

- Emotional health and wellbeing assistance has been made available for the students involved.
- A referral to Child Youth Mental Health Services has been issued by the school Guidance Officer for one of the students.
- The details of HeadSpace clinicians have been made available to the school support staff who were seeking guidance regarding concerns of the student's risk of self-harm.

Outcome:

- The students involved have been given a three day suspension.
- The two girls involved have visited with the school Guidance Officer.
- One of the girls has been referred to Child Youth Mental Health Services in the local area.
- The Principal will discuss the possibility of parent support and information at the Parent and Citizen's association meeting tonight.

Risks:

- Local media outlets may pick up the story due to current interest in the community for this topic.
- The Queensland Police Service has indicated that charges may apply for the s.4 year old male student involved.

Media:

Have CCM been advised?

- Via this alert.

Have any media outlets arrived or approached school?

- **Not at this time.**

Updates: *(Region to complete this section only when/if updating information)*

-

Date of update:

-

Approval:

APPROVED – Y
PRINCIPAL

APPROVED – Y
REGIONAL DIRECTOR

APPROVED Y/N
ASSISTANT DG



Queensland
Government

TO: DIRECTOR, ETHICAL STANDARDS UNIT
THROUGH: ASSISTANT DIRECTOR, ETHICAL STANDARDS UNIT
FROM: PRINCIPAL INVESTIGATOR, ETHICAL STANDARDS UNIT
SUBJECT: **CASE CLOSE – COMPLAINT AGAINST** s.47(3)(b) - Contrary to Public Interest
s.47(3)(b) - Contrary to Public Interest

Complaint

1. On 20 March 2013, the Ethical Standards Unit received a complaint relating to the conduct of s.47(3)(b) - Contrary to Public Interest
2. It was alleged s.47(3)(b) - Contrary to Public Interest had engaged in inappropriate and unprofessional conduct by transmitting a nude photograph of s.47(3)(b) - Contrary to Public Interest to a Year s.47(3)(b) - Contrary to Public Interest student at her school.
3. Initial inquiries were conducted by s.47(3)(b) - Contrary to Public Interest who spoke to Year s.47(3)(b) - Contrary to Public Interest student s.47(3)(b) - Contrary to Public Interest who received the photograph as well as other students who had seen the image. s.47(3)(b) - Contrary to Public Interest also spoke with s.47(3)(b) - Contrary to Public Interest who admitted transmitting the naked photograph of s.47(3)(b) - Contrary to Public Interest advised he had several nude photographs of s.47(3)(b) - Contrary to Public Interest on a USB device and when viewing the image on the computer, he took a photograph of it on his mobile phone and then sent that photograph to student s.47(3)(b) - Contrary to Public Interest did not consider the image had been 'photoshopped' and believed it was a real image of s.47(3)(b) - Contrary to Public Interest

Summary

4. On 27 March 2013, s.47(3)(b) - Contrary to Public Interest was suspended from duty with remuneration.
5. Preliminary inquiries indicated the allegation was likely to be assessed as official misconduct and as such was referred to the Crime and Misconduct Commission (CMC) on 2 April 2013.
6. On this same date, Mr Peter Edwards, Director, Ethical Standards Unit referred the matter to s.47(3)(b) - Contrary to Public Interest for investigation.
7. s.47(3)(b) - Contrary to Public Interest Senior Investigator was subsequently appointed to conduct the investigation on the department's behalf.
8. On 12 April 2013, the CMC Matters Assessed Report was received referring the allegation to the department and requesting outcome advice only.
9. The matter was later reported to the Queensland Police Service by s.47(3)(b) - Contrary to Public Interest s.47(3)(b) - Contrary to Public Interest s.47(3)(b) - Contrary to Public Interest No further departmental investigation was conducted whilst the police investigation was undertaken.
10. Senior Constable s.47(3)(b) - Contrary to Public Interest Police Station conducted inquiries with relevant persons including student s.47(3)(b) - Contrary to Public Interest who received the transmitted image, s.47(3)(b) - Contrary to Public Interest s.47(3)(b)

11. Student [s.47(3)(b)] confirmed receiving a photograph via text message from [s.47(3)(b) - C]. He confirmed the photograph had been of [s.47(3)(b) - Contra] however was unsure whether the photo had been edited. He recalled [s.47(3)(b) - Co] told him the image was real and had not been edited. Student [s.47(3)(b)] admitted sending the image to another friend via text message and showing the image to approximately five other students at the school before deleting it.

12. [s.47(3)(b) - Contrary to Public Interest]

13. Senior Constable [s.47(3)(b)] considered whilst [s.47(3)(b) - Conti] actions were unbecoming, no criminal offence had been committed.

14. [s.47(3)(b) - Contrary to Public Interest]

15. On 4 April 2014, Mr Edwards wrote to the Deputy Commissioner, Queensland Police Service requesting access to their investigative data including the intelligence submission based on the investigation conducted by Senior Constable [s.47(3)(b)].

16. [s.47(3)(b) - Contrary to Public Interest]

17. On 20 June 2014, the QPRIME intelligence submission was received by the Ethical Standards Unit.

18. An assessment of the information contained in the QPRIME intelligence submission as well as the initial inquiries conducted by [s.47(3)(b) - Con] is considered sufficient to make a finding.

