



SECOND PROGRESS REPORT
Implementing the Queensland
Anti-Cyberbullying Taskforce Report

November 2019



Queensland
Government



Premier's foreword

I am pleased to present the Second Progress Report on implementing the Queensland Anti-Cyberbullying Taskforce Report.

More than 12 months has passed since the Taskforce handed down its Report and recommendations to my Government. This Second Progress Report shows the significant progress we have made.

I tabled the First Progress Report in Parliament on 30 April this year. It highlighted my Government's commitment of \$3.5 million in funding for anti-cyberbullying initiatives as well as the establishment of the independent Anti-Cyberbullying Advisory Committee.

Since then, we have continued work throughout our State to implement change and send a message that bullying, and cyberbullying, are not acceptable – in any form. This includes releasing

round one of the *Tackle Cyberbullying Grants Program*, the development of an online portal and co-designing a public education campaign with young people. We are committed to doing all that we can to ensure our children and young people are safe when they are online.

New resources and supports have been developed to be delivered in our schools to enable responsive and informed action to prevent and respond to cyberbullying. The *Tackle Cyberbullying Grants Program* is delivering funding for initiatives across Queensland from Cloncurry to Robina to Thursday Island to enable our young people and community organisations to act, speak out and speak up against cyberbullying. In a first for the Queensland Government we have provided grants directly to young people through sponsoring organisations to deliver initiatives developed by young people, for young people.

I was heartened by CONVO2019, the Youth Anti-Cyberbullying Event held at the State Netball Centre in October 2019. This event placed young people at the centre of a co-design process and saw people from across the state come together to workshop ideas to inform education and awareness campaigns designed to prevent, reduce and respond to cyberbullying.

We have listened to parents and carers and that is why we have committed a further \$1.2 million in

funding for parenting skills programs and digital skills training. This training will equip parents and carers to stay informed and understand the effects of cyberbullying – to help tackle cyberbullying and support our young people.

An additional full-time Cyberbullying Consultant at Parentline will develop resources to provide evidence-based training to Parentline counsellors. Information sessions, workshops, and accessible self-help education resources will be developed and delivered across the State. We are expanding the successful Triple P program to include modules on cyberbullying to be delivered both directly to parents and through training school staff to provide one-to-one parenting support.

I also acknowledge the Anti-Cyberbullying Advisory Committee, which has met four times this year and continues to provide independent and valuable insights to my Government.

My Government is leading the nation in tackling cyberbullying. We continue to need the support and help of individuals, communities, government agencies and social media providers. Together we can, and are, making a stand.

It is critical that all sectors of the community and governments across Australia continue to take responsibility for their part in preventing and responding to cyberbullying. We must all continue

to work together to provide a safe online environment for our children and young people and build digital resilience and wellbeing.



The Honourable Anastacia Palaszczuk MP
Premier and Minister for Trade

Overview

The Queensland Government is committed to tackling the prevalence of cyberbullying among children and young people by driving cultural and behavioural change across the whole community.

Since *Adjust our Settings: A community approach to address cyberbullying among children and young people in Queensland* was delivered in September 2018, significant progress has been made in implementing all 29 recommendations, with 19 recommendations now completed. Fifteen of these recommendations were delivered in the current reporting period from 1 April to 31 October 2019. The remaining 10 recommendations are on track to be delivered by the end of the two-year implementation period set by the Government, October 2020.

The Queensland Government continues to lead the nation in its response to cyberbullying. However, it remains critical for all sectors of the community and government to continue to take responsibility for their part in preventing and responding to this whole-of-community issue. Only by working together will we ensure a safer online environment for our children and young people.

To make sure there is clear and accountable reporting of the progress being made to address cyberbullying, the Queensland Government will continue to table biannual progress reports on the implementation of the Taskforce's recommendations. In keeping with our commitment, this is the Second Progress Report.

Empowering young people

Young people and children are at the heart of the design and implementation of the Queensland Government's response to cyberbullying. The Queensland Government is ensuring children and young people's voices are being heard, enabling them to provide advice and generate ideas and solutions to combat cyberbullying.

The independent Queensland Anti-Cyberbullying Committee was established on 13 February 2019. Young advisors on the Committee are providing unique and expert insights to the Government on implementing the *Adjust our Settings* recommendations, particularly those that affect children and young people.

The Queensland Government is working with experts to deliver statewide public education and awareness campaigns. Including the voices and insights of young people in the development of the campaign strategy has been pivotal, enabled via a phased engagement and co-creation process with young people across the state.

CONVO2019, the Youth Anti-Cyberbullying Event held on 21 October 2019 at the Queensland State Netball Centre, engaged more than 100 young people, parents, experts and stakeholders from across the community and was a key activity in the co-creation process suggested in *Adjust our Settings*.

CONVO2019 saw young people, parents and carers from diverse and regional backgrounds come together with social media influencers, social media company representatives and representatives from support services to understand more about cyberbullying and to workshop ideas to inform campaigns to raise awareness of and address cyberbullying.

CONVO2019 was designed to focus on:

- raising awareness that cyberbullying is not acceptable
- co-designing a campaign with children and young people and creatively testing campaign ideas with parents
- bringing social media organisations, influencers, parents and young people together to educate, inform, listen and take a stand against cyberbullying
- generating community momentum to end cyberbullying.

