Queensland Government response to:

Adjust our Settings: A community approach to address cyberbullying among children and young people in Queensland

October 2018

Queensland Government

Message from the Premier

Bullying in all its forms can have a devastating effect on young lives, and sadly in recent times we've seen the tragic consequences of cyberbullying among our young people.

Cyberbullying is a pervasive and very damaging form of bullying. It continues even after the bully and the victim are apart, infiltrating every part of a victim's life, which can have harmful, long-term effects for victims. This is why I established the Queensland Anti-Cyberbullying Taskforce in February 2018 and asked them to focus on ways to reduce cyberbullying and ensuring that Queensland has best practice responses when cyberbullying affects young people.

The Queensland Government welcomes the report of the Queensland Anti-Cyberbullying Taskforce—*Adjust our Settings: A community approach to address cyberbullying among children and young people in Queensland*—provided to me by the Chair of the Taskforce, Ms Madonna King**.**

I thank Ms King and all the members of the Taskforce for this comprehensive consideration of the prevalence and impact of cyberbullying. I welcome their recommendations on how to better protect our young people and support parents and families and the community to reduce the incidence and effects of cyberbullying.

My government is dedicated to making Queensland the safest state for children to live, learn and play. I am proud of the efforts of parents, the community and my government to achieve this goal. Most Queensland kids live happy and healthy lives. Sadly though, many struggle with challenges such as violence, poverty, drugs and bullying. For those children and families affected by these challenges, the Queensland Government is committed to doing what we can to better protect children and young people and improve their lives.

The establishment of the Queensland Anti-Cyberbullying Taskforce is just one element of a comprehensive approach we are taking in Queensland to bullying. Earlier this year we provided an urgent allocation of $60,000 to yourtown, which operates the Kids Helpline and Parentline, to supplement the more than $1 million the government already provides to ensure these supports can cope with growing demand.

In March, in conjunction with the National Day of Action against Bullying and Violence, we launched a public awareness campaign to inform parents and children of anti-bullying initiatives underway.

This year more of our schools than ever participated in the National Day of Action Against Bullying and Violence. The community was invited to imagine a world free from bullying and share their 'big ideas' on how to make this happen.

The Minister for Education's Student Advisory Council held its first meeting in June 2018, devoted to discussing bullying and cyberbullying. Students contributed their ideas on how to prevent bullying and cyberbullying. One of their messages was that campaigns about bullying and cyberbullying should represent ordinary young people 'like them'.

The Queensland Government's Cybersafety and Reputation Management Team supports Queensland state school parents, students and staff when online incidents occur and has been recognised as an effective model to assist schools.

Cyberbullying among young people is an important issue that requires national leadership. It crosses borders, which is why I am proud to have led the national agenda to help reduce bullying and cyberbullying. I am pleased to have the Council of Australian Governments' support with this and I look forward to outcomes from the work of the Education Council, which has been tasked with considering ways to help reduce bullying and cyberbullying.

These initiatives are raising awareness of cyberbullying and are a good start toward addressing its impact. But much more is needed from government, the community, young people and parents.

I am pleased to be able to support or support in-principle all of the Taskforce's recommendations. The report and its recommendations reflect the views and ideas of Queenslanders across the state. I acknowledge the significant program of consultation that the Taskforce undertook to ensure the voices of young people, parents and carers, educators, health professionals, experts and community members were heard.

It heard that young people are keen to be part of the solution to cyberbullying, and need to be involved in shaping the messages and initiatives to address the incidence and impact of cyberbullying. Young people need to be supported with this aim, encouraged to participate, and empowered to act with their voices valued in their schools and communities.

It heard that parents and carers are at the front line, helping their children to live happily and prosperously, but that some families are not getting the information and support they need when cyberbullying occurs. Parents and carers need more support from services, educators, the community and other parents to better guide their children in how to responsibly and safely use social media.

It heard that the examples of behaviour set by people in the public eye is vitally important in helping shape a young person's behaviour. Sports men and women, celebrities and politicians need to be better role models.

And it heard that social media companies do not do enough to protect children and young people when they engage in the online community. Social media companies need to be partners with government in taking a leadership role in protecting the safety and wellbeing of children and young people online.

