



11 February 2020



Thank you for your email of 16 November 2020 to the Ministry of Education requesting the following information:

1. *Complete copy of contract(s) between the Ministry of Education ("MoE") and Netsafe;*
2. *All reports and/or audits carried out by, or on behalf of, MoE, relating to contract(s) with Netsafe, for the period 2017 - 2020;*
3. *A full copy of each report submitted to MoE by Netsafe for the past 12 months ending today's date, including the most recent report;*
4. *All communications between MoE and Netsafe from 1 January 2020 onwards regarding the delivery of Netsafe Schools under the contract between Netsafe and MoE, including any communications regarding the staffing levels during the delivery of the contract, and any communications in respect of any successes and/or failures in meeting the terms of the contract.*

Your request has been considered under the Official Information Act 1982 (the Act).

Our answers to your individual questions have been outlined below:

1. **Complete copy of contract(s) between the Ministry of Education ("MoE") and Netsafe**

We have identified two documents in scope of this part of your request. These are attached as in **Appendices A and B** attached to this response.

- Memo: NetSafe Incorporated Outcome Agreement approval
- Outcome Agreement between Ministry of Education and Netsafe Incorporated Society

2. **All reports and/or audits carried out by, or on behalf of, MoE, relating to contract(s) with Netsafe, for the period 2017 – 2020**

We have identified eight reports in scope of this part of your request. These have been attached as **Appendix C** to the response.

In some instances, rather than a written report, the Ministry has met with Netsafe and recommended payment based on these meetings and the content of the quarterly report submitted by Netsafe.

3. A full copy of each report submitted to MoE by Netsafe for the past 12 months ending today's date, including the most recent report

We have identified four reports in scope of this part of your request. These have been attached as **Appendix D** to the response.

4. All communications between MoE and Netsafe from 1 January 2020 onwards regarding the delivery of Netsafe Schools under the contract between Netsafe and MoE, including any communications regarding the staffing levels during the delivery of the contract, and any communications in respect of any successes and/or failures in meeting the terms of the contract

The communications and reports referenced above, attached as **Appendix C** and **D** are within scope of this part of your request. We have identified four additional communications within scope of this part of your request. These have been attached as **Appendix E** to the response.

Some information throughout all the documentation provided has been withheld under section 9(2)(a) of the Act to protect the privacy of the individuals concerned.

As required under section 9(1) of the Act, I have had regard to whether public interest considerations favour release of the information withheld. I do not consider the public interest considerations favouring the release of this information are sufficient to outweigh the need to withhold it at this time.

Please note, the Ministry now proactively publishes responses under the Act on our website. As such, we may publish this response on our website after five working days. Your name and contact details will be removed.

Thank you again for your email. You have the right to ask an Ombudsman to review this decision. You can do this by writing to info@ombudsman.parliament.nz or Office of the Ombudsman, PO Box 10152, Wellington 6143.

Nāku noa, nā



Katrina Casey
Deputy Secretary
Sector Enablement and Support



MEMO

To: Ellen MacGregor Reid, Deputy Secretary, Student Achievement
From: Katrina Casey, Deputy Secretary, Sector Enablement and Support
CC: Anne-Margaret Campbell, Manager, School Support
Kirsty Farquharson, Senior Manager, Change and Channels, ELSA
Date: 17 June 2019
Subject: Netsafe Incorporated Outcome Agreement approval

Purpose

This memo seeks your approval for the attached Outcome Agreement for Netsafe Incorporated.

This contract is managed in Sector Enablement and Support, however, the budget sits with ELSA. As the total value of the procurement exercise exceeds \$3 million, it requires sign off by you.

Recommendations

It is recommended that you:

- Note** you approved the variation request on 11 June 2019.
- Approve and sign** the attached Outcome Agreement.

APPROVED / NOT APPROVED


Ellen MacGregor-Reid
Deputy Secretary
Student Achievement

28/6/19

Introduction

Cabinet directive (CAB Min (04 13/3(24)) requires the Ministry to fund Netsafe. The Crown funding contribution is \$356,000 per year. To ensure sufficient funding for the service Netsafe provides, the Ministry also contributes \$456,000 per year in discretionary funding, or a total of \$812,000 per year.