The event empowered young people between 12 to 25 years of age to play a hands-on role in the development of a campaign strategy and provided a powerful message that bullying and cyberbullying are not acceptable. Some of the key themes explored included:

- When you see a hateful comment, put the phone down, don't react to it, just ignore it and don't take it to heart. Swipe the message away.
- Before you send that text, post that photo or write that comment you should always reflect – why am I doing this and what could the consequences of my actions be?

These and other messages from young people heard at CONVO2019 will inform the development of the public education and awareness campaign which will launch in 2020. The event also allowed the creative concepts and

messaging targeting parents to be tested with parents who attended.

On 23 May 2019, the Queensland Government released round one of the *Tackle Cyberbullying Grants Program*. The grants were open to young Queenslanders aged 10 to 17 years and community organisations seeking funding for initiatives to reduce the prevalence and impact of cyberbullying.

Amazing ideas for projects that will empower young people and create supportive and healthy environments were received. Successful grant recipients were announced in September 2019 with all initiatives to be delivered by December 2020. Some of the successful applicants and initiatives include:

- Seventeen-year-old Elizabeth, to deliver a Cyber Safety Wellbeing Expo in collaboration with the Park Ridge State High School P&C Association. The expo will include a variety of presentations on cyberbullying, an interactive dance performance, guest speakers and a BBQ breakfast.
- Fourteen-year-old Aiden, to deliver a cyberbullying video project for young people in Gladstone, which will incorporate video interviews of young people who have experienced cyberbullying and encourage young people to take a stand.
- The Thangool State School P&C Association, to deliver Knowledge is Power, a series of workshops and information sessions with expert presenters. Students involved will share weekly tips and advice with the school and via social media.
- The Queensland Police Citizens Youth Welfare Association, to deliver Cooktown Kids are Cyber Safe, involving presentations by the Police Citizens Youth Club and the Queensland Police Service to educate children on cyberbullying, a slogan design competition to be made into a wristband, and a cyber-themed disco.
- Multiskill Centre Ltd in Cloncurry, to develop 'Send-a-friend', a shareable game to identify a friend in need of help, which incorporates links to eSafety resources.
- The Queensland Blue Light Association Incorporated, to deliver movie nights and community engagement sessions targeting young Indigenous Queenslanders in the Torres Strait/Northern Queensland Peninsula area.

Key actions • Representation of young people on the Anti-Cyberbullying Advisory

Committee established in February 2019 (Recommendation 2)

- Co-designing public awareness and education campaigns with young people (Recommendation 6)
- Delivering a grants program for young people and youth organisations to develop initiatives to tackle cyberbullying (Recommendation 9)

Supporting parents and carers

Parents and carers play a critical role in helping to prevent and respond to cyberbullying. Involving parents not only increases the likelihood that bullying related issues are addressed at home, it increases the likelihood that parents will inform the school that their child is being bullied and enable schools to act appropriately.

The digital awareness and capability of parents and carers is important. Positive relationships and communication with children and young people, and oversight and understanding of their online activity are key to reducing and responding appropriately to cyberbullying. That is why the Queensland Government is committed to helping parents and carers navigate the digital world with children and young people.

The 2019–20 State Budget committed \$1.2 million to develop targeted programs and information sources for parents and carers. This will ensure parents and carers are equipped with the knowledge and skills they need to stay informed and are able to have supportive and positive conversations with young people about the digital world and the effects of cyberbullying.

To provide the programs and supports, funding is being provided to yourtown to employ an additional full-time Cyberbullying Consultant at Parentline to:

- develop and deliver evidence-based training to new and existing Parentline counsellors
- deliver targeted, statewide information sessions and workshops in communities that request support
- conduct statewide online information sessions for parents and carers, schools (including P&Cs) and other key community stakeholders

- develop accessible and inclusive self-help education resources on the Parentline website
- distribute cyberbullying-specific material to parents, schools and local services
- enhance Parentline visibility via online advertising, search engine optimisation and social media promotion.

In addition, Triple P International is being funded to expand its service delivery to provide additional support to parents in relation to cyberbullying. This will include extra modules being offered through direct delivery of programs to parents as well as training and supporting school-based staff to deliver programs to families to address cyberbullying.

- Key actions**
- Delivering parenting skills programs and digital skills training to support parents and carers (Recommendation 10)
 - Distributing resources to support parents and carers prepared by the Department of Education's Cybersafety and Reputation Management team (Recommendation 10)

Supporting schools and students

Schools are working closely with their communities to provide a united position in acting to prevent and address incidents of cyberbullying.

To maximise the chances of success to prevent bullying and cyberbullying, a whole-school approach is needed to embed cultural change and sustain it. *Curriculum into the Classroom* and *Respectful Relationships* programs from Prep to Year 12 continue in Queensland state schools with a focus on providing opportunities for students to recognise inappropriate behaviour and explore coping and reporting strategies.

The Queensland Government has also contracted the Alannah and Madeline Foundation, in partnership with Dolly's Dream Foundation, to roll out the eSmart Schools Program in Queensland schools over a four-year period. The initial rollout of up to 100 Queensland Schools will occur from Semester 1, 2020 and will include workshops to parents and teachers.

The eSmart program will educate children, young people, parents and teachers on how to use the internet safely and enhance understanding of the consequences of actions taken on the internet. Gained through completing eight modules, the program provides an eSmart Digital Licence that prepares children and teachers for using the web safely and can be adapted to primary and secondary school ages. It is delivered in classrooms and includes teacher resources and supporting activities.

Once earned, the eSmart Digital Licence can be regularly renewed to continue to teach young people about the current and changing online risks, and how to best manage them.

