Cybersafety incident management response flowchart

Use this flowchart in connection with the *Cyberbullying and reputation management: Incident management guidelines for principals*. Refer to the relevant page for more information on how to manage each step.

1. Online behaviour impacts on the good order and management of the school. (See page 14 for types of incidences that would impact the good order and management of the school)

2. Determine the level of physical or emotional risk to student/staff safety as a priority. (See page 4)

3. Start incident response immediately. Record all actions, outcomes, people involved and conversations. (See page 4)

4. Collect evidence. Contact the CSRM team on 3034 5035 Cybersafety.ReputationManagement@det.qld.gov.au (See pages 4 and 8)

5. Contact your local police station or local Child Protection Investigation Unit. (See page 5)

6. Remove upsetting or inappropriate content as soon as possible. (See pages 6, 10 and 17)

7. Report incident to the department. (See page 11)

8. If the behaviour is cyberbullying or otherwise unacceptable, then enact the schools RBPS and Behaviour Management Program. (See page 6)

9. If allegations or incident involves suspected harm to a student by a school employee, report it to Director, Ethical Standards according to the policy *Allegations Against Employees in the Area of Student Protection procedure*. (See page 6)

**Please note:** If the incident raises a concern of risk to students, submit a Student Protection Notification in OneSchool, following the department’s *Student Protection procedure* and contact your region’s Principal Advisor, Student Protection.

If required, complete a School Incident Alert notification.