



STAND BESIDE THEM

School Contact Pack

Facts. Safety. Follow-up.

AUSTRALIAN PARENT AND CARER EDITION

Reviewed 14 August 2026

standbesidethem.online



START HERE

Use this pack safely

The goal is to help a young person feel safer and give a school clear information it can act on.

Immediate danger

Stay with the young person and call Triple Zero (000) for danger now, a serious injury, a weapon, a credible threat or if they cannot stay safe.

Four steps for the first 24 hours

- [] Listen. Thank them for telling you. Stay calm and let them finish before asking questions.
- [] Check safety. Ask about threats, injury, sexual harm, extortion, stalking, self-harm and whether school feels safe tomorrow.
- [] Preserve facts. Write dates and exact words. Save lawful screenshots, URLs and usernames before blocking or deleting.
- [] Make a plan. Agree on one safe adult, contact the school in writing and set a date to review what changes.

Helpful first words

You do not need perfect words

I believe you. This is not your fault. Thank you for telling me. We will work out the next step together.

Privacy

This PDF does not send information anywhere. Completed pages may contain sensitive details about children. Keep them secure, attach only what is necessary and avoid naming another child in an email subject line.

Stand Beside Them is an independent educational resource. It is not a school, government agency, counselling service or reporting body. This pack is general information, not legal, medical or counselling advice.



PRINTABLE WORKSHEET

Bullying incident log - sheet 1

Record facts as soon as practical. Store completed pages securely and do not share them publicly.

Date and time	
Location / class / platform	
Exact words or actions	
People present or witnesses	
Evidence saved and location	
Impact on the young person	
Who was told and when	
Action promised / next review	

Keep screenshots in a separate secure folder. Capture the full context, username, URL, date and platform report number. Do not save or forward sexual images of a person under 18.



PRINTABLE WORKSHEET

Bullying incident log - sheet 2

Record facts as soon as practical. Store completed pages securely and do not share them publicly.

Date and time	
Location / class / platform	
Exact words or actions	
People present or witnesses	
Evidence saved and location	
Impact on the young person	
Who was told and when	
Action promised / next review	

Keep screenshots in a separate secure folder. Capture the full context, username, URL, date and platform report number. Do not save or forward sexual images of a person under 18.



EMAIL TEMPLATE 1

Initial report to the school

Replace every bracketed section. Keep the email factual and attach evidence separately.

Subject: Safety concern regarding [CHILD'S NAME] - request for school response

Dear [NAME / ROLE],

I am writing about repeated harmful behaviour affecting my child, [CHILD'S NAME], who is in [YEAR / CLASS].

What has happened

- [DATE, TIME AND PLACE / ONLINE PLATFORM]
- [EXACT WORDS OR ACTIONS - avoid labels or guesses]
- [HOW OFTEN AND WHO MAY HAVE SEEN IT]

Impact on my child

- [FEAR, DISTRESS, INJURY, SCHOOL AVOIDANCE, SLEEP, LEARNING OR OTHER IMPACT]

Evidence available

- [SCREENSHOTS, MESSAGES, PHOTOS, INCIDENT LOG OR WITNESS DETAILS]

My immediate safety concerns are: [DETAILS, OR 'none known at present'].

Please confirm receipt, assess immediate physical and psychological safety, tell us what protective steps will begin now, nominate one staff contact and explain the policy and process that will be followed.

Please also make reasonable efforts to initiate a response within two school days, consistent with the National Framework expectation, and provide a date for the next update and safety-plan review.

We understand privacy may limit information about another student. We are asking for clear information about the process, protections for our child, available support and how effectiveness will be monitored.

Could we meet or speak by [PROPOSED DATE / TIME]?

Kind regards,

[PARENT / CARER NAME]

[PHONE]

[EMAIL]

The two-school-day expectation is about beginning an appropriate response, not completing every investigation within two days.



EMAIL TEMPLATE 2

Follow-up when harm continues

Reply in the existing email thread so the timeline stays together.

Subject: Follow-up - ongoing safety concern for [CHILD'S NAME]

Dear [NAME / ROLE],

I am following up on my report dated [DATE] and the safety steps discussed on [DATE].

Since then, the following new incidents or impacts have occurred:

- [DATE / EXACT BEHAVIOUR / LOCATION]
- [NEW IMPACT OR RETALIATION]
- [EVIDENCE OR WITNESSES]

The part of the current plan that is not protecting my child is: [DETAILS].

Please review the plan and confirm:

1. what protection changes today;
2. who is responsible for each action;
3. how my child can seek help privately;
4. how retaliation will be monitored; and
5. the next written update and review date.