The Department of Education has worked with key stakeholders to develop new policies and guidance to support schools in preventing, reducing and addressing bullying in schools. These policies and guidelines will be in place for implementation from the start of the new school year in 2020.

The new resources include best practice policy exemplars for reducing and responding to bullying and cyberbullying, including flowcharts with indicative timeframes, a complaints management process, as well as a school mobile phone policy. There are also fact sheets to provide clarity on what bullying is and the impact it can have, as well as the scope of school responsibility in relation to cyberbullying.

These materials work together to better support our Queensland school students and reduce the impact and prevalence of bullying and cyberbullying. They include:

- Student Code of Conduct
- Mobile phone exemplar policy
- Mobile phone and other technologies guidance document
- Technology zone posters
- Fact sheets on bullying and cyberbullying.

In developing the documents, consultation was undertaken with key stakeholders, which included the Queensland Secondary Principals' Association, Queensland Association of State School Principals, Queensland Association of Special Education Leaders, Queensland Association of Combined Sector Leaders, P&Cs Queensland, Queensland Teachers' Union, Independent Schools Queensland, Queensland Catholic Education Commission, and the Office of the eSafety Commissioner.



The Queensland Government has liaised with higher education institutions to include content relevant to cyberbullying in their programs and implement comprehensive and accessible policies to prevent, report and respond to cyberbullying that may occur within their facilities. This involved liaison with:

- Bond University
- Australian Catholic University
- Christian Heritage College
- CQUniversity
- Griffith University
- James Cook University
- Queensland University of Technology
- University of Queensland
- University of Southern Queensland
- University of the Sunshine Coast
- Southern Cross University (Gold Coast Campus).

Key actions The Department of Education has:

- signed a service agreement with the Alannah and Madeline Foundation to deliver whole-school programs in state and non-state schools and promoted the Curriculum and Respectful Relationships programs from Prep to Year 12 (Recommendation 11)
- provided advice about use of the Bullying. No Way! STEPS evaluation framework and the Beyond Blue Be You program review service to identify suitable anti-cyberbullying programs (Recommendation 12)
- undertaken extensive consultation and developed guidelines for schools to support their autonomy in deciding if and how students will access mobile phones at school and will make these available for non-state schools to use (Recommendation 13)
- liaised with the Australian Institute for Teaching and School Leadership requesting it consider amending its program accreditation guidelines with relevant higher education institutions to include content

relevant to cyberbullying in their programs (Recommendation 14)

- developed guidance on the scope of school responsibilities in relation to cyberbullying, including the circumstances when the principal is and is not responsible and will make these available to non-state schools (Recommendation 15)
- developed a contemporary, best practice exemplar policy about reducing and responding to cyberbullying, which will also be available to non-state schools (Recommendation 16)
- developed clear, transparent, readily accessible and easily understood policies and procedures to address bullying and cyberbullying including flowcharts outlining responses and timeframes, relevant contact details, when parents should be contacted, possible consequences and options for support, will also be available to non-state schools (Recommendation 17)
- continued operation of the Bullying Response Team and the Cybersafety and Reputation Management Team (Recommendation 18)
- liaised with universities and vocational education and training providers to implement comprehensive and accessible policies to prevent, report and respond to cyberbullying (Recommendation 20)

Supporting the community

Everyone in the community has a role to play in the prevention of cyberbullying. Parents and carers, schools and the wider community need to work in unison to implement positive and proactive approaches based on respectful relationships.

The Queensland Government committed \$2 million to implement a public education and



awareness campaign and deliver an online portal to allow easy access to relevant information. The Queensland Government has engaged with a range of stakeholders and experts from across government, other jurisdictions, and support services, conducted a phased co-creation youth engagement approach and concept tested with parents and carers to inform the development of the education and awareness campaigns.

In September 2019, the Queensland Government released the online portal, available at www.qld.gov.au/stopcyberbullying. The portal provides information for all members of the community and links to relevant services and agencies. It contains information for anyone seeking support or advice on cyberbullying, as well as links to resources for children and young people, parents, carers and the community. The web portal was developed in consultation with experts and user testing has been conducted with a sample parent/carer audience.

The portal will also promote anti-cyberbullying initiatives happening in the community as a result of the grants awarded under the *Tackle Cyberbullying Grants Program* and will support the public awareness and education campaign as this work progresses. While the portal is in its early stages, it will be updated with further information and links as the implementation of recommendations progresses. Organisations across Queensland already do a fantastic job in supporting our children and young people, and as highlighted in the *Adjust our Settings* report, they, along with all of us, have a role to help ensure children and young people are safe and supported and understand the impacts of bullying and cyberbullying.

Support is being offered to our community organisations to build a culture that supports children and young people to be the best they can be, and to clearly indicate that bullying and cyberbullying are not acceptable. The Queensland Government is working with sporting, youth and community bodies across the state to support them to have policies in place to prevent, intervene and respond to instances of bullying and cyberbullying when they occur. For state-funded sporting and community bodies involved with children and young people, Queensland Government agencies are working to ensure that these policies are in place and our children and young people are safe and supported.

- Key actions**
- Delivery of public awareness and education campaigns to assist the community, parents and carers, and young people to understand cyberbullying (Recommendation 6)
 - Development of a comprehensive online portal to provide information and advice on cyberbullying, including links to relevant advice and support agencies (Recommendation 7)
 - Supporting the adoption of anti-cyberbullying policies by sporting, youth and community bodies (Recommendation 8)

Progressing national action

The Queensland Government is proud to be leading action against cyberbullying by driving reform at the national level.