Conclusion

19. On the basis of the evidence available at this time, the allegation [s.47(3)(b) - Co] engaged in inappropriate and unprofessional conduct by transmitting a nude photograph of [s.47(3)(b) - C] [s.47(3)(b) - to a Year s.4] student at the school is capable of being substantiated.

Recommendation

20. That the matter be referred to Workforce Review for consideration of disciplinary action.

Kelly-Jane Doyle
Principal Investigator
Ethical Standards Unit
24 June 2014

ASSISTANT DIRECTOR'S COMMENT:

Recommendations accepted YES/NO

Action as recommended YES/NO

Initials:

Date:

DIRECTOR'S COMMENT:

Recommendations accepted YES/NO

Action as recommended YES/NO

Initials:

Date:

Released under RTI Act by DETE

Approved/ Not Approved

Director-General

Date

DEPARTMENT OF EDUCATION, TRAINING AND EMPLOYMENT

GENERAL BRIEFING NOTE

Date Decision Required By: Urgent recommendation that this decision be made as soon as possible

TO: THE DIRECTOR-GENERAL

SUBJECT: REQUEST FOR IMMEDIATE SUSPENSION PENDING CONSIDERATION OF DECISION TO PERMANENTLY EXCLUDE s.47(3)(b) - Contrary to Public Interest FROM CERTAIN QUEENSLAND STATE SCHOOLS BEING ALL STATE SCHOOLS EXCEPT SCHOOLS OF DISTANCE EDUCATION

RECOMMENDATION

It is recommended that the Director-General:

- **note** the previous behavioural history, leading to the recommendation to immediately suspend s.47(3)(b) - Contrary to Public Interest from certain Queensland state schools (being all state schools except schools of distance education), pending a final decision by you about permanent exclusion
- **exercise your power** under s.300 of the *Education (General Provisions) Act 2006* (the Act) to immediately suspend s.47(3)(b) - Contrary to Public Interest from certain Queensland state schools (being all state schools except schools of distance education) (Please refer to Attachment 1 to record your decision)
- **indicate** whether you are prepared to meet with s.47(3)(l) personally or whether you wish to invite s.47(3)(l) to meet with your authorised representative, the Regional Director, s.47(3)(b) - Contrary to Public Interest to discuss the student's behaviour that led to the giving of the notice (please refer to Attachment 1 to record your decision)
- **sign** the attached letter to the Regional Director, s.47(3)(b) - Contrary to Public Interest should you choose to nominate him as your authorised representative to meet with s.47(3)(l)
- **sign** the attached letters to s.47(3)(b) - Contrary to Public Interest s.47(3)(b) - Contrary to Public Interest

Comments:

BACKGROUND

1. Age and Enrolment History

1.1. s.47(3)(b) - Contrary to Public Interest

Action Officer: Jean Smith, A/Principal Advisor, State Schooling Operations and Strategy
Telephone: (07) 3234 1694
TRIM Reference: 13/191147
Date brief completed by Action Officer: 6 June 2013

1.2. s.47(3)(b) - Contrary to Public Interest

2. Initial information about allegations and Departmental response

2.1. On s.47(3)(b) - Contrary to Public Interest, officers from State Schooling Operations and Strategy received information (Attachment 3, TRIM: 13/185360) from s.47(3)(b) - Contrary to Public Interest was suspended from s.47(3)(b) - Contrary to Public Interest with a proposal to exclude (Attachments 4 and 5, TRIM: 13/189848 and 13/187911) for the following behaviour:

- On s.47(3)(b) - Contrary to Public Interest statements were taken from several Year s.4 female students that s.47(3)(b) - Contrary to Public Interest behaved inappropriately with minors, including requesting several female students to produce sexually explicit photos, sending text messages of a sexual nature and sending a sexually explicit photo of himself to a Year s.4 female student.
- On s.47(3)(b) - Contrary to Public Interest in an interview with a school staff member, s.47(3)(b) - Contrary to Public Interest admitted to contacting a Year s. female student and requesting nude photos, sending a sexually explicit photo of himself to a Year s. female student.

3. Behavioural History

3.1. s.47(3)(b) - Contrary to Public Interest

3.2.

3.3.

3.4.

3.5.

KEY ISSUES

3. If you are reasonably satisfied that [s.47(3)(b) - Contrary] attendance at certain Queensland state schools poses an unacceptable risk to the safety and wellbeing of students and staff of schools then you must immediately suspend [s.47(3)] from the schools, pending your final decision about the exclusion, pursuant to s. 300 (1) of the Act.
4. There is no set time frame for making this decision however [s.47(3)(b) - Contra] is currently suspended from [s.47(3)(b) - Contrary to Public Interest] pending exclusion. Should he be excluded, there is nothing to prevent him from attending or enrolling in any other Queensland state school.
5. Accordingly, State Schooling Operations and Strategy request that the decision be made as soon as possible.
6. [s.47(3)(b) - Contrary to Public Interest]

