



# Final progress report:

## Implementing the Queensland Anti-Cyberbullying Taskforce Report

September 2020



**Queensland**  
Government



## Premier's foreword

I am pleased to present the third and Final Progress Report implementing the Queensland Anti-Cyberbullying Taskforce Report. In a year of rapid change and uncertainty brought about by the COVID-19 public health crisis, my Government has not wavered in its commitment to reducing and preventing cyberbullying.

The COVID-19 pandemic has meant we are all at home and online more than ever before. Young Queenslanders have been using online mediums for great benefit – to stay in touch, to learn, to socialise and to stay connected. Online interaction can bring many positives and has been embraced as never before throughout the pandemic.

However, online interaction can bring challenges, especially in the form of cyberbullying.

In the 24 months since the Taskforce handed down its Report and recommendations, I am proud that my Government has now delivered all 29 recommendations. Through implementing the wide-reaching recommendations of the Taskforce Report, the Queensland Government has led the nation in shining a light on the challenges and consequences of cyberbullying. We have delivered real action and continue to lead the way in addressing cyberbullying.

My Government has provided nearly \$5 million for initiatives to address the impact of cyberbullying. We have listened to the advice of children, young people, parents, the community, the Anti-Cyberbullying Taskforce and the independent Anti-Cyberbullying Implementation Advisory Committee.

We have worked to ensure children, young people, students, teachers, principals, parents, carers and the broader community are more informed than ever before on how they can act to respond to and reduce cyberbullying.

We have taken a multi-disciplinary approach in driving cultural change to tackle cyberbullying. State-funded bodies working with children and young people are now required to have policies to prevent and manage cyberbullying. Social media and television corporations and members of our community have also been encouraged to act to reduce cyberbullying.

Statewide education and awareness campaigns, co-designed with young people and targeting young people, parents, carers and trusted adults, have been developed and were rolled out in mid-September.

New online seminars conducted by Triple P on cyberbullying and a cyberbullying consultant at Parentline are providing targeted advice and support to parents and carers.

New and revised school resources provide clear and transparent advice to students, parents, carers, teachers and principals on managing cyberbullying. Our schools are delivering the eSmart program to enhance digital awareness among students, teachers and parents.

I would like to sincerely thank members of the independent Anti-Cyberbullying Implementation Advisory Committee, all of whom have provided their valuable insights and expertise to reduce the prevalence of cyberbullying and create a safer, healthier online environment for our children and young people.

While this is the final report, it is not the final step in addressing cyberbullying.

We will continue to monitor this issue, including through the Queensland Family and Child Commission's *Growing up in Queensland* survey which recently involved consulting with more than 8000 children and young people to better

understand the key issues facing young Queenslanders in 2020. The *Growing up in Queensland 2020 Interim Report* identifies bullying as a significant concern for young people.

We will continue to review the responses of young Queenslanders, including around the critical issues of bullying and cyberbullying to inform decision making on issues relating to children and young people.

We remain committed to working together to encourage a safe online environment for our children and young people and send the message that bullying and cyberbullying, are not acceptable – in any form.



**The Honourable Annastacia Palaszczuk MP  
Premier and Minister for Trade**

## Overview

The Queensland Government has led the way in tackling the prevalence of cyberbullying among children and young people by driving cultural and behavioural change across the whole community.

Following the delivery of *Adjust our Settings: A community approach to address cyberbullying among children and young people in Queensland* (Taskforce Report) in September 2018, the Queensland Government has now delivered all 29 of the Taskforce Report's recommendations.

Despite the impact of COVID-19, all of the recommendations have been completed within the two-year implementation timeframe committed to by the Government in October 2018.

Since the November 2019 Second Progress Report, the remaining 10 recommendations have been completed, including initiating statewide public awareness and education campaigns about preventing and responding to cyberbullying, and collaborating with social media companies, universities and businesses to support the development of machine-learning algorithms to detect cyberbullying.

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.

Through implementing the recommendations, it is clear that addressing cyberbullying requires a whole-of-community approach with young people, families, social media companies and governments all working together.

The following highlights the key achievements delivered for the Taskforce Report's remaining 10 recommendations.

## Empowering young people

On 23 March 2020, the Queensland Government released a second, expanded grants program for young Queenslanders and community organisations to deliver initiatives to stop cyberbullying and promote more positive relationships in their local communities.

This second round built on the amazing projects and initiatives delivered as part of the first round of grants in 2019. It allowed young Queenslanders and organisations to apply for grants of between \$1000 to \$5000 to deliver projects to address cyberbullying.