Following agreement by leaders at the December 2018 Council of Australian Governments (COAG) meeting, the Queensland Government is working with the Federal Government and states and territories to advance introduction of ‘right to be forgotten’ legislation in Australia. The Queensland Government continues to provide input to progress this legislation through COAG. The legislation will strengthen individuals’ rights online and provide people with a strong lever to limit accessibility of potentially harmful and damaging content through requesting removal of information from search engines.

The Premier has also advocated directly to the Prime Minister about amendments to Federal legislation to provide the Office of the eSafety Commissioner with powers to require annual publication of detailed data on complaints and response times by social media platforms.

The Queensland Government supports the Federal Government’s recent commitment to introduce a new Online Safety Act and mandate transparency reports from the major social media platforms on the number and type of responses to reports and complaints about illegal, abusive and predatory content by their users. The Queensland Government will continue to advocate and work with the Federal Government to develop and



implement the proposed new Online Safety Act. This proposed legislation will also help to manage the negative effects associated with the digital world and support changes to Queensland legislation in 2018, which made non-consensual sharing of intimate images a criminal offence.

Adjust our Settings recommended there would be value in a national study to establish the current prevalence of cyberbullying. The Premier raised the need at the December 2018 COAG meeting to commission and fund research to understand nationally the prevalence of bullying and cyberbullying.

The Queensland Government has worked with the Federal Government and other states and territories to approve and provide funding through the Australian Education Senior Officials Committee to enhance the national evidence base on bullying and cyberbullying in schools with contemporary data.

- Key actions**
- Driving national action on introduction of ‘right to be forgotten’ legislation through the Council of Australian Governments (Recommendation 29)
 - Advocating for amendments to the Enhancing Online Safety Act 2015 (Cth) to provide the eSafety Commissioner with powers to require publication of Australian data on complaints and response times by social media platforms (Recommendation 25)
 - Pursuing national research to establish a clear understanding of the prevalence and impact of cyberbullying through COAG and the COAG Education Council work program (Recommendation 3)

Work of the Anti-Cyberbullying Advisory Committee

On 13 February 2019, the Premier announced a new independent Anti-Cyberbullying Advisory Committee to advise Queensland Government departments on implementation of the 29 recommendations of *Adjust our Settings*. Chaired by Mr Peter Black, the Committee has played a critical role in helping to create a safer and

more supportive online environment for Queensland’s children and young people.

The Committee has held four meetings since its establishment – on 27 February, 29 March, 26 June and 18 September 2019, and will meet for a fifth time, later in 2019.

The Committee has provided advice and expertise and informed action on a range of matters including:

- the *Tackle Cyberbullying Grants Program*
- development of the public education and awareness campaign and online portal
- consideration of the evaluation of the impact of actions from implementation of the recommendations in *Adjust our Settings*
- implementation of cyberbullying policies in higher education facilities, universities and TAFEs.

The Committee has also provided guidance on the development of an algorithm to detect cyberbullying, action to support young people post-school age and Department of Education policies and procedures to prevent, intervene in and reduce instances of cyberbullying.

Committee members have advocated within their individual communities and organisations about the importance of supporting the *Adjust our Settings* recommendations, with an emphasis on leading cultural change and supporting community leaders to be models for respectful online behaviour.

Status of implementation of the Queensland Anti-Cyberbullying Taskforce recommendations – as at 31 October 2019

Traffic Light Status Category:

- Not started
- Commenced
- Completed

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
1	<p>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...’</p> <p>Government Response The Queensland Government agrees cyberbullying should be approached from a social and public health perspective.</p>	<p>Completed (in first progress report – 31 March 2019)</p>
2	<p>The Taskforce recommends the Queensland Government:</p> <ul style="list-style-type: none"> • 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. <p>Government Response 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.</p>	<p>Completed (in first progress report – 31 March 2019)</p>

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
3	<p>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.</p> <p>Government Response</p> <p>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.</p> <p>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.</p>	<p>Completed</p> <ul style="list-style-type: none"> • In February 2019, the Premier wrote to the Prime Minister about the need for national leadership to instigate a national survey on the prevalence of bullying and cyberbullying among children and young people. • In June 2019, the Australian Education Senior Officials Committee, of which Queensland is a member, approved and provided funding to the Federal Department of Education to enhance the national evidence base on bullying in schools with contemporary data by updating the 2009 <i>Australian Covert Bullying Prevalence Study</i>. • Once completed, the Queensland Government will review the updated Prevalence Study and consider any additional action if required.
4	<p>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.</p> <p>Government Response</p> <p>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.</p>	<p>Completed</p> <ul style="list-style-type: none"> • In May 2019, the Premier sent letters to community and faith Leaders, peak sporting bodies and Queensland mayors to show leadership by modelling respectful behaviour for our children and young people. • The Queensland Government continues to advocate for all Queenslanders to demonstrate respectful behaviours.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
5	<p>The Taskforce recommends the Queensland Government formally request television networks, broadcasters and streaming services to include the term ‘bullying’ in program consumer advice.</p> <p>Government Response</p> <p>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.</p> <p>The Queensland Government will also ask the Prime Minister to include bullying in standards under the Film Classification Act.</p>	<p>Completed (in first progress report – 31 March 2019)</p>