The Taskforce's report is an important step in identifying how we can all further efforts to address bullying and cyberbullying.
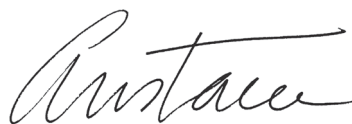
The Queensland Government will work swiftly to implement their recommendations. But government cannot do this alone. As the African proverb says, 'it takes a whole village to raise a child' and I challenge the whole community— parents and carers,

educators, sports organisations, social media platforms, everyone to consider whether we all need to adjust our online behaviour and the way we interact with each other.

I am pleased to present the Queensland Government's response to the Queensland Anti-Cyberbullying Taskforce report—*Adjust our Settings: A community approach to address cyberbullying among children and young people in Queensland.*

The challenge that cyberbullying presents demands action by us all.

Together, with the voices of young people at the forefront, schools, communities, families and all levels of government can turn the tide of cyberbullying to ensure that our online community is safe and that young people are supported.

The Honourable Annastacia Palaszczuk MP

Premier of Queensland and Minister for Trade

Overview

Adjust our Settings paints a stark picture of the prevalence and effects of cyberbullying among Queensland's children and young people. While the majority of children and young people do not report being subjected to bullying or cyberbullying behaviour, a sizeable proportion of Queensland and Australia's young people do report having suffered from bullying and cyberbullying behaviours.

The Queensland Government considers this level of bullying amongst children and young people unacceptable, and supports the view of the Queensland Anti-Cyberbullying Taskforce that addressing the prevalence of bullying and cyberbullying requires the whole community to support children and young people as they engage with each other at school and university, in the playground, on sports fields and online.

The Queensland Government has accepted or accepted in-principle all 29 of the Taskforce's recommendations.

Many actions and initiatives will require partnership with the Australian Government and other states and territories. Their support in progressing the initiatives will be sought as a priority.

The Queensland Government will also urgently seek to engage with social media companies and encourage them to partner with governments to provide safer online platforms for children and young people.

This work will complement the efforts across government to date to better protect our children and young people and enhance their online experience.

Supporting children and young people

Children and young people are the heart of the Queensland Government's commitment to address bullying and cyberbullying. The Taskforce's entire focus was on identifying, acknowledging and seeking to address cyberbullying among children and young people and its recommendations reflect this focus.

To be successful in implementing the Taskforce's recommendations, the voices of children and young people must be continued to be heard. The Taskforce undertook significant consultation with young people and students, and recommended that young people be included on the recommended Implementation Advisory Committee.

The Queensland Government has a proud track record of ensuring the voices of Queensland's youth are heard. The Queensland Government supports the YMCA Queensland Youth Parliament each year to support young people's engagement in the political and government process.

The Minister for Education's Student Advisory Council, which held its inaugural meeting in June 2018, provides the student's perspective on key educational matters to the Minister for Education.

A key component of the Queensland Youth Strategy will be the Queensland Youth Engagement Panel, which will provide Queenslanders with opportunities to influence and inform decisions that affect their lives.

The Queensland Government will complement these forums by establishing the Anti-Cyberbullying Implementation Advisory Committee and ensuring sufficient youth representation for meaningful and effective input for young people.

Supporting parents

A clear message from the Taskforce's consultation was that for some parents, supporting their children through cyberbullying incidents, whether they bully or are bullied, was often challenging. Notably for many parents and carers there is a lack of assistance, or they do not know where to go for help.

The Queensland Government provides some support for parents and carers through online information and initiatives such as the Triple P Positive Parenting Program that offers Queensland parents and carers parenting skills training.

Online information about positive and responsible technology use is available for parents and carers on Queensland Government websites, the eSafety Commissioner's website, and the Bullying. No Way! website, managed by the Department of Education on behalf of the Safe and Supportive School Communities Working Group.

The Taskforce recommended specific actions to better support parents and carers to engage actively in prevention and management of bullying and cyberbullying behaviour.

The Taskforce recommended that the government provide accessible parenting skills programs and education resources. Involving young people in the design of digital education programs for parents and carers will be important to ensure the programs are relevant. The Taskforce further recommended exploring innovative ways to engage parents and carers in relevant skills training during the cycle of child development.

The Queensland Government recognises that parents are pivotal to reducing cyberbullying. Parents are often the person a child or young person will first reveal bullying to, and parents will be the first responders seeking to help their child recover from being bullied.