Also, as an initiative in 2020 to further encourage young people to get involved, young Queenslanders

aged 10-16 years old were invited to enter a cyberbullying creative competition with up to \$5000 in prizes available. The creative competition allowed young people to express themselves through various mediums of their choice.

Winning entries included poems, photos, animations and even original songs written and performed by young women from Brisbane and the Sunshine Coast. The creative entries further demonstrated the devastating impact of cyberbullying and also the energy and commitment of young Queenslanders to help stop cyberbullying.

Projects supported through the second round of grants will see a range of local initiatives delivered by the end of the year focused on promoting positive relationships and addressing cyberbullying at the local level. All projects have young people at the centre of their design and delivery, ensuring every opportunity is taken to empower young Queenslanders in addressing cyberbullying.

Statewide education and awareness campaigns aimed at preventing, reducing and responding to cyberbullying were launched in September. The campaigns, targeting children and young people and parents, carers and trusted adults, were co-designed with young people who provided personal insights and advice via engagement initiatives including focus groups and a youth engagement event, CONVO2019.

CONVO2019 was an Australian first event, delivered by the Queensland Government, bringing almost 100 young Queenslanders (18 to 25-year-olds) together, with social media influencers and some of the world's biggest social media companies, to contribute substantively to Queensland's anti-cyberbullying campaigns. Participants came from all over Queensland – Emerald, Dalby, Alligator Creek, Mount Isa and Kowanyama – as well as bigger towns and cities, and workshoped solutions to preventing cyberbullying.

The key insights that emerged from these activities along with feedback from testing sessions have informed the development of the campaigns, guiding the creative strategy and campaign concepts. Among the insights provided by young people was the premise that they felt they could get through any situation with the right support – that parents, carers and trusted adults need to 'stand by us' – providing advice and working together with them to address cyberbullying.

Young people discussed the themes of empowerment and resilience, changing the bully/victim dynamic to take the power back from bullies. The importance of talking with someone who is trusted when online negativity invoked feelings of

being overwhelmed and helpless was also highlighted. The power of resolving to ‘swipe it away’ and the importance of sending a clear message that cyberbullying is unacceptable were key themes.

The parents’ campaign has been rolled out on free-to-air television and online video platforms, while the campaign aimed at young people is appearing on digital channels including youth news sites, social media platforms, YouTube and Spotify. The campaigns bring the voices of young people to the forefront and direct young people, children, adults and carers to the Stop Cyberbullying online portal which has information and resources about how to address cyberbullying and links to support services.

The Stop Cyberbullying online portal was launched on 30 September 2019 and has attracted over 7000 visitors prior to the launch of the campaign. Visitors to this site are anticipated to increase as the campaign directs people to the site

- Key actions**
- Delivering co-designed public awareness and education campaigns aimed at young people and parents (Recommendation 6)
  - Delivering a grants program for young people and youth organisations to develop initiatives to tackle cyberbullying (Recommendation 9)

## Supporting parents and carers

In February 2020, a full-time Cyberbullying Consultant commenced at Parentline to develop an online program for parents and carers of children who are at risk of, or already experiencing cyberbullying (<https://parentline.com.au/cyberbullying>). The program is supported by a suite of e-Resources on issues such as warning signs and cyberbullying behaviours (<https://parentline.com.au/cyberbullying-eresources>).

The Consultant also developed and delivered evidence-based training for Parentline’s counsellors, who in turn have supported parents and carers with concerns about cyberbullying.

In April 2020, Queensland parents and carers were provided with access to additional information and advice through expansion of Triple P International’s Positive Parenting Program. A cyberbullying seminar was developed building on their Raising Resilient Children seminar, including tips sheets on screen time, internet safety and bullying.

While the initial intent was to deliver 280 face-to-face seminars for parents and carers at state schools this was impacted by the COVID-19 public health crisis. These seminars are now being delivered online until face-to-face sessions can resume.

Additionally, Triple P International is offering 90 training places for school-based personnel to become Triple P providers. Trainees can then support parents to navigate common social, emotional and behavioural issues, including how to respond to cyberbullying. Due to COVID-19, this training will now be offered via online sessions.

- 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

Measures to address the COVID-19 public health crisis saw schools move to an online environment for the first time. This meant, many young people spent more time online than ever before, and a reduction in access to potential sources of direct support at school.

While young Queenslanders embraced the necessary changes to learning, the Queensland Government was aware of the potential for increased cyberbullying and the need to support children and young people exposed to cyberbullying.

During online and at-home schooling the Department of Education continued to provide resources and information to children and young people, and parents and teachers to address cyberbullying. The revised website included links to:

- new and revised policies relating to cyberbullying, including the Cyberbullying and School Aged Students Fact Sheet and Student Code of Conduct, which outline responsibilities of school staff, principals and students
- useful and informative resources for children, young people, parents and carers
- advice on managing cyberbullying during the COVID-19 public health crisis.