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
6	<p>The Taskforce recommends the Queensland Government:</p> <ul style="list-style-type: none"> • 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. <p>Government Response</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Further consideration is required to determine the scope, design and funding of the proposed campaigns.</p>	<p>Commenced</p> <ul style="list-style-type: none"> • In February 2019, the Premier requested support for the campaign from social media companies. • In March 2019, the Premier and the Minister for Education launched the social media campaign #endcyberbullying on the National Day of Action Against Bullying and Violence. • The Queensland Government is working with key stakeholders to develop the statewide public education and awareness campaigns. Key elements to date include: <ul style="list-style-type: none"> - benchmark research - a phased engagement and co-creation process, including focus groups with young people and CONVO2019 - drafting of a campaign strategy - drafting of a media strategy - liaison with key stakeholders. • In August 2019, the Queensland Government conducted focus group research in Townsville and Brisbane with young people to understand the issues and test three strategic hypotheses to identify a direction for exploration at subsequent co-creation sessions. • On 21 October 2019, the Queensland Government held CONVO2019, a youth anti-cyberbullying co-creation event where young people co-designed ideas to inform the development of an education and awareness campaign. • More than 100 young people, parents, experts and stakeholders were involved in CONVO2019 which also had a range of presentations and consultation with parents. • The Queensland Government will develop campaign strategies for campaigns targeting young people and parents/carers. • The education and awareness campaign will be delivered in 2020