RECOMMENDATION

7. It is recommended that you exercise your power pursuant to s.300 of the Act to suspend [s.47(3)(l)] from certain Queensland state schools (being all state schools except schools of distance education) until you have made a determination concerning permanent exclusion.
8. The materials considered, findings of fact and reasons for the recommended decision are outlined in the attached draft decision letter to [s.47(3)(b)].
9. Any materials which you consider in making this decision must be listed in your letter to [s.47(3)(l)] and will be provided to him. The names of any other children, students and parent will be blacked out to protect their privacy.
10. Draft letters informing [s.47(3)(l)] the Principal, [s.47(3)(b) - Contrary to Public Interest] Regional Director, [s.47(3)(b) - Contrary to Publ] and Principal Education Officer, [s.47(3)(b) - Contrary to Publi] of your decision to immediately suspend [s.47(3)(l)] pending a decision to permanently exclude him from certain Queensland state schools (being all state schools except schools of distance education), have been prepared for your signature, should you support the recommendation.
11. If you make a decision different from the recommended decision, State Schooling Operations and Strategy will amend the draft letters accordingly (please refer to Attachment 1 to record your decision).
12. If you conduct the meeting referred to in Attachment 1 yourself, officers from State Schooling Operations and Strategy will amend the letters accordingly.
13. If you are not able to meet with [s.47(3)(l)] personally, as required by s.300(6), you can nominate [s.47(3)(b) - Contrary to Public Interest] as your authorised representative. The present correspondence is drafted with this option in mind.
14. A case manager has not yet been assigned to [s.47(3)(l)] to assist him with his educational requirements and provide support regarding your decision. However, [s.47(3)(l)] is instructed to contact [s.47(3)(b) - Contrary to Public Interest] who will advise him of his case manager once confirmed.
15. [s.47(3)(l)] may make a submission to you about the proposed exclusion within 5 school days after he receives the letter referred to above (pursuant to ss. 301 and 331 of the Act).
16. On receipt of your decision, Principal Advisor, State Schooling Operations and Strategy will immediately notify [s.47(3)(b) - Contrary to Public Interest] who will notify the student, case manager and the principal of this decision by telephone.

19. s.47(3)(b) - Contrary to Public Interest

LEGAL IMPLICATIONS

20. s.47(3) may make a submission to you about the proposed exclusion within 5 school days after he receives the letter referred to above (pursuant to ss. 301 and 331 of the Act).
21. Your decision is subject to application for Statutory Order of Review under the *Judicial Review Act 1992*.

RIGHT TO INFORMATION

22. I am of the view that the contents or attachments contained in this brief are not suitable for proactive publication. If there is any proposal to release this briefing note (including attached documents) under the *Information Privacy Act 2009* or the *Right to Information Act 2009*, Legal and Administrative Law Branch must be immediately contacted.

Executive Director, State Schooling Strategy and Evaluation: Sharon Mullins

Signature:	Date: / /
------------	-----------

Executive Director, Legal and Administrative Law Branch: Tom Jumpertz

Signature:	Date: / /
------------	-----------

Assistant Director-General, Education Queensland: Marg Pethiyagoda

Signature:	Date: / /
------------	-----------

A/Deputy Director-General, Education Queensland: Mark Campling

Signature:	Date: / /
------------	-----------

Pages 72 through 94 redacted for the following reasons:

s.47(3)(b) - Contrary to Public Interest

Released under RTI Act by DETE

RTI Application 340/5/3312

SEVEN NETWORK

File B

***Corporate Services –
Information and
Technologies***

Incident

Number:	INC2618909	Customer impact:	4 - Low
Requestor:	Rob PRIDDEY	Business urgency:	4 - Low
Affected contact:	Rob PRIDDEY	Priority:	4 - Low
Location:	Learning Technologies	Status:	Closed
Alternate location:		Next step:	
Alternate contact:		Reason:	
Please specify:		Scheduled for:	
Others to be notified:		Assignment group:	Cyberbullying - Reputatic
Subject:	s.47(3)(b) - Advice on sexting incide	Assigned to:	
Service:	Cyberbullying - Reputatic	Vendor:	
Sub service:		Vendor reference:	
Configuration item:		Hardware Model:	
Client ref:		Method of request:	Direct
Other service:		Urgent:	<input type="checkbox"/>
Classification:	Request for Advice or Inf	Time worked:	50 Seconds
Due date:		Effort:	
Password reset:	<input type="checkbox"/>		
Request type:	Service Request		
Problem / Question:			

Advice on sexting incident whereby s,yo female student has posted an inappropriate image of herself on Facebook and has been shared within the school.

Environment:

SLA due: 10-04-2014 17:14:25

View name: default

Internal work notes

Internal work notes:

Customer communications

Customer communications:

Resolution and closure details

Cause code:		Customer acceptance:	Yes
Resolution code:		Acceptance method:	Auto
Other resolution code:		Onsite support provided:	<input type="checkbox"/>
Knowledge (Create New KBA):	<input type="checkbox"/>		
Problem candidate:	<input type="checkbox"/>		
Cause description:			
Solution:			
Advice provided:			
Previous assignment group:			

Incident linking

Parent: _____

Problem ID: _____

RFC: _____

KBA: _____

Hot transfer:

Project:

Activities

Activity

31-03-2014 11:15:07 INC2618909 [s.47(3)(b)] - Advice on sexting incident posted on Facebook and has been shared within the school. Learning Technologies created by Service Centre - Email sent