The budget for the additional contribution (\$456,000 per year) currently sits with ELSA. Contract management was transferred to Sector Enablement and Support (SE&S) in 2016. The intention at that time was to transfer the budget to SE&S; though has not yet happened.

Contract extension

The current contract term is 1 July 2016 to 30 June 2019; hence, requires an extension. The approved extended term is up to five years to 30 June 2024 (three years plus two years right of renewal), value \$4,060,000. The Outcome Agreement is for \$2,436,000 for the initial three year extension.

As the budget holder, ELSA are required to sign this contract.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Outcome Agreement (Bilateral)

Ministry of Education

and

Netsafe Incorporated

Contract Name	Digital Safety and Security Services
Contract Number (if relevant)	CW43724 – CVAR1
Commencement Date	1 July 2019
Expiry Date	30 June 2022
Expiry Date with right of renewal	30 June 2024
Term (including any rights of renewal)	Five years (three years plus two years right of renewal)
Annual contract value (excluding GST)	\$812,000.00 2019/20 \$812,000.00 2020/21 \$812,000.00 2021/22
Total contract value (excluding GST)	\$2,436,000.00

Outcome Agreement

Parties

The Sovereign in right of New Zealand acting by and through the Ministry of Education (**Purchasing Agency**)

Netsafe Incorporated, registration number 1132428, having its registered office at Level 2, 59 High Street, Auckland 1010 (**Provider**) NZBN 9429042994879

Introduction

- A The Framework Terms and Conditions (2nd edition) are part of this Outcome Agreement. The Framework Terms and Conditions are available at www.procurement.govt.nz
- B This Outcome Agreement describes the:
- (i) Outcome to be achieved;
 - (ii) Services that the Provider will provide to contribute towards achieving that Outcome; and
 - (iii) the performance measurement framework to assess the provision of the Services, and whether the Services have contributed towards achieving the Outcome.
- C The Purchasing Agency engages the Provider to provide the Services on the terms of this Outcome Agreement (including the Framework Terms and Conditions).

It is agreed

1 Relationship between this Outcome Agreement and the Framework Terms and Conditions

- 1.1 This Outcome Agreement is deemed to incorporate and be governed by the Framework Terms and Conditions (as added to or modified in accordance with clause 9).
- 1.2 Unless the context otherwise requires, all terms defined in the Framework Terms and Conditions have the same meaning in this Outcome Agreement.
- 1.3 The Introduction above forms part of this Outcome Agreement.

2 Term of this Outcome Agreement

- 2.1 This Outcome Agreement will commence on **1 July 2019** and end on **30 June 2022** unless extended pursuant to clause 2.2 or terminated earlier in accordance with the Framework Terms and Conditions.

- 2.2 The Purchasing Agency may extend the term of this Outcome Agreement for up to one further period of two years by giving the Provider notice it wishes to extend the term at least 60 days before the date when the term would otherwise expire.

3 Services

- 3.1 The Provider will provide the Services described in Appendix 1.
- 3.2 In providing the Services, the Provider will meet or exceed any performance measures set out in Appendix 1. The performance measures will be used to determine whether the Provider has been successful in delivering each Service in accordance with this Outcome Agreement so as to contribute toward achieving the Outcome linked to each Service.
- 3.3 In providing the Services the Provider must follow the reasonable directions of the Purchasing Agency. Such directions must be consistent with the terms of this Outcome Agreement.
- 3.4 The agency will respond promptly, accurately and adequately to any requests for information made by the Ministry in relation to this Agreement including for the purpose of enabling the Ministry to comply with its obligations under the Official Information Act 1982 and the Privacy Act 1993, and to relevant Ministers of the Crown and Select Committees, and otherwise for the purpose of enabling the Ministry to comply with its internal and external reporting and accountability obligations."

4 Payment

- 4.1 Subject to the Purchasing Agency's rights under the Framework Terms and Conditions relating to the Recovery, Reduction or Suspension of Payments, the Purchasing Agency will pay the Provider for the Services the amounts, and at the times, specified in Appendix 5.

5 Contract management

- 5.1 The contract management arrangements for this Outcome Agreement (including monitoring, reporting and audit) are set out in Appendices 2 to 4.
- 5.2 The Provider and Purchasing Agency will comply with all applicable obligations under Appendices 2 to 4.

