

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Additional Estimates Spill-Over Hearing March 2017

Communications Portfolio

Office of the Children's eSafety Commissioner

Question No: 289

Office of the Children's eSafety Commissioner

Hansard Ref: Page 39, 24/03/2017

Topic: Cyber-bullying complaints – Tier 1 & 2 resolutions

Senator Urquhart, Anne asked:

Senator URQUHART asked: Great. Your annual report of 2015-16 says that the office received 186 complaints about serious cyberbullying between 1 July 2015 and 30 June 2016. Can you tell me what proportion of those were resolved under tier 1 of the scheme and what proportion were resolved under tier 2 of the scheme?

Ms Inman-Grant: I may pass this over to Maria Vassiliadis for her input.

Ms Vassiliadis: We do not have the statistics to differentiate between the tier 1 and tier 2 resolutions.

Senator URQUHART: So you do not keep them?

Ms Vassiliadis: We certainly have them in the office. We can take that on notice.

Senator URQUHART: Yes. You just have not got them with you today. If you could get back to us, that would be great. Also in the 2016-17 reporting year to date—and you talked about the 334; is that what that figure is?

Ms Inman-Grant: That is the figure to date in the 20 months that the cyberbullying scheme has been in operation.

Senator URQUHART: Can you tell me how many of those were resolved under tier 1 and tier 2 and how many have been resolved?

Ms Inman-Grant: Yes, we will take that on notice. I would say that to date we have largely actually exclusively used our informal powers. We have 11 social media partners that we are working with and most recently we brought on airG and Snap. All of these have been resolved informally so we have not had to issue an end-user notice or use our formal powers in any way.

Answer:

Of the 186 complaints received in 2015-16:

- 137 complaints were made in relation to cyberbullying material located on a Tier 2 service.
- 5 complaints were made in relation to cyberbullying material located on a Tier 1 service.
- 44 complaints were made in relation to cyberbullying material located on platforms that were not participants in the tier scheme or were invalid.

Of the 334 complaints received to the end of February 2017:

- 241 complaints were made in relation to cyberbullying material located on a Tier 2 service.
- 13 complaints were made in relation to cyberbullying material located on a Tier 1 service.
- 80 complaints were made in relation to cyberbullying material located on platforms that are not participants in the tier scheme or were invalid.

All of the complaints received by the Office about cyberbullying material located on a tiered social media service have been able to be resolved informally, without the need for the Office to exercise its formal powers under the *Enhancing Online Safety for Children Act 2015*.