Sent: Rob.PRIDDEY@det.qld.gov.au

31-03-2014 11:15:06 Your incident INC2618909 has been resolved - Email sent

Sent: Rob.PRIDDEY@det.qld.gov.au

31-03-2014 11:14:45 Stephanie POOLE - Changed: Confirms impact, Incident state, Opened by Priority

Impact: 4 - Low

Incident state: New

Opened by: Stephanie POOLE

Priority: 4 - Low

Task SLAs Task = INC2618909 1 Task SLAs

SLA	Stage	Start time	Planned end time	End time	Actual elapsed time	Actual elapsed percentage
(DET) P4 Resolve	Achieved	31-03-2014 10:59:15	10-04-2014 17:14:25	03-04-2014 22:05:01	15 Minutes	0.16

Knowledge Task = INC2618909 0 Knowledge Applied to Tasks

Child Incidents Parent = INC2618909 AND Task type = Incident 0 Incidents

Number	Service	Priority	Status	Subject	Assigned to	Location	Centre code	Assignment group	Created	Created by	Opened
--------	---------	----------	--------	---------	-------------	----------	-------------	------------------	---------	------------	--------

Time Recordings Task = INC2618909 2 Time Recordings

Work date	Assignment group	Assigned to	Effort	Duration
03-04-2014	Cyberbullying - Reputation Mgmt			3 Days 10 Hours 50 Minutes
31-03-2014				

Affected CIs Task = INC2618909 2 CI's affected

Configuration Item	Updated
WE24792586	22-06-2012 16:24:18
WE24792222	14-03-2014 15:40:28

Attachments Table name = incident AND Table sys ID = a981fa155c77554093f6e87dbf8e50ef 0 Attachments

File name	Content type	Table name	Table sys ID
-----------	--------------	------------	--------------

Released under ACT BY DETE

From: PRIDDEY, Rob
To: s.47(3)(b) - Cont
Subject: RE: Facebook Advice
Date: Thursday, 13 March 2014 10:27:00 AM
Attachments: image001.png

Hi s.47(3)

Was the image of the student removed?. Do you require any further assistance?.

Regards

Rob

Rob Priddey | Manager

P: 07 3034 5035 | M: s.47(3)(b) - Cont | E: rob.priddey@dete.qld.gov.au

Cybersafety + Reputation
Management + Web Filtering
Learning Technologies | Information and
Technologies Branch
Department of Education, Training and
Employment
347 Old Cleveland Road | Coorparoo
QLD 4151

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From: s.47(3)(b) - Contrary to Public Interest
Sent: Wednesday, 12 March 2014 5:16 PM
To: PRIDDEY, Rob
Cc: s.47(3)(b) - Contrary to Public Interest
Subject: Facebook Advice

Good afternoon Rob,

We have had a situation come to our attention today regarding a year 9 student who has posted a nude picture of herself on facebook. This picture has been passed around through the student population via facebook. After speaking with our Head of IT she suggested that I get into contact with you for advice on how to manage this situation from this point. The police have been advised and contact has been made with the parents of the student who has posted this picture.

You advice regarding this matter is much appreciated. You can contact me at any time via my work mobile s.47(3)(b) - Con

Kind regards,

s.47(3)(b) - Contrary to Public Inter

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Released under RTI Act 2009

Incident

Number:	INC1912748	Customer impact:	4 - Low
Requestor:	s.47(3)(b) - Contra	Business urgency:	4 - Low
Affected contact:		Priority:	4 - Low
Location:		Status:	Closed
Alternate location:		Next step:	
Alternate contact:	s.47(3)(b) - (anytime)	Reason:	
Please specify:		Scheduled for:	
Others to be notified:		Assignment group:	Cyberbullying - Reputatic
Subject:	Advice re: student misuse of app 'KIK', cy	Assigned to:	Rob PRIDDEY
Service:	Cyberbullying - Reputatic	Vendor:	
Sub service:		Vendor reference:	
Configuration item:		Hardware Model:	
Client ref:		Method of request:	Direct
Other service:		Urgent:	<input type="checkbox"/>
Classification:	Request for Advice or Inf	Time worked:	1 Minute
Due date:		Effort:	
Password reset:	<input type="checkbox"/>		
Request type:	Service Request		
Problem / Question:			

Advice re: student misuse of app 'KIK', cyberbullying and sexting incidents

Environment:

SLA due: 23-05-2013 13:43:17

View name: default

Internal work notes

Internal work notes:

Customer communications

Customer communications:

16-05-2013 13:45:23 - s.47(3)(b) - Contra
 reply from: s.47(3)(b) - Contra Customer communications

No further comments are required. Please press send to confirm your acceptance to the resolution.

Ref.MSG4676272

Resolution and closure details

Cause code:		Customer acceptance:	Yes
Resolution code:		Acceptance method:	Email
Other resolution code:		Onsite support provided:	<input type="checkbox"/>
Knowledge (Create New KBA):	<input type="checkbox"/>		
Problem candidate:	<input type="checkbox"/>		
Cause description:			
Solution:			

Telephone support and organisation of a presentation 'Maximising your digital reputation; to the year 6/7 students on 4 June 2013.