6 New IP

- 6.1 If, contrary to the intellectual property clauses in the Framework Terms and Conditions, any New IP is to be owned by the Purchasing Agency that will be recorded in Appendix 6.
- 6.2 Any Agreed Uses of New IP are recorded in Appendix 6.

7 Privacy of personal information

- 7.1 The details of any personal information that will be shared between the Purchasing Agency and the Provider, and any agreed approach to the management of such information, are recorded in Appendix 7.

8 Relationship Managers and contact details

- 8.1 Each party's initial postal address, physical address, email address, phone number and Relationship Manager details is set out below:

Purchasing Agency:

Relationship Manager:

Postal address: PO Box 1666, 33 Bowen Street, Wellington

Email address:

Phone number:

Provider:

Relationship Manager:

Postal address: PO Box 9386, Newmarket, Auckland 1149

Email address:

Phone number:

9 Changes or additions to the Framework Terms and Conditions

- 9.1 The Provider and Purchasing Agency agree to amend the Framework Terms and Conditions as set out in Appendix 8 and 9.
- 9.2 Except as set out in Appendix 8 and 9, the Framework Terms and Conditions remain in full force and effect in relation to this Outcome Agreement.

Signatures

Signed as an agreement

for and on behalf of the Ministry of Education as follows:



Signed by Ellen MacGregor-Reid,

28.6.19

Date

Deputy Secretary Student Achievement

Signed as an agreement

for and on behalf of Netsafe Incorporated as follows:



Signed by Martin Cocker, Executive Director

27 June 2019

Date

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Appendix 1 – Services, Outcomes to be achieved, and performance measures

Outcome (Population)	<p>This Service is to contribute towards the Purchasing Agency's purpose:</p> <p>All kura and schools and early learning services¹ as well as their communities access online opportunities in a safe and secure way free from harm² that can be caused through digital technology.</p>
Indicator (population)	<p>Data development agenda for this outcome</p> <p>Percentage of kura, schools and early learning services; school leaders; other staff; students; family/whānau; and school communities taking effective action to reduce harm from digital challenges.</p>
Service Outcome	<p>All kura and schools and their communities have access to quality advice and support for digital safety and digital security.</p>
Service description	<p>Netsafe provides services directly to kura and schools as follows:</p> <ol style="list-style-type: none"> 1. Educate - to increase schools online safety capability. 2. Respond - to reduce harm when negative incidents occur. 3. Advise - to create a stronger overall online safety approach for New Zealand.
Client Group	Performance Measures
<ul style="list-style-type: none"> • Ministry of Education • Boards of trustees • Kura and school leaders and staff • Students • Families, whānau and school communities 	<ul style="list-style-type: none"> • A detailed description of the Service is set out in Appendix 10.

¹ Netsafe and the Ministry agree in principle that services to early learning services should be provided as part of a pathway to those provided in the compulsory sector but are not currently within the scope of the agreement.

² Emotional, Physical and Resource harm

Appendix 2 – Monitoring by the Purchasing Agency

Monitoring activity	Time and frequency of monitoring activity
Formal contract review – details to be agreed between parties via email or phone during no later than 30 June 2021.	By 30 June 2021

Appendix 3 – Regular reporting by the Provider

The provider will provide the Ministry with quarterly and annual reports. This information will be set out according to the requirements specified in the service description in Appendix 10.

Both parties will deliver exception reports as required to keep each other informed of changes or serious incidents between reporting periods.

Note: reporting must cover Health and Safety and, as appropriate, Children's Act and privacy policies, with the nature and frequency of reporting determined by risk.

Report name	Details to be included in the report	Time and frequency of reporting
Quarterly and annual reports	See Appendix 10	By 10 days after the end of the quarter: <ul style="list-style-type: none"> • October 2019 (for July to September) • January 2020 (for October to December) • 10 April 2020 (for January to March) • 10 July 2020 – quarter (for April to June) and annual • 10 October 2020 (for July to September) • 10 January 2021 (for Oct to December) • 10 April 2021 (for January to March) • 10 July 2021 – quarter (for April to June) and annual • 10 October 2021 (for July to September) • 10 January 2022 (for October to December) • 10 April 2022 (for January to March) • 10 July 2022 – quarter (for April to June) and annual
Exception reports	Change or serious incidents encountered as part of delivering services.	As and when required, no later than 10 business days after incident or change has occurred

Appendix 4 – Regular audits or Accreditation Reviews of the Provider

N/A

Appendix 5 – Payment for Services

The Purchasing Agency will pay Netsafe Incorporated the total amount of \$2,436,000.00 excl. GST for the Services.

