



Keeping a record – What to save and why

If you are not ready to tell someone about your experience with bullying or other harmful behaviours yet, it is still important to keep a record.

This means that when you are ready to talk to a trusted adult, you will have useful details to share. This resource will help you work out what to record and how to keep it safe.

Why does keeping a record help?

When you report bullying or other harmful behaviours, clear details make it easier for adults to see what has happened. You also do not have to rely on your memory alone, which can be hard when things feel stressful.

What should I record?

It is helpful to record the following information:

- ◉ The date and time it happened
- ◉ What was said or done
- ◉ Who said or did it
- ◉ Where it happened (in person, online or both)
- ◉ Who else was there or may have seen what happened
- ◉ How it made you feel (if you feel comfortable sharing this)

Note

Go to the 'Connected resources' section for more support if you are still unsure about telling a trusted adult.



'Having real evidence on what bullies have said or done can really help you convince others of the situation.'

– YOUNG PERSON, PROJECT
ROCKIT NATIONAL
YOUTH COLLECTIVE

What to save if it happened online

If something harmful happens online, take the steps below to record it. It is important to save the evidence before you do anything else.

- ◉ Take a screenshot on your phone, tablet or computer. These should include usernames, links or messages (do not save or share sexual images of a child). If you are not sure how, ask a trusted adult to help.
- ◉ Save your screenshots somewhere private. Use a folder that only you can open.
- ◉ Do not delete messages or posts, even if they upset you. Keeping a record can help if you decide to report it. You do not need to look at them again if they are upsetting.
- ◉ Do not reply or contact the person before you have saved the evidence.
- ◉ Tell a trusted adult, even if you do not know who sent the messages.

How to keep it private

Keep your records in a safe, private place. They are there to help you when you are ready to report the bullying or other harmful behaviours. They are not meant to be shared widely.

Here are some ways you can do this:

- ◉ If you are using a phone or device, use a folder or notes app that others cannot easily see. Avoid keeping records on a device that is shared or used at school.
- ◉ If you are writing by hand, keep it in a secure place.
- ◉ Email it to a personal email address that only you and a trusted adult can access.
- ◉ Tell a trusted adult who can keep notes for you.



You can report harmful behaviour online to the **eSafety Commissioner** at esafety.gov.au/report.



If you have been bullied or harmed because of who you are, such as your race, gender, disability or any other identity-based factor, go to the **Australian Human Rights Commission** at humanrights.gov.au to learn about your rights and find support.



When to share it

When you feel ready to tell a trusted adult or school staff member, bring your records with you. This can make the conversation easier.

Keeping a record is not about collecting evidence against someone. It is not about getting someone in trouble. It is about helping you feel confident when reporting bullying or other harmful behaviours. Keeping a record also makes it easier for others to understand what has happened.

Note

What you are going through is tough. Go to the 'Connected resources' section for more support if you're not sure who to talk to. You can also talk to someone at the support organisations listed in the 'Where to get more help' section at the end of this resource.

If the first person does not help, tell someone else. Keep trying.

Connected resources

- ◉ What if I don't want to tell someone?
A guide for help-seeking
- ◉ What happens next?

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.