Parents and carers can also have significant influence in guiding a child's online activity and modelling respectful online behaviour.

However, for programs and initiatives to be useful, accessible and relevant, they will need to be designed in consultation with young people, parents and experts, and made available

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in ways that parents can effectively access. Consequently the Queensland Government has accepted the Taskforce recommendation in-principle, and will work to identify the most effective ways to deliver programs, resources and training as recommended by the Taskforce.

The Queensland Government acknowledges the importance of government leadership in supporting parents. However, the community more broadly can also support parents and carers to model respectful behaviours and assist those parents who need support to manage the impacts of bullying and cyberbullying.

The Queensland Government calls on all community groups, sporting clubs, recreational clubs and services to consider ways they can better engage with parents and carers when children and young people are experiencing or engaging in bullying to help those parents and carers who need support to deal with the impacts on their children.

Supporting the community

The Queensland Government agrees with the Taskforce view that reducing cyberbullying is an issue for the whole community. The government accepts the Taskforce recommendation that it should approach cyberbullying primarily as a social and public health issue, as recommended by the Senate Legal and Constitutional Affairs References Committee in March 2018.

Central to a community, social and public health approach is the Taskforce recommendation for public awareness and education campaigns for adults, and for children and young people about reducing and responding to bullying and cyberbullying. The Queensland Government accepts this recommendation and will develop a communication program that will seek to influence young people and support the community to change cultural attitudes and behaviours.

Much of the cyberbullying among our children and young people occurs on social media platforms. Social media is an important tool for young people in particular to connect with one another and keep in touch with the world generally. The Queensland Government will seek to engage with social media companies in the near future to follow the Taskforce's recommendation for collaboration to make it easier for people to be safe online and to improve responses to complaints of online bullying behaviour.

The Queensland Government, as a priority action, will advocate for the Australian Government to legislate to empower the eSafety Commissioner with authority to require social media companies to publish data on complaints and response times. The Queensland Government also supports the introduction of 'right to be forgotten' laws and will advocate for the Australian Government to progress these as a priority.

Whilst the Queensland Government accepts the Taskforce's view that cyberbullying should be treated as a social and public health issue, cyberbullying and bullying can escalate to being criminal offences. The Queensland Government agrees with the Taskforce that the role and responsibility of the Queensland Police Service and the criminal justice system more broadly in responding to allegations of cyberbullying need to be appropriate and measured.

Consequently, work will soon commence to investigate collecting data about criminal charges, prosecutions and outcomes under the relevant offences in the Criminal Code and the Queensland Police Service will review procedures for responding to reports of cyberbullying.

Support for kids at school

Initiatives are already underway in schools to reduce cyberbullying and respond constructively to incidents. However, the Queensland Government recognises there is much more to do.

The Cybersafety and Reputation Management Team in the Department of Education provides online safety education programs for parents, and students and staff of state schools. The team works in partnership with relevant entities to remove offensive online content and address other issues. Its work was highlighted by the Royal Commission into Institutional Responses to Child Sexual Abuse, which recommended that other states and territories adopt a similar model.

The Department of Education will soon complete a review of its policies and guidance about student behaviour, and will release new behaviour protocols and guidance for principals in early 2019. A specialist Bullying Stand-Up Team of senior guidance officers commenced in early 2018 and will be continued to provide expert advice and assistance to schools, parents, carers and students to address bullying and cyberbullying.

The Taskforce recommended clear and transparent school procedures to respond to reports of cyberbullying, clear guidance for schools about their responsibilities for cyberbullying, guided by contemporary, best practice departmental policies, including a complaints management process.

The Taskforce considered that schools should continue to have autonomy to determine student access to mobile phones and other personal devices at school, with policies developed in consultation with their school community. The Taskforce also recommended the government ensure school boarding facilities have policies, procedures and staff training to prevent and respond to cyberbullying, based on best practice standards.

The Queensland Government has accepted all of those recommendations to support students and school communities and will be implementing them progressively in the coming year.

The government has accepted Taskforce recommendations to:

- work with universities to ensure pre-service teachers receive education in strategies to prevent and intervene in bullying and cyberbullying

- commission an independent review of the effectiveness of current processes to address reported incidents of cyberbullying in all school sectors

- commission a separate evaluation of relevant programs and resources to assist school leaders to reduce the prevalence of cyberbullying.