Payment for Services will be made as follows:

Payment number	Payment date	Payment amount	Pre-conditions to receiving payment (if any)
1	20 October 2019	\$203,000	Upon receipt of a valid tax invoice and a satisfactory report for the previous period
2	20 January 2020	\$203,000	As above
3	20 April 2020	\$203,000	As above
4	20 July 2020	\$203,000	As above
5	20 October 2020	\$203,000	As above
6	20 January 2021	\$203,000	As above
7	20 April 2021	\$203,000	As above
8	20 July 2021	\$203,000	As above
9	20 October 2021	\$203,000	As above
10	20 January 2022	\$203,000	As above
11	20 April 2022	\$203,000	As above
12	20 July 2022	\$203,000	As above
	Total	\$2,436,000	

Appendix 6 – New IP

New IP *	Agreed Uses of the New IP *
Resources	Netsafe will license content created under this agreement using an appropriate Creative Commons attribution (CC BY ³) licence.

Appendix 7 - Privacy of personal information

The Agency will only share collated and or anonymised customer data with the Ministry for the purposes of reporting, research and performance management. The Agency will ensure that consent is obtained from customers before sharing personal information with the Ministry or any other party.

³ <https://creativecommons.org/licenses/>

Appendix 8 – Changes to the Framework Terms and Conditions

N/A

Appendix 9 – Additional terms to the Framework Terms and Conditions

In addition to complying with Framework Terms and Conditions obligations under this Outcome Agreement, the Provider must also:

Additional Terms and Conditions
<p>1. Children’s Act 2014</p> <p>1.1. The Provider will maintain during the Term of this Agreement a child protection policy that accords with the requirements of section 19 of the Children’s Act 2014 (the CA Policy).</p> <p>1.2. If the Provider does not have in place a CA Policy as at the Commencement Date, it undertakes to adopt one as soon as practicable, but in any event no later than three months after the Commencement Date.</p> <p>1.3. The Provider further undertakes to ensure its CA Policy is reviewed on a regular basis so that at any time during the Term its CA Policy has been reviewed within the last three years.</p> <p>1.4. All people involved in delivery or running of the Service will be safety checked in accordance with Part 3 of the Children’s Act 2014, prior to any engagement with children. Failure to comply will constitute a breach under clause 11.2(a)(i) of the Framework Terms and Conditions.</p> <p>2. Health and Safety at Work Act 2015</p> <p>2.1. The Provider shall:</p> <ul style="list-style-type: none"> (a) consult, cooperate and coordinate with the Purchasing Agency , to the extent required by the Purchasing Agency, and to ensure that the Purchasing agency and the Provider will each comply with their respective obligations under the Health and Safety at Work Act 2015 as they relate to this Contract; (b) perform its, and ensure that its Personnel perform their, obligations under this Contract in compliance with its and their obligations under the Health and Safety at Work Act 2015; (c) comply with all reasonable directions of the Purchasing Agency relating to health, safety, and security; (d) report any health and safety incident, injury or near miss, or any notice issued under the Health and Safety at Work Act 2015, to the Purchasing Agency to the extent that it relates to, or affects, this Contract; <p>3. Announcements</p> <p>3.1. The Provider must not make any announcement regarding this Agreement to any person, without the Ministry’s prior written consent.</p>

Appendix 10 – Detailed Service Description: Digital safety and security services

Further to Appendix 1, the Services to be delivered and reported against are as follows:

