



## CYBERSAFETY INCIDENT REPORTING, MISUSE AND RESOLUTION POLICY

### RATIONALE

Students at Box Hill North Primary School regularly use and engage with Information and Communication Technologies both inside and outside of school, this includes; for school directed tasks and personal use. Students are not permitted to use technology without supervision and may only use programs and websites as directed by a teacher, guardian or parent. Staff and students are taught how to identify a cyberbullying incident and understand the processes for reporting it. This policy outlines what happens in the unlikely event a cybersafety concern is identified and the process that follows.

### PURPOSE

This document is designed to explain and make clear the process for reporting a cybersafety incident and how an incident will be dealt with by the school. A cybersafety incident can be defined as anything negative that occurs with a student or caused by a student whilst using technology or online services. We acknowledge that no amount of security protocols, supervision or guidance will completely eliminate the risks students face. However, working together we can reduce the risk of students in our community coming across material willingly, or unwillingly, which will offend them or make them feel uncomfortable.

### IMPLEMENTATION

#### Reporting an issue

- **Parent process for reporting a cybersafety concern:**
  - Ensure your child is safe;
  - Find out as much information as you can about the issue;
  - Contact the school via email/phone/conversation with a staff member as early as possible and relay the information to ensure the safety of everyone in the community.
  
- **Student process for reporting cybersafety concerns:**
  - Most technological devices across the school have a 'Cyber Safety Incident Reporting' link where students can choose to report an incident anonymously or with their name attached. Students should fill in the form and submit it as soon as possible.
  - Alternatively, they can contact a staff member or parent about the issue and relay the information.
  
- **Teacher process for reporting an incident:**
  - Ensure students under your duty of care are safe;
  - Find out as much information as you can about the issue;
  - Teachers to report any incident of cyberbullying to the eLearning Coordinator.

#### Resolution of a Cybersafety Issue

- The eLearning Coordinator will liaise with the leadership team, school staff, parents and the students involved to ensure that the student(s) are safe;
  
- The eLearning Coordinator, along with the technical staff, will perform an investigation by: examining devices, technology or services concerned or mentioned in the incident and interviewing the individual(s) involved. Information recorded may include but not be limited to:

- Name(s) of the students or individuals involved;
  - Name(s) of the technologies or services involved;
  - A description of the activity that was experienced or enacted;
  - A time and date when the incident occurred;
  - Evidence of the incident (screenshots, print outs etc.).
- A record of the incident will be documented and maintained by the school;
  - The school may contact the Department of Education and Early Childhood Development to seek advice in relation to the issue;
  - If the incident involves criminal activity, the school will contact the Victoria Police and any action taken further in relation to the incident will be determined by Victoria Police;
  - **If the student is the individual at fault or is responsible for the incident:**
    - A phone call will be made to the parent/guardian of the student(s) and they will have the information about the incident relayed to them. If the issue is serious, a meeting may be organised with the parent/guardian, student and principal;
    - In addition to this, a standard letter will be sent home identifying the issue and action taken by the school which must be signed by a parent/guardian. The letter directs the student and parent to read the Technology and Services Acceptable Use Agreement;
    - Consequences explained in the meeting, via phone call or a letter will be actioned. Depending on the severity of the incident, the device or service access may be restricted for a period of time;
    - Once the requirements of the ramifications have been fulfilled, the note has been signed and returned and any formal investigation completed, we will work towards restoring access to the device and services as quickly as possible.
    - The student, parent or guardian will be encouraged to speak with their teacher or eLearning Coordinator if they need any extra support to ensure that they do not breach the Acceptable Use Policy or Victorian Law.
    - The school will provide support to the student in line with the Student Wellbeing Policy.
  - **If the student is a victim of the incident:**
    - A phone call will be made to the parent/guardian of the student(s) and they will have the information about the incident relayed to them. If the issue is serious, a meeting may be organised with the parent/guardian, student and principal;
    - The student, parent or guardian will be encouraged to speak with their teacher or eLearning Coordinator if they need any extra support.
    - The school will provide support to the student in line with the Student Wellbeing policy.

**Consequences:**

- A verbal warning and an explanation about what the student was doing incorrectly and an explanation about how to avoid the behaviour;
- A formal letter sent home about the issue or behaviour that was inappropriate and access to technology or services owned or operated by the school may be restricted for a period of time;
- Serious misuse could mean that a meeting will be arranged between the principal, the student **and parent** to

discuss the issue and access to technology or services owned or operated by the school may be restricted for a longer time period;

- For a very serious issue or problem students may permanently lose their rights to access to technology or services owned or operated by the school;
- In instances where the law has been breached, the Victorian Police may investigate and advise or institute other consequences.

## **MONITORING AND REVIEW**

This policy will be reviewed yearly to ensure it remains current and up to date.

**This policy was ratified by School Council: 02/12/2014**

**Next policy review: 2015**