Cyberbullying as a national issue

The government will continue to advocate for these issues to be considered at a national level, as this is not an issue that only affects Queenslanders. This includes consideration of Commonwealth legislation, the need for national research on the prevalence and impact of cyberbullying, and for social media providers to improve access to privacy settings, blocking, and reporting cyberbullying on their platforms.

The government will also advocate with the Commonwealth Government in particular to ensure adequate resources are provided to the Commonwealth eSafety Commissioner to provide services and support for all Queenslanders.

Implementing the Report

Implementing the Taskforce's report will involve resources and time to ensure effective design and rollout of many recommendations. The Queensland Government will be seeking to partner with a number of community organisations, schools, national bodies, other governments and social media platforms to progress key initiatives and lead cultural change.

To guide the government's implementation, the Taskforce recommended the establishment of an Implementation Advisory Committee. The Queensland Government is committed to establishing the Queensland Anti-Cyberbullying Implementation Advisory Committee by February 2019 as recommended and will engage with the Committee to ensure that implementation is effective.

The Taskforce also recommended biannual reports on progress to implement the recommendations and the Queensland Government commits to reporting to Parliament biannually commencing with the first progress report in mid-April 2019.

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Queensland Government response to the Queensland Anti-Cyberbullying Taskforce Report – Adjust our Settings

	Recommendation	Response
1	The Taskforce recommends the Queensland Government endorse recommendation 5.7 of the Senate Legal and Constitutional Affairs References Committee that 'Australian governments approach cyberbullying primarily as a social and public health issue…(and) consider how they can further improve the quality and reach of preventative and early intervention measures, including education initiatives…'	**Accept** The Queensland Government agrees cyberbullying should be approached from a social and public health perspective.
2	The Taskforce recommends the Queensland Government: • establish an independent implementation committee by February 2019, supported by the Department of the Premier and Cabinet, to advise the Queensland Government about implementation of recommendations in this report • ensure the membership of the independent committee include key stakeholders identified in the Taskforce report, particularly young people • include in the terms of reference for the committee the need for an evaluation plan to assess the impact of actions to reduce the prevalence of cyberbullying among young people in Queensland, and be used to inform future policy on cyberbullying • table biannual reports on implementation in the Queensland Parliament.	**Accept** The Queensland Government will establish an Implementation Advisory Committee by February 2019 to advise the government about implementation. Advice from young people on the committee will be essential to the successful implementation of the Taskforce recommendations. Given the evolving nature of cyberbullying and rapidly changing technology, the Implementation Advisory Committee will include influential young people and people with expertise in relevant technology and trends, and in family and parenting issues. The Premier will table biannual reports about implementation of the Taskforce recommendations in the Queensland Parliament, with the first to be tabled in April 2019.
3	The Taskforce recommends the Queensland Government, individually and/or in collaboration with the Commonwealth Government and other state and territory governments, commission and fund research to measure the national prevalence and impact of bullying and cyberbullying among children and young people on an annual basis, with data to be published with a breakdown by states and territories.	**Accept** The Queensland Government recognises the importance of up-to-date data on the prevalence and impact of bullying and cyberbullying, particularly to contribute to assessment of prevalence over time. In the first instance the Premier and Minister for Trade will raise the issue at the Council of Australian Governments and work with the Commonwealth, state and territory governments and other bodies to commission and fund research to give a national picture of the prevalence of bullying and cyberbullying.
4	The Taskforce encourages Members of Parliament and other community leaders to consider the views expressed about their behaviour by stakeholders during consultations, and commit to showing leadership in demonstrating more respectful behaviour.	**Accept** The Queensland Government acknowledges community opinion about the behaviour of Members of Parliament and other community leaders, and accepts that more respectful behaviour would provide a positive model for children and young people. The government will encourage respectful behaviour, particularly in the Parliament, and among all community leaders, particularly those with public profiles and who have greater influence with young people and children.