In Term 1, 2020, the Queensland Government, in partnership with Dolly's Dream Foundation and the Alannah & Madeline Foundation, rolled out whole-of-school programs across Queensland to 55 state and non-state schools to prevent and manage cyberbullying.

The start of the 2020 school year also saw the implementation of new and revised resources to manage and prevent cyberbullying in schools. These resources were released after a substantial review of student behaviour procedures and extensive consultation with key stakeholders. The new and revised procedures provide greater clarity about the expectations and responsibilities of principals and state school staff in the support of student behaviours and discipline matters, including where cyberbullying occurs.

Throughout 2020, state schools will consider and develop their Student Code of Conduct in line with the guidelines provided by the Department of Education and in consultation with their local school communities. All state schools are required to have their Student Code of Conduct finalised and operationalised for the beginning of the 2021 school year.

The new suite of documents provides clear guidance for school staff and principals on the scope of their responsibilities in relation to addressing instances of cyberbullying, including the circumstances when the principal is and is not responsible to act. The fact sheets clearly communicate the responsibilities of principals and school staff when responding to bullying or cyberbullying by school aged students.

An evaluation of the new and revised processes and procedures will begin in 2022 once the Student Code of Conduct is operationalised. This will allow time for the procedures to be embedded within schools to assess their effectiveness.

In seeking a review of anti-cyberbullying programs undertaken by the National Evidence Institute (NEI), the Queensland Government is continuing to advocate for the review to be on the NEI agenda. As at 1 July 2020, the NEI inaugural director, Dr Jenny Donovan, was appointed, and consideration of the scope of the NEI's work was underway.

The NEI, as an independent body, will set its own agenda and consider requests from states and territories. The Queensland Government will continue to advocate that the NEI undertake a review of anti-cyberbullying programs, noting potential impacts and delays as a result of managing the impact of COVID-19.

In the interim, and to support evidence-based programs being used in Queensland schools to combat cyberbullying, the Queensland Government has requested all schools consider accessing information from the Beyond Blue 'Be You' website and implementing the STEPS program.

To support children and young people living in state school operated residential boarding facilities and other accommodation for school students the Department of Education:

- in July 2019, implemented a new procedure for state school operated residential boarding facilities – Safety and wellbeing of students residing in a state school operated residential boarding facility
- undertook a review of the funding guidelines for the Student Hostel Support Scheme (SHSS)
- amended the SHSS funding guidelines to include requirements to have policies and procedures to ensure the safety and welfare of boarders, including requirements for staff training and competencies to prevent and respond to cyberbullying, based on best practice standards
- required all SHSS hostels to have relevant policies and procedures in place by 31 March 2020.

While the final approval of the amendments to the SHSS funding guidelines has been impacted by diverting resources to respond to the COVID-19 public health crisis, SHSS hostels were advised of the amendments and acted to implement the required policies and procedures by 31 March 2020. The Department of Education has liaised with and supported relevant hostels where required.

**Key actions** The Department of Education has:

- rolled out the eSmart whole-of-school program in conjunction with the Alannah and Madeline Foundation to state and non-state schools and promoted the Curriculum into the Classroom and Respectful Relationships programs from prep to year 12 (Recommendation 11)
- continued to liaise with the Commonwealth and National Evidence Institute (NEI) for the NEI to undertake a review on anti-cyberbullying programs (Recommendation 12)
- provided a contemporary, best practice exemplar policy about reducing and responding to

cyberbullying which has also been made available to non-state schools (Recommendation 16)

- provided 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. This information has also been made available to non-state schools (Recommendation 17)
- committed to tender for the evaluation of current school policies, with the evaluation to occur in 2022 once new and revised bullying and cyberbullying policies and procedures are fully operational (Recommendation 18)
- implemented policies, procedures and guidelines in student boarding facilities to ensure the safety and welfare of boarders, including staff training and competencies to prevent and respond to cyberbullying (Recommendation 19)

youth and community bodies (Recommendation 8)

- Requiring state funded youth and community bodies involving children and young people to have policies to manage and prevent bullying and cyberbullying (Recommendation 8)

## Social media and legal approaches

In June 2020, the Queensland Government, in conjunction with Data61, completed an examination of opportunities to support the development of applications and machine-learning algorithms to detect cyberbullying.

After testing and benchmarking different machine learning methods on international datasets, Data61 identified Bidirectional Encoder Representations from Transformers (BERT), a state-of-the-art language model, as the most promising method for classifying message content.