Service description	Performance measures
<p>1. Educate - To increase kura and schools online safety capability and awareness. This is achieved by;</p> <ul style="list-style-type: none"> a. Delivering Netsafe educational content and services directly to kura and schools as well as their communities b. Working with partners to support the development of the partners' content and services for kura and schools (i.e. Netsafe delivering indirectly). 	<ul style="list-style-type: none"> • Number of kura and schools that access online or other indirect content and services e.g. website sessions, social media or via online tools • Number of kura and schools that are delivered presentations, workshops, contact centre queries or other types of professional advice • Deliver at least six Netsafe regional events annually • At least 85% satisfaction rate with the services provided to schools and kura
<p>2. Respond - To reduce harm when negative incidents occur. This is achieved by receiving, assessing, and investigating online safety queries and incident reports. Netsafe provides direct assistance through advice, referral to other agencies and facilitating access to other support mechanisms. It also works across sectors to strengthen the overall incident reporting processes available to New Zealanders.</p> <ul style="list-style-type: none"> a. Receiving, assessing and investigating online safety and security queries b. Providing direct assistance through advice and/or prompt referral to other agencies. 	<ul style="list-style-type: none"> • Number of incidents reported, including details, from kura and schools • Number of incidents from kura and schools resolved • Number of incidents from kura and schools referred on • At least 85% satisfaction rate with the services provided to schools and kura.
<p>3. Advise - To create a stronger overall online safety awareness for New Zealand. This is achieved by collaborating with other organisations to develop or exchange educational resources. Advocating on behalf of school internet users to support the development of effective government policies and online content providers' services.</p> <ul style="list-style-type: none"> a. Providing advice to Ministry on policies and guidance related to digital safety issues b. Providing cross sector subject matter expertise on tackling digital challenges c. Collaborating to develop or exchange educational resources. 	<ul style="list-style-type: none"> • Number of Ministry managed projects and work streams informed • Number of partner organisation collaborated with.

Outcome Agreement

Between

Ministry of Education

and

NetSafe Incorporated Society

Outcome Agreement Name	Digital safety and security services
Outcome Agreement Number	CW43724
Commencement Date	1 July 2016
Term	Three years 1 July 2016 – 30 June 2019
Expiry Date	30 June 2019
Annual value (excl GST)	\$812,000 per financial year Code - 3 6373 6593 511
Total Outcome Agreement value (excl. GST)	\$2,436,000

Outcome Agreement between the Ministry of Education and NetSafe Incorporated

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Outcome Agreement

Parties

Her Majesty the Queen in the right of New Zealand acting by and through the Ministry of Education (Purchasing Agency)

Provider Legal Name NetSafe Incorporated

Registration number 1132428, having its registered office at Level 3, 130 Broadway, Newmarket 1149, Auckland (the Provider).

Introduction

- A This Outcome Agreement forms part of the Government's Streamlined Contracting Framework, along with a set of umbrella terms and conditions known as the "Framework Terms and Conditions" that will apply to contracts between the Purchasing Agency and the Provider relating to social, public health, justice and education services. The Framework Terms and Conditions are posted on <http://www.business.govt.nz/procurement/pdf-library/functional-leadership/contracting-with-pacs/framework-terms-and-conditions-476-kb-pdf> (the Website) and form an integral part of this Outcome Agreement.
- B This Outcome Agreement describes the
- (i) Outcome/s to be achieved;
 - (ii) Services that the Provider will provide to contribute towards achieving the Outcome/s; and
 - (iii) Performance measurement framework to assess the provision of the Service/s, and whether the Service/s have/has contributed towards achieving the Outcome.
- C The sections in the Framework Terms and Conditions headed "Introduction", "Purpose and Context Statement" and "Relationship Principles" set the relationship background relevant to this Outcome Agreement.
- D The Purchasing Agency confirms that it has signed a Government Agency Agreement with the Co-ordinating Agency and will ensure that at all times throughout the term of this Outcome Agreement it maintains in place a signed Government Agency Agreement.

Framework Terms and Conditions – future differences

If the Framework Terms and Conditions posted on the Website for future general use are ever different to those that apply when this Outcome Agreement is entered into (Updated Framework Terms and Conditions), then:

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- (a) any future Outcome Agreement which the Provider enters into with the Purchasing Agency (or another Purchasing Agency) after the date which the Updated Framework Terms and Conditions are publicly posted on the Website will incorporate (or have appended to it) the Updated Framework Terms and Conditions; and
- (b) if the Provider and Purchasing Agency agree to it, the Updated Framework Terms and Conditions will also apply to this Outcome Agreement from an agreed date and any Framework Terms and Conditions already incorporated into (or appended to) this Outcome Agreement will be deemed to be removed and replaced by those publicly posted Updated Framework Terms and Conditions.

