

Step 1

Identify the Incident and Your Role

What is an incident?

When a DET employee has been vilified online by a student, parent, or a member of the public, this may cause significant distress and they may require wellbeing and/or legal support and advice.

If you are NOT the Principal

If you are NOT the Principal you should first speak to your principal about the incident and the support that is available at your school.

If you ARE the Principal

If you ARE the Principal and you require support to manage an online incident of concern involving a staff member or yourself, then you are required to manage the incident. To support you to do this, go to Step 2.

Step 2

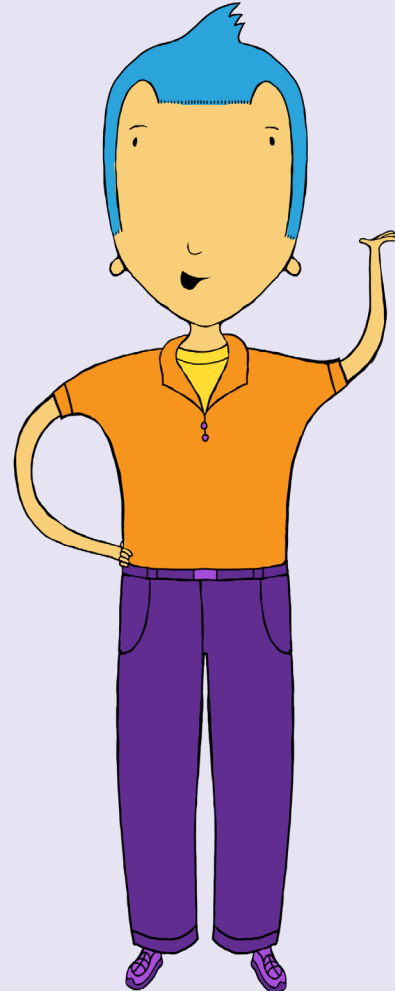
Identify Who the Concern Relates to

Teacher or staff member - At risk

If the concern relates to a teacher or staff member other than yourself and you have formed the belief that they are at risk of harm and in need of immediate support then go to Step 5 and then Step 6.

Teacher or staff member - Not at risk

If the concern relates to a teacher or staff member and they are not at risk but require support that is outside the school's capacity then go to Step 3.



Step 3

Contact your Regional Office

For support with a concern or issue, contact your Regional Office and speak to your Community Liaison Officer.

Regions can work with Principals and teachers to manage an issue. They can provide support with the interventions necessary to resolve an issue and refer the employee to the appropriate central office support and/or external agency support.

North Eastern Victoria Region

Benalla: **(03) 5761 2100**
Glen Waverly: **(03) 9265 2400**

North Western Victoria Region

Bendigo: **(03) 5440 3111**
Coburg: **(03) 9488 9488**

South Eastern Victoria Region

Dandenong: **(03) 8765 5600**
Moe: **(03) 5127 0400**

South Western Victoria Region

Ballarat: **(03) 5337 8444**
West Footscray: **(03) 9291 6500**
Geelong: **(03) 5225 1000**

Step 4

Get Legal Support from DEH

Conduct and Ethics Branch

Provides advice to school principals in relation to managing complaints involving the conduct of DET employees.

Phone: **(03) 9637 2595**

Children, Families and Education Law Unit

Provides advice to regions and school principals on legal issues relating to social media.

Phone: **(03) 9637 3146**



Step 5

Report the Incident to DEH

Security Services Unit (SSU)

All reportable incidents should be reported to Security Services Unit. If a school is unsure whether an incident is criminal or not they can also contact the Security Services Unit. This will alert regional staff.

Phone: **(03) 9589 6266**

Edusafe

This is the DETs Incident Reporting & Hazard Management System. Users can report an incident or hazard they have sustained or witnessed. To make a report log into

www.eduweb.vic.gov.au/edusafe

Victoria Police

If you believe a CRIMINAL offence has occurred then you should consider making a report to Victoria Police.

Step 6

Provide Wellbeing Support

School HR Services Unit

Provides support services available to DET employees.

Phone: **(03) 9637 2460**

Employee Assistance Program

A free service that offers self-referred, short-term, confidential counseling for personal and work concerns.

Manager Assist

A telephone advisory service providing management advice and support to principals and workplace managers.

Phone: **1800 337 068**

Further Information

Remember to Record

At all times remember to:

- Record the incident.
- Record the process taken to resolve the incident (e.g. steps taken to remove content, mediation attempts)

Bully Stoppers

For more information visit DET's Bully Stoppers website:

www.education.vic.gov.au/bullystoppers

If you require advice and support in taking disciplinary action against a student, see the Step-by-step Guide to Responding to Online Incidents of Inappropriate Behaviour by Students.