Previous assignment group:

Incident linking

Parent: _____
 Problem ID: _____
 RFC: _____
 KBA: _____
 Hot transfer:
 Project: _____

Activities

Activity

16-05-2013 13:45:23 s.47(3)(b) - Contra Changed, Customer communications
 reply from: s.47(3)(b) - Contra

No further comments are required. Please press send to confirm your acceptance to the resolution.

Ref:MSG4676272

16-05-2013 13:44:58 Re: Incident INC1912748 - accept - Email Received

Received: mjoh147@eq.edu.au

16-05-2013 08:41:26 INC1912748 : Advice re:student misuse of app 'KIK', cyberbullying and sexting incidents s.47(3)(b) - Contra created by Service Centre - Email sent

Sent: s.47(3)(b) - Contra

Sent: _____

16-05-2013 08:41:26 Incident / Request INC1912748 - Assigned to you - Email sent

Sent: Rob.PRIDDEY@dete.qld.gov.au

16-05-2013 08:41:05 Rob PRIDDEY - Changed, Assigned to, Customer Impact, Incident state, Created by, Priority

Assigned to: Rob PRIDDEY

Impact: 4 - Low

Incident state: New

Opened by: Rob PRIDDEY

Priority: 4 - Low

Task SLAs Task = INC1912748							1 Task SLAs
SLA	Stage	Start time	Planned end time	End time	Actual elapsed time	Actual elapsed percentage	
(DET) P4 Resolve	Achieved	16-05-2013 08:39:00	23-05-2013 13:43:17	16-05-2013 13:45:23	2 Minutes		0.02

Knowledge Task = INC1912748	0 Knowledge Applied to Tasks
-----------------------------	------------------------------

Child Incidents Parent = INC1912748 AND Task type = Incident									0 Incidents		
Number	Service	Priority	Status	Subject	Assigned to	Location	Centre code	Assignment group	Created	Created by	Opened

Time Recordings Task = INC1912748						2 Time Recordings
Work date	Assignment group	Assigned to	Effort	Duration		
16-05-2013	Cyberbullying - Reputation Mgmt	Rob PRIDDEY		5 Hours 4 Minutes		
16-05-2013						

Affected CIs Task = INC1912748		3 CI's affected
Configuration Item	Updated	
CFT18664886	22-03-2013 09:59:17	
CFT09680975	24-07-2012 09:43:59	
CFT09684818	25-07-2013 10:24:45	

Attachments Table name = incident AND Table sys ID = f84e936679510d4093f6db8b063d7168				0 Attachments
File name	Content type	Table name	Table sys ID	

From: PRIDDEY, Rob
To: s.47(3)(b)
Subject: RE: Maximising your Digital reputation session to Year6/7
Date: Tuesday, 14 May 2013 9:52:00 AM

Morning s.47(3)

I'm just wanting to confirm the month, I'm fairly sure you mean 4 or 5 June.

Regards

Rob Priddey | Manager | Cybersafety and Reputation Management | Learning Technologies | Information and Technologies Branch | P 07 3421 6335 | M s.47(3)(b) - Co

From: s.47(3)(b) - Contrary to Public Interest
Sent: Monday, 13 May 2013 4:31 PM
To: PRIDDEY, Rob
Subject: RE: Maximising your Digital reputation session to Year6/7

Hi Rob,

Thanks for your help today and thanks for sending through the info.

Is Tuesday 4th or Wednesday 5th of May in the afternoon a time that suits for a school visit to talk to our year 6 and 7 students? We have 45 year 7's and 28 year 6's.

Regards,

s.47(3)(b) - Contrary

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From: PRIDDEY, Rob [mailto:Rob.PRIDDEY@det.qld.gov.au]
Sent: Monday, 13 May 2013 3:35 PM
To: s.47(3)(b) - Co
Cc: MCALLISTER, Jean
Subject: Maximising your Digital reputation session to Year6/7

Hi s.47(

I have included relevant guides for distribution to parents. You're able to use the content from the guides if you wish to tailor content for your school newsletter.

As discussed our team has a social media specialist (Nicole Jensen) who delivers sessions on the power of social media and keys to keeping your online footprint positive and beneficial. These sessions cover a range of topics such as:

- proactive uses and benefits of social media,
- current and upcoming strategies and trends in social technologies,
- digital citizenship,
- key issues relating to online privacy and maintaining a positive digital reputation.

More than happy to arrange a time suitable for the school to present to the Year 6 and 7 students.

Kind regards

Rob Priddey | Manager | Cybersafety + Reputation Management + MIS

Web + Digital Delivery | Information and Technologies Branch

Department of Education, Training & Employment

347 Old Cleveland Road | Coorparoo QLD 4154

P: 07 3421 6335 | M: s.47(3)(b) - F: 07 3421 6433

E: rob.priddey@det.qld.gov.au

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Incident

Number:	INC2619236	Customer impact:	4 - Low
Requestor:	Jean MCALLISTER	Business urgency:	4 - Low
Affected contact:	Jean MCALLISTER	Priority:	4 - Low
Location:	Learning Technologies	Status:	Closed
Alternate location:		Next step:	
Alternate contact:	07 3034 5034	Reason:	
Please specify:		Scheduled for:	
Others to be notified:		Assignment group:	Cyberbullying - Reputatic
Subject:	Mossman SHS - Advice/resources for re	Assigned to:	
Service:	Cyberbullying - Reputatic	Vendor:	
Sub service:		Vendor reference:	
Configuration item:		Hardware Model:	
Client ref:		Method of request:	Direct
Other service:		Urgent:	<input type="checkbox"/>
Classification:	Request for Advice or Inf	Time worked:	30 Seconds
Due date:		Effort:	
Password reset:	<input type="checkbox"/>		
Request type:	Service Request		
Problem / Question:			

Advice and resources for responding to students and parents about sexting and online commentary - general social media advice.