1 Relationship between this Outcome Agreement and the Framework Terms and Conditions

- 1.1 This Outcome Agreement is deemed to incorporate all the Framework Terms and Conditions. Accordingly, the Framework Terms and Conditions apply to the Services under this Outcome Agreement.
- 1.2 Unless the context otherwise requires, all terms defined in the Framework Terms and Conditions have the same meaning in this Outcome Agreement.
- 1.3 The Introduction above forms part of this Outcome Agreement.

2 Not an integrated Outcome Agreement

- 2.1 This Outcome Agreement is not suitable for situations where more than one Purchasing Agency wants to contract with the Provider in a single Outcome Agreement.

3 Term of this Outcome Agreement

- 3.1 This Outcome Agreement will commence on 1 July 2016 and end on 30 June 2019.

4 Services, Outcome(s) and performance measures

- 4.1 The Provider will provide the Services to satisfy the performance measures set out in Appendix 1. The performance measures set out in Appendix 1 for each Service will be used to determine whether the Provider has been successful in delivering each Service in accordance with this Outcome Agreement so as to contribute toward achieving the Outcome linked to each Service.
- 4.2 In providing the Services/s the Provider must follow the reasonable directions of the Purchasing Agency. Such directions must be consistent with the terms of this Outcome Agreement.

5 Monitoring by the Purchasing Agency

- 5.1 The Purchasing Agency will undertake the scheduled monitoring activities at the times and frequencies set out in Appendix 2.

Outcome Agreement between the Ministry of Education and NetSafe Incorporated

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6 Regular reporting by the Provider

- 6.1 In providing the Service/s, the Provider will provide the Purchasing Agency with reports that include the details specified, at the times and frequency set out in Appendix 3.

7 Regular audits of the Provider

- 7.1 The Purchasing Agency is currently required or permitted by Law to conduct an audit or review of the Provider during the term of this Outcome Agreement as set out in Appendix 4, with those audits or reviews being conducted on or around the times specified in Appendix 4.

8 Payment

- 8.1 Subject to the Purchasing Agency's rights under clause 13.1 to 13.3 of the Framework Terms and Conditions (Recovery, Reduction or Suspension of Payment/s), the Purchasing Agency will pay the Provider the amounts specified for the Service/s, at the time and subject to any pre-conditions set out in Appendix 5.

9 Conditions

- 9.1 The Provider must satisfy or comply with the conditions within the timeframes set out in Appendix 6.
- 9.2 If the Provider fails to satisfy or comply with any of the conditions it is responsible for:
- (a) the Provider must notify the Purchasing Agency of that failure as soon as reasonably practicable; and
 - (b) the applicable consequence set out in Appendix 6 will apply and, if none are specified for that condition, the consequence will be that the Purchasing Agency may do any one or more of the following:
 - (i) require a Remedy Plan to be agreed (if appropriate) and require the Provider to perform all actions recorded in the Remedy Plan;
 - (ii) suspend some or all of the Services (and suspend payment for those Services) on giving written notice to the Provider;
 - (iii) exercise its rights under clause 13.1 to 13.3 of the Framework Terms and Conditions (Recovery, Reduction or Suspension of Payments); or
 - (iv) exercise its termination rights described in the Framework Terms and Conditions.
- 9.3 The Purchasing Agency must satisfy or comply with the conditions within the timeframes set out in Appendix 7.

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- 9.4 If the Purchasing Agency fails to satisfy or comply with any of the conditions it is responsible for:
- (a) the Purchasing Agency will notify the Provider of that failure; and
 - (b) the applicable consequence set out in Appendix 7 will apply and, if none are specified for that condition, the consequence will be that the Purchasing Agency and the Provider will discuss with each other what an appropriate response should be.

- 9.5 If the Purchasing Agency or the Provider fails to satisfy any condition that is required to be satisfied before the Outcome Agreement comes into full effect, the consequence will be that the Purchasing Agency and the Provider will discuss with each other what an appropriate response should be.

10 Incentives

- 10.1 If the Provider satisfies the criteria set out in Appendix 8, the Purchasing Agency will provide the Provider with the Incentive set out in Appendix 8.

11 Permitted Information disclosure

- 11.1 Despite clause 10 of the Framework Terms and Conditions relating to confidentiality the Purchasing Agency may disclose any information described in Appendix 9 to the persons named in that appendix, provided that in no circumstances will the Purchasing Agency disclose any personal information about an identifiable individual without the consent of that individual first being obtained.

