Facebook Incident Response Procedure

Important points to remember

The quickest and easiest way to remove content from the internet may be to ask the person(s) responsible to remove it.

Although a staff member/student/parent may find content that has been posted on Facebook upsetting, this does not mean it can be removed. Facebook will only remove content that breaches its terms and conditions. Generally, content breaches Facebook’s terms and conditions if it falls within one of the following categories:

- harassment
- spam/scam
- hate speech
- violence or harmful behaviour
- sexually explicit content

If you are unsure how to report something to Facebook, read this information: http://www.facebook.com/help/?page=223210624415505&ref=hcsubnav

Imposter (fake) profiles created for staff or students

1. Locate the imposter profile on Facebook
2. Report the imposter profile to Facebook using the Report/Block link in the top left hand corner of the profile (this link)
3. Alternatively, the staff member/student can report the profile themselves. See: http://www.facebook.com/help/?faq=174210519303259&ref_query=imposter+profile
4. If the staff member/student does not have a Facebook account and you are unable to report the imposter profile for them, they can report the profile using this link: http://www.facebook.com/help/contact_us.php?id=274459462613911
Underage profiles created by students

1. Locate the underage profile on Facebook
2. Report the underage profile to Facebook using this link: [http://www.facebook.com/help/contact_us.php?id=210036389087590](http://www.facebook.com/help/contact_us.php?id=210036389087590) Alternatively, this link can be provided to the concerned staff member to report the profile themselves.

Hacked profiles

1. If a staff member/student believes their profile has been hacked, provide them with the following link to secure it: [http://www.facebook.com/hacked](http://www.facebook.com/hacked)

Group Cyberbullying Pages

A separate profile/group/page has been established purely for the purposes of bullying/harassing students (e.g. ABC High Goss).

1. Locate the profile/group/page on Facebook
2. Report the profile/group/page to Facebook using the Report/Block link from the profile/group/page. See for advice on how to report different pages to Facebook: [http://www.facebook.com/help/?faq=247013378662696](http://www.facebook.com/help/?faq=247013378662696)
3. You can also report individual posts on the page using the Report/Mark as Spam link next to the comment/post. See [http://www.facebook.com/help/?faq=247013378662696](http://www.facebook.com/help/?faq=247013378662696)

Individual Cyberbullying Incidences

A staff member/student is the victim of cyberbullying outside a Group Cyberbullying Page. For example:
- A Facebook user has posted inappropriate comments about a staff member/student on a profile/group page etc.
- A fight video involving students has been posted on a student’s profile or another page.

2. If you are unable to locate the inappropriate post, advise the staff member/student to report the post themselves using the using the Report/Mark as Spam link.
3. If the staff member/student is also unable to see the inappropriate post AND you have evidence the post exists (e.g. you have been provided with a screenshot of the post), ask the person who provided the evidence to report the post themselves using the Report/Mark as Spam link.

4. If you do not know who provided the evidence, locate the profile responsible for the inappropriate post and report their profile using the Report/Block link. See http://www.facebook.com/help/?faq=247013378662696

5. If you cannot locate the profile responsible AND have no other way to report the material, contact the Cybersafety and Reputation Management team providing full details of the incident.

6. If the post requires immediate removal (e.g. it contains child exploitation material), report the incident to the Cybersafety and Reputation management team or local police.

7. Advise the staff member/student to block the perpetrator. This will mean the perpetrator can no longer contact them on Facebook or see their profile. See http://www.facebook.com/help/?page=218132371550019

Inappropriate Community Pages

An inappropriate Community Page has been established for a school. For example: a Community Page has been created which allows Facebook users to “check in” to the school however, the name of the location is inappropriate, such as ABC State Shit Hole.

1. Report to Facebook as a “misuse of name” using the following link: https://www.facebook.com/help/contact_us.php?id=208282075858952

Inappropriate Posts by Parents

A parent has posted inappropriate content on Facebook regarding a school, staff member or student.

1. Locate the inappropriate post and report to Facebook using the Report/Mark as Spam link. See http://www.facebook.com/help/?faq=247013378662696

2. If you are unable to locate the inappropriate post, advise the informant to report it themselves using the using the Report/Mark as Spam link.

3. If the informant is also unable to see the inappropriate post BUT you have evidence the post exists (e.g. you have been provided with a screenshot of the post), locate the profile responsible for the post and report their profile using the Report/Block link. See http://www.facebook.com/help/?faq=247013378662696
4. If you cannot locate the profile responsible AND have no other way to report the material, contact the Cybersafety and Reputation Management team providing full details of the incident.

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**Media Attention**

A particular Facebook incident has attracting high media attention (e.g. a group cyberbullying page), contact the Cybersafety and Reputation Management team.

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**Youtube Incident Response Procedure**

1. Log into Google
2. Locate video
3. Select “Flag as Inappropriate” and choose relevant category

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**Rate My Teacher Incident Response Procedure**

1. Locate inappropriate comment
2. Select “Flag Rating”
3. Type in comment box why you are flagging the rating – NB Rate My Teacher will only remove comments if they fall within one of the following categories:

- it contains **vulgar** or **profane** words.
- it is **sexual in nature** – including "Sexy" or "Hot".
- it has to do with **personal appearance** (cute, short, fat, bad clothes, etc.).
- it has to do with **physical disabilities** (stutters, limps, wears a hearing aid, etc.).
- it involves **name-calling** (jerk, creep, etc.).
- it references **mental problems** or **alcohol/drug** use.
- it references **problems with the law**.
- it references race, religion, ethnic background, sexual orientation, age.
- it includes **names** or initials of other students or any email addresses.
- it references the **person's personal life**, including family members (Just got married, Don't like her son, Wife is pretty, How did he afford that car? etc.).
- it contains **advertising**.