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
7	<p>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.</p> <p>Government Response</p> <p>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.</p> <p>Design of an online portal will need to consider accessibility for young people, and parents and carers.</p>	<p>Completed</p> <ul style="list-style-type: none"> • In September 2019 the Queensland Government launched the online portal, available at www.qld.gov.au/stopcyberbullying. • The portal provides information for all members of the community and links to credible online sources of information, downloadable resources, and reporting mechanisms including the Office of the eSafety Commissioner. • The portal will continue to be updated to support the public education and awareness activities. • At 31 October 2019, the online portal had received 688 unique page views. • The online portal has been promoted through postcards given to participants at CONVO2019 and via social media promotion. • The online portal will be further promoted as part of the advertising to support the education and awareness campaign.
8	<p>The Taskforce recommends the Queensland Government:</p> <ul style="list-style-type: none"> • 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. <p>Government Response</p> <p>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.</p> <p>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.</p>	<p>Commenced</p> <ul style="list-style-type: none"> • The Queensland Government is encouraging all sporting, youth and community bodies to have policies in place to prevent and intervene in bullying and cyberbullying. • State-funded sporting and community bodies involving children and young people are being contacted, and offered support to meet new requirements to have policies to prevent and intervene in bullying and cyberbullying that will be a condition of relevant contracts. • The Blue Card Child and Youth Risk Management Strategy (CYRMS) was updated to include a requirement to have policies to prevent and intervene in cyberbullying.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
9	<p>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.</p> <p>Government Response</p> <p>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.</p> <p>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.</p>	<p>Completed</p> <ul style="list-style-type: none"> • The Queensland Government has allocated a total of \$500,000 over two years to support young people and community organisations to tackle cyberbullying through targeted grants. • The first round of the <i>Tackle Cyberbullying Grants Program</i> was opened from 23 May to 21 July 2019, with successful projects announced in September. • Six young people and 39 community organisations received grants to deliver initiatives to reduce and prevent cyberbullying. • Young people aged from 11 years have been successful in being granted funding to deliver initiatives in their communities. • Initiatives will be delivered in around 25 communities across the State, in places as far north as Thursday Island, as far west as Cloncurry, and as far south as Robina. • Initiatives from the first round of grants are scheduled to be delivered by December 2019. • Feedback and a review of initiatives from the first round of grants will inform the process and timeframes for the second round of grants in early 2020.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
10	<p>The Taskforce recommends that the Queensland Government support parents and carers to engage actively in prevention and management of bullying and cyberbullying behaviour by:</p> <ul style="list-style-type: none"> • 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. <p>Government Response</p> <p>The Queensland Government accepts in-principle the recommendation to support parents and carers to actively engage in prevention and management of bullying and cyberbullying.</p> <p>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.</p> <p>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.</p>	<p>Commenced</p> <ul style="list-style-type: none"> • In the 2019–20 State Budget the Queensland Government allocated \$1.2 million to build upon existing universal parenting support and provide parental education initiatives to respond to cyberbullying, including: <ul style="list-style-type: none"> - incorporating new resources on cyberbullying into the existing Triple P program - rolling out the Triple P program (including cyberbullying modules) to parents across the state - providing training and support to school-based personnel to deliver programs to parents. - building the capacity of Parentline counsellors - telephone support. • The Department of Child Safety, Youth and Women is funding Yourtown to provide a Cyberbullying Consultant to work with Parentline to enhance advice available to parents and carers on social media safety, cyberbullying and technology-based issues. • The consultant will deliver: <ul style="list-style-type: none"> - Evidence-based training to Parentline counsellors - targeted cyberbullying information sessions to communities when requested - online information sessions - self-help education resources • The Department of Child Safety, Youth and Women is funding Triple P International to deliver an enhanced Triple P program with cyberbullying modules – both directly through the Triple P programs and through training school-based staff to deliver the programs to families to address cyberbullying. • The Cybersafety and Reputation Management team in the Department of Education provides resources for parents, communities, school leaders, teachers and students on the Department of Education CyberSafety Advice Facebook page and via the website, www.qld.gov.au/cybersafety.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
11	<p>The Taskforce recommends the Queensland Government require all schools to deliver evidence-based whole school programs that:</p> <ul style="list-style-type: none"> • promote social and emotional competencies among students • include evaluation of the programs impact • include professional development for teachers. <p>Government Response</p> <p>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.</p> <p>Bullying behaviour is primarily a relationship issue, and the Queensland Government supports programs that promote social and emotional competencies among students.</p>	<p>Commenced</p> <ul style="list-style-type: none"> • The new Student Code of Conduct will require state schools to have an evidence-based, whole-school program to respond to cyberbullying. • In 2018, the Queensland Government committed a total of \$1 million for whole-school initiatives. • In July 2019, the Department of Education signed a service agreement with the Alannah and Madeline Foundation to provide from Semester 1, 2020: <ul style="list-style-type: none"> - eSmart Digital Licences and teacher resources for up to 400 schools over four years - the eSmart Schools Framework Program to up to 100 schools - two parent and teacher connect workshops at 50 schools - an independent evaluation of the program by June 2022. • Implementation of the eSmart program in selected state and non-state schools will commence at the beginning of semester 1, 2020. • From July 2019 – November 2019 the Alannah and Madeline Foundation will identify the initial schools that will participate in delivery in the eSmart program commencing in January 2020. • The Department of Education is also continuing to promote the <i>Curriculum into the Classroom</i> and <i>Respectful Relationships</i> programs from Prep to Year 12 in Queensland state schools.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
12	<p>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.</p> <p>Government Response</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>The Queensland Government notes other Australian jurisdictions are currently implementing and evaluating anti-bullying programs, and Queensland will continue to closely monitor the outcomes.</p>	<p>Commenced</p> <ul style="list-style-type: none"> • Queensland state schools have been provided with advice about using the STEPS evaluation framework and the Beyond Blue Be You program review services which provides a directory of approved programs. • Beyond Blue Be You program review ensures the quality of programs included in their directory through assessment against key criteria, including alignment with professional learning domains, backed by evidence and is appropriate for the audience. • The Council of Australian Governments Education Council has provided in-principle support to the scope and focus of a National Evidence Institute. • The Queensland Government is continuing to work collaboratively with the Federal Government and states and territories to progress the National Evidence Institute with options to be presented to the Education Council in late 2019. • In the interim, the Queensland Government is encouraging non-government organisations to submit their anti-cyberbullying and anti-bullying measures to the Beyond Blue Be You review approval process.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
13	<p>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:</p> <ul style="list-style-type: none"> • developed in consultation with the whole school community • regularly reviewed in light of rapidly changing technology • give consideration to technology-free spaces and times. <p>Government Response</p> <p>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.</p> <p>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.</p>	<p>Completed</p> <ul style="list-style-type: none"> • The Department of Education has developed new exemplar policy, guidance materials and resources for schools on the use of mobile phones and other technology, clarifying that schools can determine, in consultation with their school community, their own individual policies about student access to mobile phones and other personal devices. • The guidance provides advice about considerations for acceptable and unacceptable use of devices and recommends schools consider allocating technology-free spaces and times. • The suite of resources developed to support schools will be implemented from the start of the new school year in 2020 to enable a sharp focus on strategies to effectively address and respond to cyberbullying. • The Department of Education will make the materials available to non-state schools.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