Environment:

SLA due: 10-04-2014 17:28:35

View name: default

Internal work notes

Internal work notes:

Customer communications

Customer communications:

Resolution and closure details

Cause code:		Customer acceptance:	Yes
Resolution code:		Acceptance method:	Auto
Other resolution code:		Onsite support provided:	<input type="checkbox"/>
Knowledge (Create New KBA):	<input type="checkbox"/>		
Problem candidate:	<input type="checkbox"/>		
Cause description:			
Solution:			

Advice provided:

Previous assignment group: _____

Incident linking

Parent: _____

Problem ID: _____

RFC: _____

KBA: _____

Hot transfer:

Project:

Activities

Activity

31-03-2014 11:47:28 INC2619236 : Mossman SHS - Advice/resources for responding to students and parents about sexting/online comms.: Learning Technologies created by Service Centre - Email sent

Sent: Jean.MCALLISTER@dete.qld.gov.au

Sent: Jean.MCALLISTER@dete.qld.gov.au

31-03-2014 11:47:18 Stephanie POOLE - Changed Customer impact, Incident state, Opened by, Priority

Impact: 4 - Low

Incident state: New

Opened by: Stephanie POOLE

Priority: 4 - Low

Task SLAs Task = INC2619236 1 Task SLAs

SLA	Stage	Start time	Planned end time	End time	Actual elapsed time	Actual elapsed percentage
(DET) P4 Resolve	Achieved	31-03-2014 11:46:01	10-04-2014 17:28:35	03-04-2014 22:06:34	1 Minute	0.01

Knowledge Task = INC2619236 0 Knowledge Applied to Tasks

Child Incidents Parent = INC2619236 AND Task type = Incident 0 Incidents

Number Service Priority Status Subject Assigned to Location Centre code Assignment group Created Created by Opened

Time Recordings Task = INC2619236 2 Time Recordings

Work date	Assignment group	Assigned to	Effort	Duration
03-04-2014	Cyberbullying - Reputation Mgmt			3 Days 10 Hours 19 Minutes
31-03-2014				

Affected CIs Task = INC2619236 1 CI's affected

Configuration Item	Updated
WE24795363	15-07-2014 10:01:59

Attachments Table name = incident AND Table sys ID = e63cb2515cb7554093f6e87dbf8e509d 0 Attachments

File name	Content type	Table name	Table sys ID
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Released under RTI Application 340/5/3312 - File B - Document 10 of 66

MCALLISTER, Jean

From: MCALLISTER, Jean
Sent: Monday, 17 March 2014 3:21 PM
To: dkach2@eq.edu.au
Cc: PRIDDEY, Rob; POOLE, Stephanie
Subject: TRIM: Cybersafety resources for parents
Attachments: Newsletter item from schools to parents - advice about student use of social networking.docx; 2Newsletter content from schools to parents - appropriate use of social media by parents.docx; StepbyStep guide_inappropriate content_without account_facebook.pdf

Hello Deb,

As discussed on the phone, I attach some documents to assist you to discuss cybersafety and online behaviour issues with your school community.

The Cybersafety team has developed a guide called 'Social Media and the School Community' which is designed to provide information to parents and caregivers about how to use social media in relation to comments or posts about their school community.

This document is hosted online <http://education.qld.gov.au/student-services/behaviour/qsav/docs/social-media-and-community-online.pdf> or on our [OnePortal](#) page.

We have also drafted template letter/newsletter items that cover the potential negative impact of social media use and importance of reviewing online behaviours of students. I attach these newsletter items. Please feel free to use some or all of the newsletter content as a conversation starter for positive social media use among parents and students.

Finally, I attach a step by step guide for reporting concerning content to Facebook. Any concerned person can report content to Facebook for review, they do not require a Facebook account to do this. Facebook will remove content if they determine that it breaches their community standards: <https://www.facebook.com/communitystandards>

I will get a bundle of the 'Social Media and the School Community' document in the post tomorrow.

Please feel free to call or email if you have any further questions or concerns.

Regards,

Jean McAllister | Senior Project Officer (Legal)

P: 07 3034 5193 | M: [s.47\(3\)\(b\) - Confidential](#) | E: jean.mcallister@dete.qld.gov.au

Cybersafety and Reputation Management

Learning Technologies (Information and Technologies Branch)

Department of Education, Training and Employment

347 Old Cleveland Road | Coorparoo QLD 4151

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Positive digital footprint presentations



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Dear Parents / Caregivers

A message about Cybersafety and Cyberbullying

The internet, mobile phones and instant messaging provide wonderful opportunities for children to learn, be creative and socialise online. However, the online environment also provides numerous opportunities for harm to be caused to children. Our school is aware of the risks to children in the online environment and this message is to advise you of our efforts in respect of keep your child cybersafe and what you can do as well.