5	The Taskforce recommends the Queensland Government formally request television networks, broadcasters and streaming services to include the term 'bullying' in program consumer advice.	**Accept** The Queensland Government recognises the impact of bullying behaviour in popular television and streaming programs, particularly reality programs. The Queensland Government will formally request television, broadcast and streaming services to include 'bullying' as a category of consumer advice about programs. The Queensland Government will also ask the Prime Minister to include bullying in standards under the Film Classification Act.
6	The Taskforce recommends the Queensland Government: • initiate statewide public awareness and education campaigns for adults and children and young people about preventing, reducing and responding to bullying and cyberbullying, to be co-created with a diverse group of young Queenslanders • approach social media companies to provide funding and/or resources for the campaigns.	**Accept** The Queensland Government accepts the value of public awareness and education campaigns aimed at reducing the prevalence of bullying and cyberbullying, and how to respond to it, and recognises the value of involving young Queenslanders in the design and creation of campaigns. The Queensland Government will approach social media companies to provide funding or resources for campaigns, including building on the agreement the Premier reached with YouTube in February 2018 to cooperate in tackling cyberbullying. Awareness and education campaign material will be disseminated through the public service, as Queensland's largest employer, to reach a large number of parents and young people under 25. Further consideration is required to determine the scope, design and funding of the proposed campaigns.
7	The Taskforce recommends the Queensland Government deliver a comprehensive online portal that is accessible and inclusive for all members of the community that provides information and advice that links to relevant services and agencies.	**Accept in-principle** The Queensland Government accepts in-principle the recommendation for a comprehensive online portal. Further work is needed to consider the costs to establish an online portal, and to ensure it is maintained with up-to-date information and links to relevant resources and services. Design of an online portal will need to consider accessibility for young people, and parents and carers.
8	The Taskforce recommends the Queensland Government: • write to state sporting, youth and community bodies requesting policies to prevent and intervene in bullying and cyberbullying be developed and implemented • ensure sporting and community bodies involving children and young people that receive Queensland Government funding are required to have and implement policies to prevent and intervene in bullying and cyberbullying.	**Accept** The Queensland Government will write to state sport, youth and community bodies in which children and young people participate, to ask them to develop and implement policies to prevent and intervene in bullying and cyberbullying. The importance of sport, youth and community organisations in reducing cyberbullying is recognised by government. Those organisations can potentially model positive behaviour to contribute to reducing cyberbullying, and to call out bullying behaviour.

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| | | The Queensland Government will review funding program guidelines for organisations that involve children and young people with a view to requiring funded organisations to have and implement policies to prevent and intervene appropriately in bullying and cyberbullying.

The review of funding program guidelines will include consideration of the support that can be offered to funded organisations to introduce and implement appropriate policies. |
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| **9** | The Taskforce recommends the Queensland Government allocate grants to youth organisations, to enable young people to develop and undertake anti-bullying and anti-cyberbullying initiatives in their school or local community. | **Accept**

The Queensland Government accepts the recommended grants program for youth organisations to enable young people to develop and undertake anti-bullying and anti-cyberbullying initiatives in their school or local community.

Further work is required to design a grants program that is accessible to young people and best supports young people's endeavours in reducing cyberbullying. |
| **10** | The Taskforce recommends that the Queensland Government support parents and carers to engage actively in prevention and management of bullying and cyberbullying behaviour by:
• providing and promoting parenting skills programs, ensuring these programs are accessible to Queensland parents and carers regardless of potential barriers (such as geography, language, and technology access)
• developing accessible and inclusive education resources for parents and carers of vulnerable children or those with specific needs
• funding community groups to deliver parenting skills training
• offering context-specific parenting skills training at regular intervals in the transitional stages of a child's development
• promoting parenting skills programs in broader community awareness campaigns about bullying and cyberbullying
• ensuring children and young people are involved in the design of technology information and digital education programs for parents and carers
• exploring innovative ways to engage parents and carers in relevant skills training relevant to the cycle of child development. | **Accept in-principle**

The Queensland Government accepts in-principle the recommendation to support parents and carers to actively engage in prevention and management of bullying and cyberbullying.

The Queensland Government considers parents and carers are pivotal to reducing and constructively responding to cyberbullying, whether independently or in partnership with schools. Some parents and carers are actively engaged in their children's online activity, while others want more resources and support.