14	<p>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.</p> <p>Government Response</p> <p>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.</p> <p>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 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.</p>	<p>Completed</p> <ul style="list-style-type: none"> • In May 2019, the Minister for Education wrote to higher education institutions that offer Queensland-accredited initial teacher education programs to seek cooperation to incorporate strategies to prevent and intervene in bullying and cyberbullying into their programs. • All Queensland universities offering initial teacher education responded to the Minister, advising that their initial teacher education programs include strategies to prevent and intervene in bullying and cyberbullying. • The Minister for Education acknowledged the responses to this recommendation at the 13 August 2019 Higher Education Forum and encouraged continued efforts to address this issue. The forum comprised the Minister, Director-General, Vice Chancellors and representatives from the nine Queensland universities. • Queensland higher education institutions are independent statutory bodies or corporations that are autonomous in their operations/policies and are regulated by the Tertiary Education Quality and Standards Agency, which is an independent statutory body established by the Federal Government. • This means that the Queensland Government is unable to intervene in university operations, policies, or student matters. • The Australian Institute for Teaching and School Leadership has agreed to commence discussions to consider amending their national guidelines for accreditation of initial teacher education programs to include content relevant to preventing and responding to cyberbullying.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
15	<p>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.</p> <p>Government Response</p> <p>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.</p> <p>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.</p>	<p>Completed</p> <ul style="list-style-type: none"> • The Department of Education has developed a fact sheet on the scope of school responsibilities related to cyberbullying. • Consultation occurred with the Queensland Secondary Principals' Association, Queensland Association of State School Principals, Queensland Association of Special Education Leaders, Queensland Association of Combined Sector Leaders, P&Cs Queensland, Queensland Teachers' Union, Independent Schools Queensland, Queensland Catholic Education Commission, and the Office of the eSafety Commissioner in developing the fact sheet. • The suite of resources developed to support schools will be implemented for the start of the new school year in 2020 to enable a sharp focus on strategies to effectively address and respond to cyberbullying. • The new fact sheet will be available for both state and non-state schools to access.
16	<p>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.</p> <p>Government Response</p> <p>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).</p> <p>The Queensland Government will provide these updated protocols in early 2019.</p>	<p>Completed</p> <ul style="list-style-type: none"> • The Department of Education has developed a new Student Code of Conduct which reflects best practice and research evidence on responding to bullying and cyberbullying complaints. • Consultation to inform the policies included liaison with key stakeholders and undertaking a review of current research. • The suite of resources developed to support schools will be implemented at the start of the new school year in 2020 to enable a sharp focus on strategies to effectively address and respond to cyberbullying. • The Student Code of Conduct will also be released for implementation at the start of the new school year in 2020.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
17	<p>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:</p> <ul style="list-style-type: none"> 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. <p>Government Response</p> <p>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.</p> <p>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.</p> <p>The Queensland Government will also consult with non-state schools about their protocols during 2019.</p>	<p>Completed</p> <ul style="list-style-type: none"> The Department of Education has developed a new Student Code of Conduct which will illustrate clear and consistent cyberbullying and bullying response flowcharts for teachers. The suite of resources developed to support schools will be available for implementation in 2020 to support a sharp focus on strategies to effectively address and respond to cyberbullying. The Student Code of Conduct will be implemented at state schools at the start of the new school year in 2020. The resources will be available for non-state schools to access, should they wish.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
18	<p>The Taskforce recommends the Queensland Government:</p> <ul style="list-style-type: none"> • 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 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. <p>Government Response</p> <p>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.</p> <p>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.</p> <p>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.</p>	<p>Commenced</p> <ul style="list-style-type: none"> • The Department of Education’s Bullying Stand-up Team continues to provide guidance and support to children, young people, parents and teachers when requested. • The Bullying Stand-up Team has supported 277 state schools and 35 non-state schools since its establishment in February 2018. • A tender process for an independent evaluation to assess the effectiveness of the new processes will occur after implementation of the new Student Code of Conduct.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
19	<p>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.</p> <p>Government Response</p> <p>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.</p> <p>Current arrangements for Department of Education run boarding facilities are guided by the Boarding Standard for Australian schools and residences.</p> <p>Non-state school boarding facilities are required by legislation to have written processes about appropriate conduct of staff and students.</p> <p>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.</p> <p>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</p>	<p>Commenced</p> <ul style="list-style-type: none"> • In July 2019, the Department of Education implemented a new procedure for state school operated residential boarding facilities, <u><i>Safety and wellbeing of students residing in a state school operated residential boarding facility.</i></u> • The Department of Housing and Public Works and the Department of Education continue to work closely with service providers to ensure policies and procedures are in place to ensure the safety and welfare of boarders. • The broader Student Hostel Support Scheme review consultation has been completed. • Recommendations from the Student Hostel Support Scheme review will be implemented in the first half of 2020 and will require hostels to enhance existing student wellbeing policies and require staff training and competencies in preventing and responding to cyberbullying. • 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.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
20	<p>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.</p> <p>Government Response</p> <p>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.</p>	<p>Completed</p> <ul style="list-style-type: none"> • In May 2019, the Minister for Education wrote to all relevant public and private Queensland higher education institutions to: <ul style="list-style-type: none"> - request they review, adopt and implement policies about prevention, reporting and responding to cyberbullying for the wellbeing of their students and on campus generally - seek advice from each about the implementation of this recommendation and any further actions planned. • Responses have been received from all Queensland universities, outlining student support, resources and policies they have in place to prevent, respond and intervene in cyberbullying among their students. • A Higher Education Forum was held on 13 August 2019 at which no further actions were raised for the Department of Education relating to this recommendation. • For TAFE policies, the Department of Employment, Small Business and Training included an article in its July 2019 'Contract Connector' regarding anti-cyberbullying for contractors. • The TAFE Student Misconduct procedure was reviewed and updated in late March 2019. The procedure categorises 'inappropriate use of social media or electronic devices and equipment for the purposes of bullying or harassing other persons' as major misconduct and outlines the process for reporting and managing misconduct. • Further actions taken by TAFE include: <ul style="list-style-type: none"> - professional development for staff to ensure understanding of the process for reporting and responding to inappropriate use of social media and electronic devices by students, including cyberbullying - development of a fact sheet for staff to guide application of penalties.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