Best classification/detection performance was achieved by incorporating network and power features as well as emojis into BERT. Accuracy for correctly classifying Australian cyberbullying data according to the three labelled categories (not harmful, harmful, cyberbullying) is 80 per cent.

The Data61 report is available online at <https://doi.org/10.25919/5f4d48b86a1e5> and has been presented to the Anti-Cyberbullying Implementation Advisory Committee.

In 2019–20, the Department of Justice and the Attorney-General (DJAG) led workshops and discussions to consider options to count cyberbullying related charges.

It was identified that capturing data on charges, prosecutions and outcomes:

- requires extensive changes to multiple datasets across agencies and legislation
- requires synergy across the criminal justice spectrum to ensure consistency
- may not provide an accurate picture on the prevalence of cyberbullying as most cyberbullying complaints are not dealt with through the criminal justice system

## Supporting the community

From November 2019, the Queensland Government has liaised with youth, sporting and community bodies to request they have policies to prevent and intervene in bullying and cyberbullying. The Queensland Government has also contacted state-funded youth and sporting bodies, involving children and young people and advised them of a new requirement to have policies to prevent and intervene in bullying and cyberbullying.

To support development and implementation of the policies, the Queensland Government is continuing to provide additional advice when requested. This has included links to resources to inform development of the policies and key contact details of government representatives to assist. Where appropriate, the new requirement to have bullying and cyberbullying policies is being included in contracts, service agreements, grant arrangements and/or policies, with ongoing support offered to agencies where required.

- Key actions**
- Supporting the adoption of anti-cyberbullying policies by sporting,

DJAG explored other options for sourcing of data on the prevalence of bullying and cyberbullying related offences in the justice system including:

- 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).

As there is no specific offence for cyberbullying, a search was conducted in the Queensland Wide Interconnected Courts (QWIC) database for case files with reference to Criminal Code offences that might relate to cyberbullying or bullying. The relevant offences searched for include “making threats” (section 359), “stalking” (section 359B), “aiding suicide” (section 311), “sexting” (section 228) and “defamation” (section 365).

DJAG subsequently undertook a physical review of a small cross section of the QWIC case files to identify if there was any additional information that could be collected on cyberbullying, as no specific cyberbullying data is able to be sourced electronically. No additional data or insights were able to be located.

While collection of prosecution data is not viable, the Queensland Government will continue to access evidence and data from a health and social welfare perspective to inform action. This will occur through analysing data available through existing sources such as:

- the annual reports from the eSafety Commissioner on cyberbullying complaints
- the updated 2009 Australian Covert Bullying Prevalence Study (being funded by the Australian Education Senior Officials Committee)
- the bi-annual Queensland Family and Child Commission’s Growing Up in Queensland survey.

## Work of the Anti-Cyberbullying Implementation Advisory Committee

On 13 February 2019, the Premier announced a new independent Anti-Cyberbullying Implementation Advisory Committee to advise Queensland Government departments on implementation of the 29 recommendations of the *Adjust our Settings* Taskforce Report. 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 been invaluable in providing advice and support in implementing the 29 Taskforce Report recommendations. Since its establishment the Committee has held eight meetings, on 27 February 2019, 29 March 2019, 26 June 2019, 18 September 2019, 20 November 2019, 11 March 2020, 13 May 2020 and 29 July 2020. The Committee held its final meeting in mid-September 2020.

Since the Second Progress Report, the Committee has provided advice and expertise on implementing the 10 recommendations remaining from the November 2019 Second Progress Report and informed action on a range of matters including:

- counting charges related to cyberbullying
- development of an algorithm to detect cyberbullying online
- evaluation of Department of Education resources to prevent and intervene in cyberbullying and bullying
- development of the public education and awareness campaigns
- research into the efficacy of identity verification
- cyberbullying in the COVID-19 environment

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 30 September 2020

Traffic Light Status Category:

- Not started
- Commenced
- Completed

Taskforce Recommendation and Government Response	Current Status as at 30 September 2020
<p>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...’</p> <p><b>Government Response</b></p> <p>The Queensland Government agrees cyberbullying should be approached from a social and public health perspective.</p>	<p><b>Completed (in First Progress Report – 31 March 2019)</b></p>
<p>2 The Taskforce recommends the Queensland Government:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• ensure the membership of the independent committee include key stakeholders identified in the Taskforce report, particularly young people</li> <li>• 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</li> <li>• table biannual reports on implementation in the Queensland Parliament.</li> </ul> <p><b>Government Response</b></p> <p>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.</p> <p>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.</p> <p>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><b>Completed (in First Progress Report – 31 March 2019)</b></p>
<p>3 The Taskforce recommends the Queensland Government, individually and/or in collaboration with the</p>	<p><b>Completed (in Second Progress Report – 31 October 2019)</b></p>