The Queensland Government will undertake further work to identify the most effective ways to deliver and fund the programs, resources, training and strategies to implement the Taskforce recommendations. |
| **11** | The Taskforce recommends the Queensland Government require all schools to deliver evidence-based whole school programs that:
• promote social and emotional competencies among students
• include evaluation of the programs impact
• include professional development for teachers. | **Accept**

The Queensland Government accepts that a whole school approach to bullying and cyberbullying is most effective, and that schools must endeavour to genuinely engage parents and others in the school community in their approach to bullying and cyberbullying. A whole school approach to bullying and cyberbullying is encouraged in state schools. |

		Bullying behaviour is primarily a relationship issue, and the Queensland Government supports programs that promote social and emotional competencies among students.
12	The Taskforce recommends the Queensland Government in collaboration with an independent body such as the proposed national education evidence institute, commission a rigorous evaluation of relevant anti-bullying programs and resources in order to assist school leaders and school communities to reduce the prevalence of cyberbullying.	**Accept** The Queensland Government accepts that evidence-based information about the available anti-bullying and anti-cyberbullying programs and resources would assist schools in their efforts to reduce cyberbullying. The proposed national education evidence institute is unlikely to be fully operational within the next 12 months. The Queensland Government may seek to commission this work through another mechanism so it can progress as a matter of priority. The Queensland Government notes the evaluation referred to in Recommendation 11 above will take some considerable time to implement. In the meantime the 'STEPS' decision-making tool on the Bullying. No Way! website is available to help schools select appropriate evidence-based anti-bullying programs and approaches. The eSafety Commissioner also has a voluntary certification scheme of some programs and resources. The Queensland Government notes other Australian jurisdictions are currently implementing and evaluating anti-bullying programs, and Queensland will continue to closely monitor the outcomes.
13	The Taskforce recommends schools continue to have autonomy to determine student access to mobile phones and other personal devices at school, and ensure their policies on the use of mobile phones and other personal devices are: • developed in consultation with the whole school community • regularly reviewed in light of rapidly changing technology • give consideration to technology-free spaces and times.	**Accept** The Queensland Government agrees that schools should, after consultation with the school community, continue to determine their policy about student access to mobile phones and other devices at school. The Queensland Government will provide example protocols for school communities on student access to mobile phones and other personal devices in early 2019. The Queensland Government recognises mobile phones and other portable devices will be increasingly used outside schools, and considers that education in the safe and respectful use of devices may contribute to reducing cyberbullying.
14	The Taskforce recommends the Queensland Government work with universities that offer initial teacher education to ensure pre-service teachers receive education in strategies to prevent and intervene in bullying and cyberbullying.	**Accept** The Queensland Government notes that the Australian Institute for Teaching and School Leadership's national guidelines for the accreditation of initial teacher education programs includes provision for strategies that support students' wellbeing and safety. The Queensland Government, through the Minister for Education, will work with the Queensland universities that offer initial teacher education to promote education in strategies to

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		prevent and intervene in bullying and cyberbullying for pre-service teachers. The Minister for Education will also ask the Australian Institute for Teaching and School Leadership to consider amendment of its guidelines for accreditation of initial teacher education programs to include content relevant to preventing and responding to cyberbullying.
15	The Taskforce recommends the Queensland Government provide clear guidance for all schools on the scope of their responsibilities in relation to cyberbullying, including the circumstances when the principal is and is not responsible.	**Accept** The Queensland Government acknowledges the Taskforce finding that some schools, principals and teachers expressed uncertainty about the extent of their duty of care for cyberbullying, particularly when it occurs outside school hours. The Queensland Government will provide clear guidance for state schools on the scope of their responsibilities in relation to cyberbullying, including when the principal is and is not responsible. This guidance will be shared with the non-state sectors.
16	The Taskforce recommends the Queensland Government ensure the Department of Education has contemporary, best practice exemplar policy documents about reducing and responding to cyberbullying, including a complaints management process.	**Accept** The Queensland Government will review and revise its exemplar school policies and procedures relevant to reducing and responding appropriately to bullying and cyberbullying, and ensure those documents include a complaints management process and the features of school policy and procedure (as proposed in Taskforce Recommendation 17). The Queensland Government will provide these updated protocols in early 2019.
17	The Taskforce recommends the Queensland Government expect all schools to have clear, transparent, readily accessible and easily understood policies and procedures to address cyberbullying, that: • include a flowchart clearly outlining the school response to incidents and reports of cyberbullying and provide indicative timeframes for school responses • provide contact details of relevant school staff • identify when parents and carers will be contacted by the school • state the possible consequences for the student who has bullied • identify the support available for the student who has been bullied and the student who has engaged in bullying behaviour.	**Accept** The Queensland Government expects, as part of a whole school approach, all schools will have clear, transparent and accessible policies and procedures to address bullying and cyberbullying, and notes that many schools have high quality procedures in place. The Queensland Government notes the Taskforce reported that school policies and procedures vary considerably and that some stakeholders were frustrated by a school's response. The Queensland Government will deliver best practice documents to state schools in early 2019. The Queensland Government will also consult with non-state schools about their protocols during 2019.
18	The Taskforce recommends the Queensland Government: • continue and appropriately resource the Bullying Response Team of Senior Guidance Officers in the Department of Education to provide expert advice and assistance to schools, parents, carers and students	**Accept** The Queensland Government will continue the Bullying Stand-Up Team of Senior Guidance Officers in the Department of Education, to provide expert advice and assistance to schools, parents, carers and students about addressing incidents of bullying and cyberbullying.