21	<p>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.</p> <p>Government Response 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.</p>	<p>Commenced</p> <ul style="list-style-type: none"> • In February 2019, the Premier wrote to the Prime Minister requesting national action to instigate research into identity verification mechanisms. • In lieu of a commitment in this area the Queensland Government is leading action into identity verification and is undertaking research into the efficacy of requiring social media companies to implement identity verification on their platforms. • The Queensland Government continues to reinforce the need for collaboration and action at a national level.
22	<p>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:</p> <ul style="list-style-type: none"> • 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. <p>Government Response 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.</p> <p>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.</p> <p>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.</p>	<p>Completed</p> <ul style="list-style-type: none"> • In February 2019, the Premier wrote to the Prime Minister and social media platforms Facebook, Instagram, Google and YouTube regarding privacy settings and related issues employed by social media platforms. • The Queensland Government is continuing to advocate and seek collaboration at a national level to reinforce the need for greater action. • The Queensland Government is encouraged that the Federal Government has committed to a new Online Safety Act with a focus on holding social media companies and other technology firms to account. • The Queensland Government will liaise with the Federal Government to implement the new Online Safety Act where applicable.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
23	<p>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.</p> <p>Government Response 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.</p>	<p>Commenced</p> <ul style="list-style-type: none"> • The Department of Industry Tourism and Innovation Development engaged CSIRO’s Data61 to generate a ‘Big Data Challenge’ proposal to consider effective cyberbullying detection through machine-learning algorithms in conjunction with the Department of Innovation and Tourism Industry Development. • The ‘Big Data Challenge’ program brings together Queensland Government agencies, Data61, and industry and community groups, to identify current challenges or needs which may have potential to be addressed through big data driven solutions and technologies. • The project proposal has been agreed between the Department of Innovation and Tourism Industry Development and Data61. • The project proposal was presented to the Anti-Cyberbullying Advisory Committee for guidance. • The Data61 project is due to be completed in mid 2020.
24	<p>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:</p> <ul style="list-style-type: none"> • 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. <p>Government Response 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.</p>	<p>Completed</p> <ul style="list-style-type: none"> • In February 2019, the Premier wrote to the Prime Minister and social media companies Facebook, Instagram, Google and YouTube regarding privacy settings and related issues employed by social media platforms. • The Queensland Government will continue to advocate and seek collaboration at a national level to reinforce the need for social media companies to improve the reporting mechanisms on their platforms. • The Queensland Government is encouraged the Federal Government has committed to a new Online Safety Act with a focus on holding social media companies and other technology firms to account. • The Queensland Government will liaise with the Federal Government to implement the new Online Safety Act where applicable.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
25	<p>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.</p> <p>Government Response</p> <p>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.</p> <p>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.’</p> <p>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.</p>	<p>Completed</p> <ul style="list-style-type: none"> • Following the Premier’s letter to the Prime Minister, the Queensland Government is encouraged by the Federal Government’s recent commitment to a new Online Safety Act and mandating transparency reports from the major social media companies. • The Queensland Government will prepare a submission on the new Online Safety Act when requested by the Federal Government.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
26	<p>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.</p> <p>Government Response</p> <p>The Queensland Government will investigate the collection and reporting of the number of matters under the Criminal Code that relate to bullying and cyberbullying. 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</p>	<p>Commenced</p> <ul style="list-style-type: none"> • The Department of Justice and the Attorney-General held workshops involving multiple government departments in 2019. • The working group examined current data sets and processes across agencies, and whether or not they could be improved or amended to collect this appropriate data on cyberbullying. This included QPRIME reporting through the Queensland Police Service (QPS) and the Queensland Wide Interlinked Courts (QWIC) database. • It was identified that capturing data on cyberbullying charges, prosecutions and outcomes would require extensive changes to multiple datasets across agencies, including legislative amendments and synergy across the criminal justice spectrum to ensure consistency. • Additionally, it was raised that the collection of this data may not provide an accurate picture on the prevalence of cyberbullying as most cyberbullying complaints are not dealt with through the criminal justice system • The Department of Justice and the Attorney-General is exploring other options for sourcing of data on the prevalence of bullying and cyberbullying related offences in the justice system. Options which are being considered include: <ul style="list-style-type: none"> - undertaking an analysis of a sample of court files relating to Criminal Code offences in which bullying, or cyberbullying may have been present - investigating the sourcing of information from the Australian Cyber Security Centre (Cyber Issues Reporting System). • Information will also be sourced on the interstate experience regarding the collection of statistics on prevalence of bullying and cyberbullying matters in the justice system. • In assessing other options, consideration will be given to the findings of the Taskforce Report and the need to support understanding the prevalence of bullying and cyberbullying from a health and social welfare perspective.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
27	<p>The Taskforce recommends the Queensland Police Service review its Operational Procedures Manual to ensure reports of cyberbullying incidents are appropriately and consistently investigated.</p> <p>Government Response 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.</p>	<p>Completed</p> <ul style="list-style-type: none"> • Between June and July 2019, the Queensland Police Service Operational Procedures Manual was updated. • Amendments to the Manual: <ul style="list-style-type: none"> - reinforce the findings of the Taskforce, including the recommendation that cyberbullying is approached as a social and public health issue - emphasise the need to not further criminalise young people who may be engaging in the behaviour - support appropriate and consistent investigation of reports of cyberbullying. • The amendments state that in some circumstances it may be appropriate for officers to investigate if an offence has occurred and that officers should appropriately investigate and prosecute serious cyberbullying complaints. • All changes to the Operational Procedures Manual are supported by statewide communication to officers.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
28	<p>The Taskforce recommends the Queensland Government:</p> <ul style="list-style-type: none"> 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. <p>Government Response</p> <p>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 <i>Child Protection Act 1999</i>. 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.</p>	<p>Completed</p> <ul style="list-style-type: none"> The Department of Education has: <ul style="list-style-type: none"> developed additional resources to guide school staff, including principals, in making decisions about mandatory reporting obligations offered targeted student protection training to all state school principals developed a fact sheet to support staff on mandatory reporting in the Early Childhood Education and Care Sector. The Student Protection procedure, guidelines and suite of support materials have been promoted through a range of forums in the Department of Education, both centrally and through regional communications. Broad consultation has been undertaken during development of these resources including with the Queensland Police Service, the Department of Child Safety, Youth and Women and school principals. Student Protection Principal Advisors have delivered targeted training throughout 2019 and are available to provide expert advice and training to state schools. In 2019, the Student Protection Principal Advisors have delivered training on 135 occasions to 3991 participants (including 106 principals). All school-based departmental employees must complete the department’s online student protection training (which includes a module specifically for principals to complete) upon commencement of work at a state school, or within a reasonable period of first attending the school. Principals are required to arrange annual updates to this training for all staff through the delivery of the Student Protection annual training update presentation.

	Taskforce Recommendation and Government Response	Current Status as at 31 October 2019
29	<p>The Taskforce recommends that the Queensland Government advocate that the Commonwealth Government introduce 'right to be forgotten' or 'right to erasure' legislation in Australia.</p> <p>Government Response</p> <p>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.</p>	<p>Completed (in first progress report – 31 March 2019)</p>