Taskforce Recommendation and Government Response	Current Status as at 30 September 2020
<p>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><b>Government Response</b></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>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.</p> <p><b>Government Response</b></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>	<b>Completed (in Second Progress Report – 31 October 2019)</b>
<p>5 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><b>Government Response</b></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>	<b>Completed (in First Progress Report – 31 March 2019)</b>
<p>6 The Taskforce recommends the Queensland Government:</p>	<b>Completed</b>

Taskforce Recommendation and Government Response	Current Status as at 30 September 2020	
<ul style="list-style-type: none"> <li>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</li> <li>approach social media companies to provide funding and/or resources for the campaigns.</li> </ul> <p><b>Government Response</b></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>	<ul style="list-style-type: none"> <li>The Queensland Government has provided \$2 million and initiated state-wide public education and awareness campaigns for adults, children and young people.</li> <li>The Queensland Government has undertaken a significant engagement process with young people to co-design the campaigns, including conducting focus groups with young people and undertaking CONVO2019 which informed final campaign strategies.</li> <li>Informed by the co-design process, two campaigns were launched in September: <ul style="list-style-type: none"> <li>The <i>Stand by us</i> campaign targeting parents, carers and trusted adults, encourages them to support and be there for young people when they experience cyberbullying. The campaign reassures them they have a significant role to play standing alongside the young person, providing advice and support, rather than trying to fix the issue for them. They are encouraged to visit the Stop Cyberbullying online portal to find the information and tools they require to best help and support their children.</li> <li>The <i>Swipe it away</i> campaign targeting children and young people, aims to empower young people to take back the power in the bully/victim dynamic by 'swiping away' negative comments, encouraging them to talk to a trusted adult and directing them to the Stop Cyberbullying web portal for information and support services.</li> </ul> </li> <li>The <i>Stand by us</i> campaign is featured on free to air television, broadcast video on demand and online video supported by social media. The <i>Swipe it away</i> campaign is primarily being run on digital and social media channels. The media strategy also includes search engine marketing.</li> <li>Both campaigns direct audiences to the Queensland Government's Stop Cyberbullying online portal (<a href="http://www.qld.gov.au/stopcyberbullying">www.qld.gov.au/stopcyberbullying</a>) for additional information and resources from experts on this issue and to link with support services.</li> </ul>	
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><b>Government Response</b></p>	<p><b>Completed (in Second Progress Report – 31 October 2019)</b></p>

Taskforce Recommendation and Government Response	Current Status as at 30 September 2020
<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>8 The Taskforce recommends the Queensland Government:</p> <ul style="list-style-type: none"> <li>• write to state sporting, youth and community bodies requesting policies to prevent and intervene in bullying and cyberbullying be developed and implemented</li> <li>• 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.</li> </ul> <p><b>Government Response</b></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><b>Completed</b></p> <ul style="list-style-type: none"> <li>• In late 2019, the Queensland Government requested Queensland Government departments to work with sporting, youth and community bodies to encourage them to develop policies to prevent and intervene in bullying and cyberbullying.</li> <li>• A broad range of Queensland sporting, youth and community bodies were subsequently contacted and encouraged to have policies in place to prevent and intervene in bullying and cyberbullying.</li> <li>• Sporting and community bodies involving children and young people which receive government funding were offered support to meet the new requirements to have policies to prevent and intervene in bullying and cyberbullying that will be a condition of relevant contracts.</li> <li>• Where applicable, Queensland Government departments have put in place policies to prevent and manage bullying and cyberbullying in relevant contracts, service agreements, grants programs and policies.</li> <li>• The Blue Card Child and Youth Risk Management Strategy was updated to include a requirement to have policies to prevent and intervene in cyberbullying.</li> </ul>
<p>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.</p> <p><b>Government Response</b></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><b>Completed (in Second Progress Report – 31 October 2019)</b></p>