	when they want advice about addressing and resolving reported incidents of cyberbullying • commission an independent evaluation of the effectiveness of current processes to address reported incidents of cyberbullying across all school sectors. The evaluation should consider the merit of establishing an independent dispute resolution body for complex matters which are unable to be resolved at school or system level. The approach used by the Victorian Independent Office for School Dispute Resolution in relation to school disputes about bullying and cyberbullying should form part of the evaluation.	The Queensland Government will commission an independent review of the effectiveness of current processes to address reported incidents of cyberbullying in state and non-government schools. The review will consider the views of students, parents, schools and school authorities, and whether there is merit in establishing an independent dispute resolution body for complex cyberbullying matters unable to be resolved at school or system level.
19	The Taskforce recommends the Queensland Government ensure schools that provide boarding facilities, and other organisations that provide accommodation for school students, have policies and procedures to ensure the safety and welfare of boarders. Those requirements should include staff training and competencies to prevent and respond to cyberbullying, based on best practice standards.	**Accept** The Queensland Government currently requires departmental and non-state school boarding facilities, and non-government student hostels to meet student safety and welfare requirements. Those requirements for non-government student hostels are currently under review. Current arrangements for Department of Education run boarding facilities are guided by the Boarding Standard for Australian schools and residences. Non-state school boarding facilities are required by legislation to have written processes about appropriate conduct of staff and students. The Queensland Government will consider whether legislative amendments are needed to require specific procedures about cyberbullying and to enable the Non-state School Accreditation Board to oversee non-state schools' compliance with requirements. Currently, conditions of funding for non-government and local government organisations that operate student hostels require facilities to have written policies and processes about the appropriate conduct of staff and students.
20	The Taskforce recommends the Queensland Government encourage universities (and their associated residential colleges) and VET providers in Queensland to adopt and implement comprehensive and accessible policies about prevention, reporting and responding to cyberbullying among their students.	**Accept** The Queensland Government will encourage universities, associated university residential colleges and vocational education and training providers to adopt and implement comprehensive and accessible policies about prevention, reporting and responding to cyberbullying among their students.
21	The Taskforce recommends the Queensland Government, individually and/or in collaboration with the Commonwealth Government and other state and territory governments, undertake or commission research into the efficacy of requiring social media companies to implement identity verification.	**Accept** The Queensland Government will work with social media companies and state and territory governments to assess the efficacy of requiring social media companies to implement identify verification.