Please add this email and the attached incident record to the school's record of the concern.

Kind regards,
[PARENT / CARER NAME]
[CONTACT DETAILS]

Before sending

- [] Use exact behaviour and dates; remove speculation about motive.
- [] Explain the remaining safety risk, not only your dissatisfaction.
- [] Ask for a specific decision, action owner and review date.
- [] Keep a copy of the email, attachments and delivery confirmation.



MEETING WORKSHEET

Prepare for the school meeting

Bring the timeline, write your three most important outcomes and invite your teenager into decisions wherever it is safe to do so.

Meeting date / attendees	
My child's words and wishes	
Immediate safety concern	
Three outcomes I am requesting	
Questions for the school	
Evidence provided	

Questions worth asking

- ☐ Who is the named safe adult and how can my child reach them privately?
- ☐ What changes during class, breaks, transport, activities and online contact?
- ☐ How will incidents and retaliation be recorded?
- ☐ Who is the single family contact and when is the next update?
- ☐ How will the school decide whether the plan is working?



MEETING RECORD

Write down what was agreed

Send a short written summary after the meeting and invite corrections.

Immediate protections	
Named safe adult	
School contact for family	
Learning / wellbeing support	
Online / transport / activity plan	
Actions, owners and due dates	
Next update date	
Safety-plan review date	

Email subject suggestion: 'Meeting summary and agreed safety actions for [CHILD'S NAME] - [DATE]'.



EMAIL TEMPLATE 3

Request a written safety plan

Ask for practical protections, not only a promise to keep an eye on the situation.

Subject: Request for written safety plan for [CHILD'S NAME]

Dear [NAME / ROLE],

Thank you for discussing the bullying and safety concerns affecting [CHILD'S NAME]. To ensure everyone understands the actions, please provide a written safety plan covering:

- the named safe adult and private help process;
- supervision and separation arrangements;
- class, break, transport, activity and online protections;
- how incidents and retaliation will be recorded;
- wellbeing and learning support;
- one contact person for our family;
- how our child's views will be included; and
- the date the plan will be reviewed.

Please also explain what [CHILD'S NAME] should do if the plan fails in the moment and how we will be notified about any further incident affecting their safety.

We understand the school may not disclose another student's personal information or consequences. This request concerns the protections and support for our child.

Could the written plan be provided by [DATE]?

Kind regards,
[PARENT / CARER NAME]
[CONTACT DETAILS]

Include the young person

A plan is more likely to work when the young person knows it, can use it and has a say in decisions that affect their daily safety.



SAFETY-PLAN WORKSHEET

Put every protection in writing

A plan needs an action, an owner and a review date.

Safe adult			
Class			
Breaks			
Transport			
Sport / activity			
Online contact			
Wellbeing			
Learning			
Retaliation			

If the plan fails in the moment	
Young person's comments	



ESCALATION

Escalate one clear level at a time

Stay factual, use the correct school-sector pathway and keep asking for the unresolved safety outcome.

1	Teacher, year adviser or wellbeing lead	Report facts and request immediate protections.
2	Principal or school leadership	Explain the unresolved risk and ask for review.
3	Formal school complaint	Use the published policy and attach the timeline.
4	Education authority or governing body	Public, Catholic and independent pathways differ.
5	External pathway where applicable	Regulator, ombudsman, human rights, eSafety, police or legal advice.

Escalation email structure

- [] Original report: date, recipient and short description.
- [] Response received: what the school said it would do.
- [] Unresolved concern: new incidents, retaliation or plan failure.
- [] Resolution sought: the specific safety action or process review requested.
- [] Attachments: concise incident timeline and relevant correspondence.

Different sectors

Public, Catholic and independent schools use different governing and complaint pathways. Use the current policy for the school and your state or territory.



ONLINE HARM

Cyberbullying evidence and reporting

Support first. Preserve lawful evidence. Report to the platform. Reduce further contact.

Evidence checklist

- ☐ Full screenshot showing context, username, account and date.
- ☐ Direct URL, profile link, game or group-chat name.
- ☐ Platform report confirmation or reference number.
- ☐ Short description of serious impact or safety concern.
- ☐ Record of school contact when peers or school life are involved.

Reporting pathway

- ☐ Report the harmful content to the service or platform.
- ☐ After evidence is safe, mute, block and tighten privacy settings.
- ☐ If serious cyberbullying of a child under 18 remains online, use the eSafety reporting pathway.
- ☐ Use eSafety's dedicated image-based abuse pathway for intimate images or threats to share them.
- ☐ Call 000 for danger now or a credible serious threat.

