would...



Discussion

Things to consider:

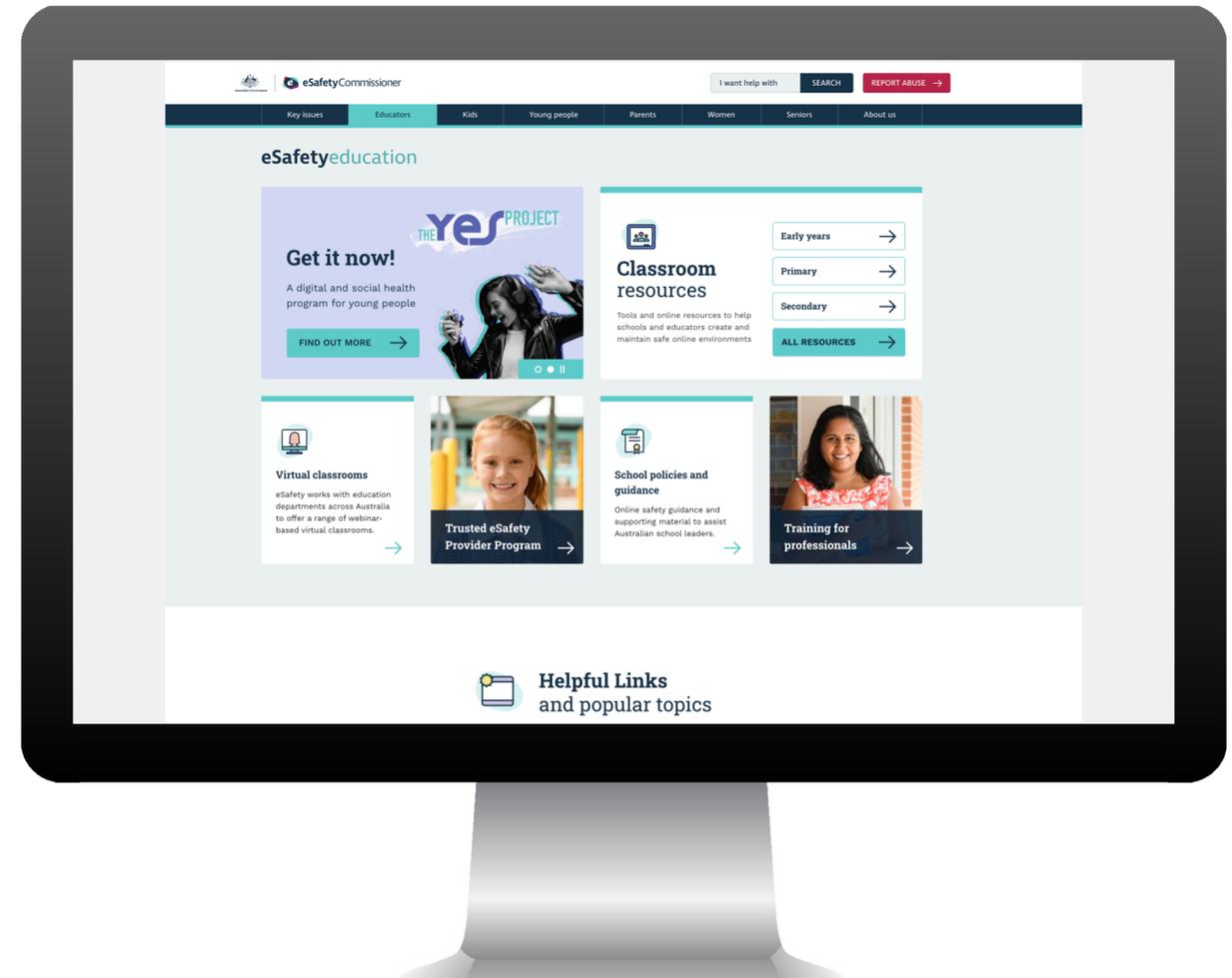
- If the incident occurred on an app with an age restriction, address the wellbeing issues before pointing out that the student should not be on the app in the first place.
- Having a school community engagement plan and developing a school charter of commitment to online safety can help to encourage safe, responsible and respectful online behaviours in your school community.
- If a child has used technology inappropriately, support them to take responsibility for their actions. You can also provide ideas to help them resolve the issue.
- Keep parents in the loop to ensure clarity and understanding about actions and outcomes.
- Who agrees?
- Who would have done something different? Why?
- How would this work in our school?



Wrap up

- What have you learnt today?
- Do we need to change any of our processes or policies?
- Do we need more training in this area?

Check out the eSafety website





esafety.gov.au