Inappropriate content may include but is not limited to:
- Words or images that personally attack, humiliate or defame an individual.
- Content that threatens, discriminates, harasses, menaces or causes offence including stalking.
- A fake profile of an individual or school.
- Content that is illegal, gives instructions for illegal activity or advocates terrorist activities.
- Depictions of nudity, pornography or child abuse.
- Depictions of excessive violence.

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).

**Step 1**

**REMOVING CONTENT**

If you know the person responsible for the content then ask the appropriate person for it to be removed.

If the person is unknown, cannot be contacted or refuses to remove the content.

**Go to Step 1a**

**Step 1a**

Most websites (see reverse) where users can post their own content have established processes for removing inappropriate content. They often rely on users reporting content to the site administrator so they can act.

It is advisable to check the terms and conditions of any website you wish to remove content from for information to help you.

The procedures for some popular social media websites are available on the back of this document. If you need assistance your school technician may be able to help.

If the website administrators will not remove the content as per your request and you believe it should be removed.

**Go to Step 2**

**Step 2**

**CENTRAL OFFICE SUPPORT**

**ITD Risk Management**
Provision of support for incidents that relate to the defacement of a DEECD website.
Ph: 03 9637 3586

**Legal Services**
Provision of advice to regions and school principals on legal issues arising from the content uploaded to social media sites.
Ph: 03 9637 3146

**Emergency and Security Management Unit**
A 24 hour/7 day a week single reference point to report emergency matters and critical incidents including criminal and unwanted activities.
Ph: 03 9589 6266

**Go to Step 3**

**Step 3**

**GOVERNMENT AGENCY SUPPORT**

If you believe that the content may be illegal or prohibited*, you can report it to the following authorities:

**Australian Communications and Media Authority**
If you have found something offensive online and/or potentially prohibited content online and the website will not remove it you can report it via the ACMA hotline at www.acma.gov.au/WEB/STANDARD/pc=PC_410099

**Victoria Police**
If you believe that the posting of the content constitutes criminal activity it should also be reported to Victoria Police.

* Under the Broadcasting Services Act 1992, prohibited content includes but is not limited to: child abuse images, unrestricted access to pornography, excessive violence, illegal activities, and terrorist-related material.
Popular websites’ procedures for removing inappropriate content

Facebook
• If someone has posted an inappropriate post, you can report this to Facebook using the "Report this Post" link under each post.
• If they have created an offensive page, you can report it by going to the page and using the "Report Page" link at the bottom of the left hand column.
• If they have created an offensive group, you can report it by going to the group and using the "Report group" link at the bottom of the page.
• If they have created a fake profile which imitates a real person, go to the profile and click "Report/Block This Person" at bottom of the left column then click "This profile is pretending to be someone or is fake".

MySpace
• If they have created a fake profile of you, a colleague or student, copy the URL of the profile and forward it to MySpace Customer Service.
• You can report other inappropriate content to MySpace by clicking on "Contact MySpace", selecting the "Report Abuse" topic and then the "Cyber bullying" sub-topic.

Twitter
• If someone has posted something inappropriate on Twitter that violates the Twitter Rules and Terms of Service you can report it by visiting their support centre (http://support.twitter.com/) and filing a support ticket.

YouTube
• If someone has posted an inappropriate video, and you have an account, you can report it to YouTube by selecting the "Flag" button under it and selecting the reason for reporting it. If you don’t have an account you may have to sign up for one first or seek help from someone else who has an account.

Other Websites
• If a person is posting inappropriate content which violates a website’s Terms of Use, you should click on the "Contact", "Help" or Safety" options available on most websites (often in the footer). This should outline a procedure for dealing with such content or allow you to contact the website’s administration team.

NOTE: Sites may take a differing view on whether the content is appropriate or not. Many support freedom of expression and so content must specifically breach their terms of use or the law.