Taskforce Recommendation and Government Response	Current Status as at 30 September 2020
<p>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:</p> <ul style="list-style-type: none"> <li>• 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)</li> <li>• developing accessible and inclusive education resources for parents and carers of vulnerable children or those with specific needs</li> <li>• funding community groups to deliver parenting skills training</li> <li>• offering context-specific parenting skills training at regular intervals in the transitional stages of a child's development</li> <li>• 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</li> <li>• exploring innovative ways to engage parents and carers in relevant skills training relevant to the cycle of child development.</li> </ul> <p><b>Government Response</b></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><b>Completed</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• The Department of Child Safety, Youth and Women (DCSYW) funded Yourtown to employ a Cyberbullying Consultant to work with Parentline to enhance advice available to parents and carers on social media safety, cyberbullying and technology-based issues.</li> <li>• The consultant has: <ul style="list-style-type: none"> <li>○ developed an online training program for parents and carers who have children who are at risk of, or already experiencing cyberbullying (<a href="https://parentline.com.au/Cyberbullying">https://parentline.com.au/Cyberbullying</a>)</li> <li>○ designed a suite of eResources for parents and carers including such topics as warning signs, what is cyberbullying, talking with your child, cyberbullying behaviours, collecting evidence and security and privacy (<a href="https://parentline.com.au/cyberbullying-eresources">https://parentline.com.au/cyberbullying-eresources</a>)</li> <li>○ delivered evidence- based training to Parentline counsellors</li> <li>○ developed face-to-face training to be delivered by the Parentline Cyberbullying Consultant to a community in need by way of face-to-face onsite and face-to-face online with the use of videoconferencing technology when required</li> </ul> </li> <li>• DCSYW funded Triple P International (TPI) to rollout an enhanced Triple P program with a focus on cyberbullying. This includes the delivery of parent seminars on raising resilient children with a focus on cyberbullying as well as training and supporting school-based personnel to deliver brief, targeted one-to-one parenting support.</li> <li>• Although the initial rollout was delayed due to COVID-19, TPI are now delivering the seminars remotely until face-to-face sessions can resume.</li> <li>• The CyberSafety and Reputation Management team in the Department of Education continues to provide resources for parents, communities, school leaders, teachers and students on the Department of Education CyberSafety Advice Facebook page and via the website, <a href="http://www.qld.gov.au/cybersafety">www.qld.gov.au/cybersafety</a>.</li> </ul>

Taskforce Recommendation and Government Response	Current Status as at 30 September 2020
<p>11 The Taskforce recommends the Queensland Government require all schools to deliver evidence-based whole school programs that:</p> <ul style="list-style-type: none"> <li>• promote social and emotional competencies among students</li> <li>• include evaluation of the programs impact</li> <li>• include professional development for teachers.</li> </ul> <p><b>Government Response</b></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><b>Completed</b></p> <ul style="list-style-type: none"> <li>• In 2018, the Queensland Government committed a total of \$1 million for whole school initiatives.</li> <li>• The new Student Code of Conduct, released in January 2020, requires state schools to have an evidence-based, whole school program to respond to cyberbullying, with full implementation from the beginning of 2021.</li> <li>• In July 2019, the Department of Education signed a service agreement with the Alannah and Madeline Foundation to provide: <ul style="list-style-type: none"> <li>○ eSmart Digital Licences and teacher resources for up to 400 schools over four years</li> <li>○ the eSmart Schools Framework Program to up to 100 schools</li> <li>○ two parent and teacher connect workshops at 50 schools</li> <li>○ an independent evaluation of the program by June 2022.</li> </ul> </li> <li>• In Term 1, 2020, the eSmart program was offered to all schools and includes a grant to schools to support implementing the program. Following some delays in the rollout of the eSmart program due to the impact of COVID-19 on schools, it is anticipated that the first round of approximately 55 participating schools will commence programs from Term 3 2020.</li> <li>• The Department of Education is also continuing to promote the Curriculum into the Classroom and Respectful Relationships programs from prep to year 12 in Queensland state schools.</li> </ul>
<p>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.</p> <p><b>Government Response</b></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><b>Completed</b></p> <ul style="list-style-type: none"> <li>• The Council of Australian Governments Education Council has provided in-principle support for the scope and focus of a National Evidence Institute (NEI), an independent body that sets its own agenda, considering the advice of states and territories and the Federal Government.</li> <li>• The NEI's inaugural director, Dr Jenny Donovan has been appointed, commencing her position on 1 July 2020 and developing its research agenda.</li> <li>• The Queensland Government will continue to advocate that the NEI undertake an evaluation of anti-cyberbullying programs and resources.</li> <li>• The Queensland Government is also encouraging non-government organisations to submit their anti-cyberbullying and anti-bullying measures to the Beyondblue Be You review approval process, and</li> </ul>