Do not redistribute sexual images

Do not save or forward sexual images of a person under 18. Do not pay a blackmailer. Seek adult, police or eSafety help promptly.

Platform / service	
Report reference	
Date reported	
Next step / follow-up	



FOR YOUNG PEOPLE

A safe way to tell someone

You can ask for help even if you are worried about people finding out it was you.

Words you can use

I need to tell you about something that is making me or someone else feel unsafe. I am worried about people finding out it was me. Can you explain what you will do before I give names?

You can

- [] Ask to talk somewhere private.
- [] Write it down, send an email or ask a friend to come with you.
- [] Say if you fear retaliation or do not feel safe returning to class or an activity.
- [] Ask who will receive the information and when you will get an update.
- [] Tell another trusted adult if the harm does not stop.

If you saw bullying

You do not need to confront anyone. Check in with the person privately, do not like or forward harmful posts and tell a trusted adult what you saw. Say if you want your identity protected.

Limits to secrecy

An adult may need to share information with people responsible for safety if someone may be seriously harmed, abused or neglected. They should explain this honestly and avoid sharing it more widely than necessary.

Need someone outside school?

Kids Helpline: 1800 55 1800. Free phone and web counselling for ages 5 to 25. Call 000 for immediate danger.



FOR TRUSTED ADULTS

Teacher, carer and coach first response

Steady the moment, check safety, record what was said and follow the correct organisational pathway.

- [] Move to a private place and check immediate danger, injury, threats, sexual harm and self-harm.
- [] Listen calmly, thank the young person and avoid minimising or blaming language.
- [] Explain the limits of confidentiality; do not promise complete secrecy.
- [] Record exact words, observations, date, time and context. Do not investigate on the spot.
- [] Follow bullying and safeguarding procedures, including reporting duties for your role and location.
- [] Name the safe adult, immediate protections and next update or review date.
- [] Monitor retaliation, attendance, wellbeing and whether the harm actually stopped.

Avoid unsafe shortcuts

- Do not force an immediate face-to-face meeting or apology.
- Do not repeatedly interview the young person or make them retell the account to multiple adults.
- Do not contact another family outside authorised procedures.
- Do not promise a disciplinary outcome you do not control.

Safeguarding

Bullying that does not meet a child-protection threshold still requires a documented safety and wellbeing response. Possible abuse, neglect or sexual harm requires the child-safety pathway for the role and location.



SUPPORT

Trusted Australian help

Use the service that matches the immediate need.

Immediate danger	Triple Zero (000)	Danger now, serious injury, weapon, credible threat or unable to stay safe.
Kids Helpline	1800 55 1800	Free phone and web counselling for ages 5 to 25.
Lifeline	13 11 14	24/7 crisis support for young people and adults.
eheadspace	1800 650 890	Online and phone mental-health support for ages 12 to 25 and families.
Police Assistance	131 444	Non-urgent police help. Use 000 for danger now.
eSafety	esafety.gov.au/report	Serious cyberbullying, image-based abuse and online harm reporting.
Bullying No Way	bullyingnoway.gov.au	National school-community bullying guidance and resources.
TIS National	13 14 50	Translating and interpreting support for government services.

Keep contact details current

Service hours and pathways can change. Use the live links at standbesidethem.online for the latest reviewed information.



OFFICIAL REFERENCES

Sources and important limits

Core claims in this pack were checked against official Australian sources on 14 August 2026.

- [Australian Government anti-bullying review and National Framework](#)
- [Bullying No Way - reporting bullying to the school](#)
- [Bullying No Way - receiving a school report](#)
- [Bullying No Way - policy and legislation directory](#)
- [eSafety - parent cyberbullying guide](#)
- [eSafety - collect evidence](#)
- [eSafety - report online harm](#)
- [Australian child-safety reporting directory](#)
- [Australian Human Rights Commission complaints](#)

Important limits

All Australian schools are required to have a bullying policy, but policies and complaint pathways differ across states, territories and school sectors. The National Framework's two-school-day expectation concerns reasonable efforts to initiate a response, not complete every investigation.

A policy failure is not automatically a legal breach. Discrimination, disability, sexual harassment, online safety, child-protection and criminal laws may apply depending on the facts. Obtain advice from a qualified professional about a specific case.

Share the current version

Schools and community groups may share this pack. Please link to standbesidethem.online/school-contact-pack so families can access the latest reviewed edition.

Stand Beside Them is an independent educational resource and does not claim endorsement, partnership or affiliation with the linked organisations.