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22	The Taskforce recommends the Queensland Government, individually and/or in collaboration with the Commonwealth Government and state and territory governments, require social media platform providers to: • make the maximum privacy settings the default settings for all users • make a link to privacy settings clearer, up front and more user accessible, including regular promotion of privacy settings to users • make blocking more readily viewable and available • implement 'safety by design' principles • make their educational and safety materials easy to find, and regularly promote those materials to users.	**Accept** The Queensland Government will work with state and territory governments to urge the Commonwealth Government to consider introducing requirements for social media companies aimed at preventing cyberbullying. The Queensland Government will advocate that social media companies: change user default privacy settings; provide better information about privacy, blocking and educational and safety materials on their platforms; and implement 'safety by design' principles. The Queensland Government notes that the Senate Legal and Constitutional Affairs References Committee (Senate Committee) report of March 2018 recommended that the Australian Government place and maintain regulatory pressure on social media platforms to both prevent and quickly respond to cyberbullying material on their platforms, including through the use of significant financial penalties where insufficient progress is achieved.
23	The Taskforce recommends the Queensland Government, through Advance Queensland or other sources and in collaboration with social media companies, universities and business, examine opportunities to support the development of applications and machine- learning algorithms to detect cyberbullying.	**Accept** The Queensland Government will examine opportunities to support innovation and technical developments to detect cyberbullying material. To that end, Advance Queensland will examine opportunities to support Queensland businesses and universities with relevant expertise to develop applications and machine learning algorithms to detect cyberbullying material.
24	The Taskforce recommends the Queensland Government, individually and/or in collaboration with the Commonwealth Government and state and territory governments, take steps to ensure social media companies: • improve the visibility, consistency and accessibility of reporting tools on their platforms • include a link directly to the eSafety Commissioner for users who are not satisfied with action taken by the social media company • include messages on their platforms to remind users of the harm cyberbullying can cause and steps on how to report.	**Accept** The Queensland Government will advocate that the Commonwealth and state and territory governments work together to press social media companies to improve access to reporting cyberbullying, and use their platforms to inform users on how to report and the harms of cyberbullying. In particular, social media companies will be asked: to improve the visibility, accessibility and consistency of reporting tools; show links to the eSafety Commissioner; include messages to remind users of the harm cyberbullying can cause and information on how to report cyberbullying.
25	The Taskforce recommends the Queensland Government call on the Commonwealth Government to amend the *Enhancing Online Safety Act 2015* to provide the eSafety Commissioner with powers to require annual publication of detailed data on complaints and response times by social media platforms.	**Accept** The Queensland Government recognises the important role of social media companies in reducing cyberbullying on their platforms. It will ask the Commonwealth to legislate to give the eSafety Commissioner powers to require social media companies to publish detailed data about the complaints and requests to remove cyberbullying material made to them, the response times and outcomes.

		The Queensland Government notes the Senate Committee recommendation ' … the Australian Government consider requiring social media platforms to publish relevant data, including date on user complaints and the platforms' responses, as specified by the eSafety Commissioner and in a format specified by the eSafety Commissioner.' The Premier will continue to call on the Commonwealth Government to allocate sufficient resources to the eSafety Commissioner to enable the provision of accessible services and support to all Queenslanders.
26	The Taskforce recommends the Queensland Government investigate collecting and reporting on the number of bullying and cyberbullying related charges, prosecutions and outcomes under the relevant offences in the Criminal Code.	**Accept** The Queensland Government will investigate the collection and reporting of the number of matters under the Criminal Code that relate to bullying and cyberbullying.27 This will require work to assess what changes to systems or legislation may be required to record charges, prosecutions and outcomes of matters that relate to bullying or cyberbullying.
27	The Taskforce recommends the Queensland Police Service review its Operational Procedures Manual to ensure reports of cyberbullying incidents are appropriately and consistently investigated.	**Accept** The Queensland Government, through the Minister for Police, will ask the Queensland Police Service to review its Operational Procedures Manual in relation to reports of cyberbullying incidents.
28	The Taskforce recommends the Queensland Government: • provide clear guidance to teachers, school staff and mandatory reporters on the application of child protection and other relevant legislation and guidelines for reporting requirements relating to harm and risk of harm from cyberbullying of a child • provide additional support and resources to schools to assist with any changed expectations relating to any revisions to legislation, guidelines and procedures.	**Accept** The Queensland Government will provide clear advice about reporting harm or a risk of harm of a child in connection with cyberbullying after consulting with organisations that represent schools, principals, teachers and other professionals who are required to report under the Child Protection Act 1999. The government will consider whether any additional resources are required for schools after developing new advice for those required to report harm or a risk of harm of a child.
29	The Taskforce recommends that the Queensland Government advocate that the Commonwealth Government introduce 'right to be forgotten' or 'right to erasure' legislation in Australia.	**Accept** The Queensland Government will advocate for legislation to be introduced by the Commonwealth Government, to create a right to request the removal of personal information from internet search engines. The recommended legislation would be informed by the 'right to be forgotten' provisions introduced in the European Union General Data Protection Regulation.

Queensland Government response to: Adjust our Settings: A community approach to address cyberbullying among children and young people in Queensland

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