Taskforce Recommendation and Government Response	Current Status as at 30 September 2020
<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>state schools to utilise the STEPS evaluation framework and the Beyondblue Be You program review services which provides a directory of approved programs.</p> <ul style="list-style-type: none"> <li>• Beyondblue Be You program review assesses 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.</li> </ul>
<p>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:</p> <ul style="list-style-type: none"> <li>• developed in consultation with the whole school community</li> <li>• regularly reviewed in light of rapidly changing technology</li> <li>• give consideration to technology-free spaces and times.</li> </ul> <p><b>Government Response</b></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><b>Completed (in Second Progress Report – 31 October 2019)</b></p>
<p>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.</p> <p><b>Government Response</b></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><b>Completed (in Second Progress Report – 31 October 2019)</b></p>

Taskforce Recommendation and Government Response	Current Status as at 30 September 2020
<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>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.</p> <p><b><i>Government Response</i></b></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><b>Completed (in Second Progress Report – 31 October 2019)</b></p>
<p>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.</p> <p><b><i>Government Response</i></b></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><b>Completed (in Second Progress Report – 31 October 2019)</b></p>
<p>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:</p> <ul style="list-style-type: none"> <li>• include a flowchart clearly outlining the school response to incidents and reports of cyberbullying and provide indicative timeframes for school responses</li> <li>• provide contact details of relevant school staff</li> </ul>	<p><b>Completed (in Second Progress Report – 31 October 2019)</b></p>

	Taskforce Recommendation and Government Response	Current Status as at 30 September 2020
	<ul style="list-style-type: none"> <li>• identify when parents and carers will be contacted by the school</li> <li>• state the possible consequences for the student who has bullied</li> <li>• identify the support available for the student who has been bullied and the student who has engaged in bullying behaviour.</li> </ul> <p><b>Government Response</b></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>	
18	<p>The Taskforce recommends the Queensland Government:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• 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.</li> </ul> <p><b>Government Response</b></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><b>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.</b></p>	<p><b>Completed</b></p> <ul style="list-style-type: none"> <li>• A Bullying Response Team was embedded in the State Schools Operations Behaviour Team to provide guidance and support to children, young people, parents and teachers.</li> <li>• Given the significant impact of COVID-19 on school communities, and the necessary reprioritisation of resources to frontline needs, the Student Code of Conduct implementation has been slowed.</li> <li>• For effective evaluation of processes to address reported incidents of cyberbullying the commissioning of the independent evaluation is now scheduled for 2022.</li> <li>• This will further enable much-needed capability development and resources to be deployed over a longer time period to assist schools in the implementation of the processes to address reported incidents of cyberbullying.</li> </ul>

Taskforce Recommendation and Government Response	Current Status as at 30 September 2020
<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>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.</p> <p><b>Government Response</b></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><b>Completed</b></p> <ul style="list-style-type: none"> <li>• A broader Student Hostel Support Scheme (SHSS) review consultation was completed in late 2019.</li> <li>• The SHSS review recommended hostels enhance existing student wellbeing policies and require staff training and competencies in preventing and responding to cyberbullying.</li> <li>• SHSS hostels were required to have relevant policies and procedures in place by 31 March 2020.</li> <li>• Approval of the final amendments to SHSS funding guidelines by the Minister has been delayed due to resources being focused on addressing matters arising from the COVID-19 public health crisis.</li> <li>• SHSS hostels have however already implemented required policies and procedures.</li> <li>• In July 2019, the Department of Education implemented a new procedure for state school operated residential boarding facilities, Safety and wellbeing of students residing in a state school operated residential boarding facility.</li> <li>• 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.</li> </ul>
<p>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.</p> <p><b>Government Response</b></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,</p>	<p><b>Completed (in Second Progress Report – 31 October 2019)</b></p>

Taskforce Recommendation and Government Response	Current Status as at 30 September 2020
<p>reporting and responding to cyberbullying among their students.</p>	
<p>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.</p> <p><b>Government Response</b></p> <p>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>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:</p> <ul style="list-style-type: none"> <li>• make the maximum privacy settings the default settings for all users</li> <li>• make a link to privacy settings clearer, up front and more user accessible, including regular promotion of privacy settings to users</li> <li>• make blocking more readily viewable and available</li> <li>• implement ‘safety by design’ principles</li> <li>• make their educational and safety materials easy to find, and regularly promote those materials to users.</li> </ul> <p><b>Government Response</b></p> <p>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><b>Completed</b></p> <ul style="list-style-type: none"> <li>• In lieu of cross-jurisdictional commitment in this area, the Queensland Government has led action to research the efficacy of requiring social media companies to implement identity verification on their platforms.</li> <li>• An in-house review of the literature regarding the efficacy of requiring social media companies to implement identity verification was completed in September 2020.</li> <li>• While the amount of information published on this issue was limited in Australia and internationally, the review concluded that a national focus would be needed to further the matter.</li> <li>• It considered that if Australian Governments wanted to pursue this matter, the eSafety Commissioner could play an important role in developing a roadmap for implementing mandatory online identity verification for social media.</li> <li>• It was also identified that the Digital Transformation Agency should be consulted if technical standards for identity verification and an identity verification exchange were to be developed.</li> <li>• Pending further critique and review, the Queensland Government will publicly release the literature review in 2020.</li> <li>• The Queensland Government will also write to the Prime Minister to continue to reinforce the need for collaboration and action at a national level</li> </ul> <p><b>Completed (in Second Progress Report – 31 October 2019)</b></p>