The Department of Education, Training & Employment takes practical steps to prevent students from accessing inappropriate websites on the Department's network, including using web filtering software to block websites such as Facebook and YouTube when at school.

The school recognises that students access these types of sites via personal electronic devices and home networks. No school student will face disciplinary action for simply having Facebook or other website membership (the school is not responsible for monitoring your child's compliance with website membership rules). The school accepts that, if used safely, such websites offer students opportunities to learn and communicate. However, when used inappropriately, such sites can become hurtful and dangerous places.

There are a number of potential cybersafety risks for students online. These include accessing inappropriate content, compromising personal information and cyberbullying. Cyberbullying occurs when technology, such as email, mobile phones, chat rooms and social networking sites such as Facebook, are used to verbally or socially bully another person. This could include sending or posting abusive, threatening, humiliating or harassing messages, images or videos.

It is unacceptable for students at our school to engage in cyberbullying, or other inappropriate online behaviours. Our school's *Responsible Behaviour Plan for Students* (school to link to *Plan on website*) and *ICT Acceptable Use Agreement* provide written guidelines on acceptable online behaviour by students. If an online incident impacts on the good order and management of the school, the school may impose disciplinary consequences for the behaviour. This could include suspension and/or exclusion in serious cases. In serious cases the school may also report an incident to the police.

You should note that the school cannot impose disciplinary consequences where the behaviour in question does not negatively impact upon the good order and management of the school. For example, where cyberbullying occurs between a student of this school and a student of another school outside school hours, this school will not become involved. This is primarily a matter for parents and/or the police to consider and resolve.

It is recommended that you help your child to engage in safe online activities and highlight the importance of appropriate online behaviour. Help your child to take steps to block anyone who makes them feel uncomfortable, harassed or bullied. The school recommends that you do not respond online to any inappropriate behaviour directed at your child on your child's behalf. Such steps are unlikely to improve matters and may in fact inflame the situation.

If your child is connected to any social networking site, reviewing their 'friends list' may help you manage their safety and reduce the risk of them associating with inappropriate contacts.

You should check that your child is accessing sites that are age appropriate. For example, Facebook's statement of rights and responsibilities requires a user to be at least 13 years of age to create an account. For information from Facebook about how to report under age accounts for removal go to: <https://www.facebook.com/help/parents>

To assist you, provided below are websites containing advice and resources:

<http://www.cybersmart.gov.au/>

<http://www.dbcde.gov.au/easyguide>

<http://www.staysmartonline.gov.au>

The Department has recently published the document *Cybersafety and Cyberbullying – A Guide for Parents and Caregivers*. This guide provides important information for parents about cybersafety and cyberbullying. It suggests what parents and caregivers can take if their child is the target of or is responsible for inappropriate online behaviour. The guide is available at:

<http://education.qld.gov.au/student-services/behaviour/qaav/docs/cyberbullying-cybersafetyprintfriendlyguide.pdf>

Please remember, as a parent you play an important role in helping your children have safe and positive experiences online.

If you have any concerns and would like to discuss further I invite you to make an appointment to discuss the matter with me.

Released under RTI Act by DETE

Dear Parents / Caregivers

At <insert name of school> we take our responsibility to maintain the health and safety of our students and staff very seriously. This responsibility includes considering issues related to behaviours online.

Behaviours in the online environment can cover a broad range of issues including online privacy and information protection, good and bad manners, digital citizenship and knowing how to get help to deal with online issues.

As you may be aware, comments posted online about people and organisations may impact permanently on their digital reputation. This includes teachers, other staff and students and the school. There can be very real negative consequences from online posts – relationships between school staff, students and parents can be permanently changed for the worse.

Facebook and other social networking sites are generally not private communities and, depending on an individual's security settings, comments can be read by many people and remain online indefinitely.

If you or your child are posting information online about the school, staff or students, I ask that you consider the ramifications of these comments on the school and any individuals in the school community concerned. As a rule of thumb:

- Public discussion is most effective when it is conducted in a polite and respectful manner;
- Before posting, consider whether those people you are posting about want information, including photos and comments regarding them and their children, posted on Facebook or on other sites. Perhaps ask them before you do it;
- Rather than airing complaints or grievances in a public forum like Facebook, come and talk to the school first about how to resolve your concerns;
- Remember that as a parent you have a responsibility to supervise and regulate your own children's online activities at home and their impact on the reputation and privacy of others.

For further information on managing cybersafety, please go to <http://education.qld.gov.au/student-services/behaviour/qsaaav/info-parents.html>

If you have any concerns and would like to discuss further I invite you to make an appointment with me.

School Principal

Released under RTI Act 2009

Reporting/Removal of inappropriate online content

Facebook

Reporting *without* an account

1/ Navigate to Facebook www.facebook.com/help

2/ Via the sidebar, navigate to 'Report Something.'



3/ Choose the second option 'Don't Have an Account?' then choose the first option relating to harassment and abuse.

Help Centre - Report Something English (US)

Report Something

Don't Have an Account?

- Report a violation
- Report a fake profile
- Reporting
- Tools for Addressing Abuse
- Track the Progress of My Report
- Technical Issues & System
- Image Privacy Rights
- File the Feedback
- FAQs

Don't Have an Account?

