



I think I got it wrong

Everyone makes mistakes. You might cause harm without meaning to. It takes courage to notice this. That's a brave first step. This guide will help you choose what to do next.

Step 1: Notice what happened

Think about your actions. Did you say or write something unkind? Did you leave someone out? Did you laugh at someone? Sometimes these things happen on purpose. Other times, they happen by mistake. Either way, it's important to notice how your actions affected the other person. You might see it from the expression on their face, or another person might tell you.

Step 2: Think about how they feel

Stop for a moment and picture the other person. How might they be feeling? How do you think they felt for the rest of the day?

This is called empathy.



Step 3: Do something to make it better

You can do something to help make things better.

Choose an action that fits:

- ◉ Say sorry and mean it. This shows you understand and feel bad about what you did.
- ◉ Include the person if you left them out.
- ◉ If you wrote something unkind in a message, a group chat or a game, don't share it with your friends. You can ask a trusted grown-up to help you delete it.
- ◉ Tell a trusted grown-up what happened so they can help. You can tell a parent, carer, teacher or another trusted grown-up.

Step 4: Talk to a trusted grown-up

Telling a grown-up you trust is brave. They want to help, not get anyone in trouble. This step is important to help you make things better. You do not have to fix this on your own.

What if it does not go to plan?

The other person might need time. That is okay. They might not want to talk yet. They might not be friends again straight away. Keep being kind and let a trusted grown-up help. Doing the right thing matters, even when it feels hard.



Tip

Making it better does not have to be big. One small, honest action matters.



Tip

You could say, 'I think I did something that hurt someone. I want to make it better.'



Remember

Everyone gets things wrong sometimes. That's part of learning. It's what you do next that matters most.



Connected resources

- ◉ What is empathy?
- ◉ What can bullying look and feel like?

Where to get more help

If you need further support, help is available:



Kids Helpline: 1800 55 1800 or kidshelpline.com.au. Free, confidential counselling for bullying and other harmful behaviours, school issues, online harm and wellbeing, available 24/7.

Beyond Blue: 1300 22 4636 or beyondblue.org.au. Mental health support for stress, anxiety or overwhelm, available 24/7.

Lifeline: 13 11 14 or lifeline.org.au. Crisis support and counselling if things feel overwhelming, available 24/7.

Dolly's Dream Bullying Support Line: 13 36 55 (13 DOLLY) or dollysdream.org.au. Counselling and guidance for children and young people experiencing bullying and other harmful behaviour, available 24/7.

headspace/ehespace: 1800 650 890 or headspace.org.au. Mental health, wellbeing and early intervention support, available 9 am–1 am daily.

1800RESPECT: 1800 737 732 or 1800respect.org.au. Sexual assault, family and domestic violence counselling line for anyone who has experienced, or is at risk of, family and domestic violence and/or sexual assault, available 24/7.

13YARN: 13 92 76 or 13yarn.org.au. Culturally safe 24/7 support for Aboriginal and Torres Strait Islander people.

QLife (LGBTIQA+ young people): 1800 184 527 or qlife.org.au. Free, anonymous peer support and referral service, available 3 pm–9 pm daily.

eSafety Commissioner: esafety.gov.au. Report cyberbullying, get advice and request content removal support.

Australian Human Rights Commission: humanrights.gov.au. Support for cases involving discriminatory harm. Reports can be made via their website or by emailing infoservice@humanrights.gov.au.

State, territory and non-government education sectors will reflect the expectations of the National Framework for Addressing Bullying in Australian schools in their policies and procedures by Term 1 2027. This includes making reasonable efforts to initiate a response to bullying and harmful behaviour within two school days, recognising that further time may be required to fully address the issue. By Term 1 2027, all schools will also publish or link to policies and procedures that align with the National Framework (or equivalent contemporary jurisdiction specific Frameworks) and their local policies and school context.