Taskforce Recommendation and Government Response	Current Status as at 30 September 2020
<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>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.</p> <p><b>Government Response</b> 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><b>Completed</b></p> <ul style="list-style-type: none"> <li>The then Department of Innovation and Tourism Industry Development engaged CSIRO’s Data61 to generate a “Big Data Challenge” proposal to consider effective cyberbullying detection through machine-learning algorithms.</li> <li>Data61 delivered the final report to the Queensland Government in June 2020, and its findings were presented to the Anti-Cyberbullying Committee in July 2020.</li> <li>The Queensland Government will consider its options going forward, informed by the Data61 project.</li> </ul>
<p>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:</p> <ul style="list-style-type: none"> <li>improve the visibility, consistency and accessibility of reporting tools on their platforms</li> <li>include a link directly to the eSafety Commissioner for users who are not satisfied with action taken by the social media company</li> <li>include messages on their platforms to remind users of the harm cyberbullying can cause and steps on how to report.</li> </ul> <p><b>Government Response</b> 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</p>	<p><b>Completed (in Second Progress Report – 31 October 2019)</b></p>

Taskforce Recommendation and Government Response	Current Status as at 30 September 2020
<p>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>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.</p> <p><b>Government Response</b></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><b>Completed (in Second Progress Report – 31 October 2019)</b></p>
<p>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.</p> <p><b>Government Response</b></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><b>Completed</b></p> <ul style="list-style-type: none"> <li>• The Department of Justice and Attorney-General led workshops with multiple government departments in 2019, through which it was identified that capturing data on bullying and cyberbullying charges, prosecutions and outcomes: <ul style="list-style-type: none"> <li>○ would require a common legal definition for bullying and cyberbullying</li> <li>○ would require extensive changes to multiple datasets and legislative amendments</li> <li>○ would require synergy across the criminal justice system to ensure consistency of reporting</li> </ul> </li> </ul>

Taskforce Recommendation and Government Response	Current Status as at 30 September 2020
	<ul style="list-style-type: none"> <li>○ may not provide an accurate picture on the prevalence of cyberbullying as most cyberbullying complaints are not dealt with through the criminal justice system</li> <li>● In early 2020, the Department of Justice and Attorney-General further: <ul style="list-style-type: none"> <li>○ analysed a sample of court files relating to criminal code offences in which bullying, or cyberbullying may have been present</li> <li>○ investigated sourcing information from the Australian Cyber Security Centre (Cyber Issues Reporting System)</li> <li>○ examined experiences in other Australian States and Territories regarding the collection of statistics on prevalence of bullying and cyberbullying matters in the justice system.</li> </ul> </li> <li>● Due to the reasons outlined above, the investigation concluded that data relating to charges, prosecutions and outcomes of court matters does not provide an accurate picture of the prevalence of bullying and cyberbullying in Queensland.</li> <li>● The Queensland Government is continuing to pursue other data collection methods, including through the Queensland Family and Child Commission's Growing Up in Queensland 2020 survey <a href="https://www.qfcc.qld.gov.au/keeping-kids-more-safe/listening-children-young-people/growing-queensland">https://www.qfcc.qld.gov.au/keeping-kids-more-safe/listening-children-young-people/growing-queensland</a>.</li> </ul>
27 The Taskforce recommends the Queensland Police Service review its Operational Procedures Manual to ensure reports of cyberbullying incidents are appropriately and consistently investigated.  <b>Government Response</b> 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.	<b>Completed (in Second Progress Report – 31 October 2019)</b>
28 The Taskforce recommends the Queensland Government: <ul style="list-style-type: none"> <li>● 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</li> </ul>	<b>Completed (in Second Progress Report – 31 October 2019)</b>



Taskforce Recommendation and Government Response	Current Status as at 30 September 2020
<ul style="list-style-type: none"><li>provide additional support and resources to schools to assist with any changed expectations relating to any revisions to legislation, guidelines and procedures.</li></ul> <p><b>Government Response</b> 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>	
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. <p><b>Government Response</b> 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>	Completed (in First Progress Report – 31 March 2019)