- How do I report harassment or abuse on Facebook if I don't have an account?
- How do I report a fake account that's pretending to be me if I don't have a Facebook account?
- How do I report something on Facebook that I can't see?
- How can I opt out of receiving invitation or reminder emails from Facebook?

Was this content on the page helpful to you? Yes No Feedback - State

4/ Click on 'fill out this form' to continue.

How to Report Things

Don't Have an Account?

- Report a violation
- Report a fake profile
- Reporting

Don't Have an Account?

How do I report harassment or abuse on Facebook if I don't have an account?

If you don't have a Facebook account and you need to report abuse or harassment on Facebook you can fill out this form.

Was this answer helpful? Yes No Feedback - State

5/ A form will open the type of abuse being experienced will need to be chosen.

Report a violation of the Facebook Terms

Please use this form to report violations of the Facebook Terms. If you can't see the content you're trying to report, please ask a friend for help.

What issue are you trying to report?

- My account has been hacked
- Someone is pretending to be me
- Someone is using my email address for their Facebook account
- Someone is using my photos or my child's photos without my permission
- Something on Facebook violates my rights
- I found an underage child on Facebook
- Other abuse or harassment



6/ Choose the last issue "Other abuse or harassment"

Report a Violation of the Facebook Terms

Please use this form to report violations of the Facebook Terms. If you can't see the content you're trying to report, please ask a friend for help.

What issue are you trying to report?

- My account is hacked
- Someone is pretending to be me
- Someone is using my email address for their Facebook account
- Someone is using my photos or my child's photos without my permission
- Something on Facebook violates my rights
- I found an underage child on Facebook
- Other abuse or harassment

Do you have a Facebook account?

- Yes
- No



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7/ Complete the form following the instructions. Ensure you include all the information that is requested. (To provide the link, highlight the address of the website and copy. You can then paste this directly into the space provided in the form)

Report a Violation of the Facebook Terms

Please use this form to report violations of the Facebook Terms. If you can't see the content you're trying to report, please ask a friend for help.

What issue are you trying to report?

- My account is hacked
- Someone is pretending to be me
- Someone is using my email address for their Facebook account
- Someone is using my photos or my child's photos without my permission
- Something on Facebook violates my rights
- I found an underage child on Facebook
- Other abuse or harassment

Do you have a Facebook account?

- Yes
- No

Your contact email address:

Your email which you can be contacted on

How many pieces of content do you want to report?

- 1
- 2
- 3
- 4
- 5

When was this content posted?

12/17/2012

Add date of when content was posted

Please provide a link to the content you're trying to report so we can investigate. To get a link to the exact content you want to report:

1. Ask a friend for help
2. Find the content (photo, video, comment, etc.) you want to report
3. If the content is on someone's wall or in news feed, click on the date/time it was posted (next to **Comment**)
4. Copy the URL from your browser's address bar:



Link (URL) to the content:

https://www.facebook.com/missfranklin/likes/10150873431300766

Copy and past directly from the facebook page

Description:

Ensure you provide as much detail as possible on why the content is inappropriate

Send

8/ Facebook will not always remove content that you believe is inappropriate. Facebook's Community Standards set out a succinct statement of the types of content that violate their policies <https://www.facebook.com/communitystandards>

9/ If you are of the opinion that the content needs to be removed urgently, contact the Cybersafety and Reputation Management team directly for further advice on 3421 6335 or cybersafety.reputationmanagement@dete.qld.gov.au

Reporting Abuse

If you see something on Facebook that you believe violates our terms, you should report it to us. Please keep in mind that reporting a piece of content does not guarantee that it will be removed from the site.

Because of the diversity of our community, it's possible that something could be disagreeable or disturbing to you without meeting the criteria for being removed or blocked. For this reason, we also offer personal controls over what you see, such as the ability to hide or quietly cut ties with people, Pages, or applications that offend you.

Disclaimer: Please note that social media sites continue to update reporting processes. This guide was correct as of January 2014. Please refrain from printing in the event reporting methods change. Contact the Cybersafety and Reputation Management team for the most up to date advice.



**Queensland
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Your digital footprint

Now's the time
to clean up!

Everything you post online contributes to your digital footprint.

What you think you're sharing with friends may also be viewed by complete strangers — including future employers, workmates and landlords.

Once it's online, it could be there forever!



Google yourself

Look closely at your search results beyond the first page — check your various aliases and usernames. If you find content you do not want shared, remove it, report it or ask friends to 'untag' it.

Think before you share

Consider the outcomes of messages before you share them online. Ask yourself, is it true, useful and positive?

Check your privacy settings

Regularly update general privacy settings — websites often add and remove new security options without notifying users.

Delete unused accounts and apps

Hiding or removing irrelevant and old content will help keep your digital footprint up-to-date.

Check your friends list

Is there anyone you should remove from your networks? Think twice before you add 'randoms' to your friends list.

Keep your devices close...

Your mobile, tablet and computer contain a large amount of personal information. Secure your devices with a passcode or pin and store them in a secure place.

...and your passwords closer

Never share passwords, don't use the same passwords for similar accounts and change your passwords regularly.

www.qld.gov.au/cybersafety

If you encounter negative or offensive content online that involves your school or affects your school community, please contact your principal.