SOCIAL MEDIA OFFENCES RESPONSE

This factsheet will help you respond to online offences,
from one-off derogatory messages to serious physical threats

You received a ONE-OFF offensive message

Limited to one discussion thread, on a single platform

→ Note and record the user identity (handle, username etc.)
→ If desired and/or comfortable to do so, politely advise author to refrain from using the language or terms causing offence of concern

You received MULTIPLE offensive messages

Persistent intimidating messaging on one or more platforms

→ Note and record the user identity (handle, username etc.)
→ If possible, screenshot the offending messages and save as a file in a safe location
→ **Students:** Provide relevant information to your Unit Coordinator and/or Student Wellbeing Services
→ **Staff:** Provide relevant information to your Line Manager
→ Complete a **report** via www.esafety.gov.au/report and select the most appropriate situation
→ If the message is from a Western Sydney University email, notify the IT Service Desk itservicedesk@westernsydney.edu.au and follow instructions
→ If the matter is **urgent**, also copy DSSR Security itds-dsr-security@westernsydney.edu.au
→ Notify Campus Safety and Security via email security@westernsydney.edu.au

You received a SERIOUS PHYSICAL THREAT

Messages that disclose imminent physical threat to you or others

→ **Call the Police 000** and seek advice if you believe or suspect there may be imminent harm to either yourself or others
→ Call Campus Safety and Security at your nearest Campus and request to speak with an Operations Manager
→ Follow any instructions provided by: Police, Campus Safety and Security and other agencies as relevant
→ If possible, **screenshot the offending messages** and save as a file in a safe location
→ **Students:** Provide relevant information to your Unit Coordinator and/or Student Wellbeing Services
→ **Staff:** Provide relevant information to your Line Manager