12 New Intellectual Property

- 12.1 Without limiting the intellectual property clauses in the Framework Terms and Conditions, any new Intellectual Property Rights (New IP) that will be created by the Provider in connection with the Services and described in Appendix 10 will be owned (including the proportion) by the party identified in Appendix 10 and will be licensed to the other party or parties in accordance with clause 11.3 of the Framework Terms and Conditions.

13 Contact Details

- 13.1 Each Party's initial postal address, physical address, email address, phone number and Relationship Manager details is set out below:

Purchasing Agency:

Relationship Manager:	s 9(2)(a) OIA
Designation:	Senior Advisor
Address:	PO Box 1666 33 Bowen Street

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Wellington
Phone: s 9(2)(a) OIA
Mobile Phone: [REDACTED]
Email: [REDACTED]

Provider:

Contact: Martin Cocker
Designation: Executive Director
Address: PO Box 9386, Newmarket, Auckland 1149
Phone: s 9(2)(a) OIA
Mobile Phone: [REDACTED]
Email: [REDACTED]

14 Further terms

14.1 The Purchasing Agency and the Provider also agree that the further terms set out in Appendix 11 form part of this Outcome Agreement. The Purchasing Agency and the Provider each acknowledge that:

- (a) any further terms must be read and applied in a way which preserves the greatest degree of consistency and compliance with the Framework Terms and Conditions; and

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NetSafe Outcome Agreement – July 2016

- (b) before including a further term that adds to, or departs from, the arrangements described in the Framework Terms and Conditions, the Purchasing Agency and the Provider have both discussed and agreed that the addition or departure is necessary to address a matter that is both novel and specific to the Provider or the Services and which (for clearly identified reasons) is not otherwise adequately or appropriately provided for under the Framework Terms and Conditions.

Signatures

Ministry of Education

Signed by

s 9(2)(a) OIA

Deputy Secretary

s 9(2)(a) OIA

30 June 2016

Signed

Date

NetSafe Incorporated

Signed by

Martin Cocker

Executive Director

M Cocker

30 June 2016

Signed

Date

Appendix 1 – Services, Outcomes to be achieved, and performance measures

Strategic Context

The Ministry of Education is the lead advisor to the Government on education and the steward of the education system.

Ministry's four year plan

Our vision is to see all children and students succeed personally and achieve education success.

The Ministry's Four Year Plan sets out the Ministry's stewardship role and our focus on helping the system to increase educational achievement for every child and every student, giving them the skills they need for life and work. <http://www.education.govt.nz/ministry-of-education/publications/four-year-plan-and-statements-of-intent/> These responsibilities are also informed by the Ministry's Treaty of Waitangi obligations.

Education System Digital Strategy

In addition, the Education System Digital Strategy provides a strategic focus on digital technologies and the internet leading to an integrated, fully digitally-enabled education system. The plan has been agreed in principle by the sector agency Chief Executives, and approved by the Ministry ICT Governance Board. <http://infostore.pmwki.php/ICTArchitecture/DigitalStrategy>¹

Other government focus areas

There are other focus areas set by Cabinet including:

- The Minister's Education Work Programme (EWP) (Cabinet approved) is included in the Ministry's strategic intentions, which are published in our four year plan. <http://www.education.govt.nz/ministry-of-education/overall-strategies-and-policies/education-work-programme/>

Specifically: *EWP 4 - Strengthening 21st Century Practice for Teaching and Learning – Response to the 21st century learning reference group is a focus area to inform this outcome agreement (pp. 25-26)*

- Better public sector targets – Results 5 and 6 – Boosting skills and employment (as at 14 March 2016) <http://www.ssc.govt.nz/bps-boosting-skills-employment>

National Administration Guidelines (NAG)

<http://www.education.govt.nz/ministry-of-education/legislation/nags/>

From a school perspective regulations administered by the Ministry set out statements of desirable principles of conduct or administration for specified personnel or bodies. Specifically NAG 5 (a) -

¹ Internal Ministry of Education link

NetSafe Outcome Agreement – July 2016

Each board of trustees is also required to provide a safe physical and emotional environment for students. This outcome agreement is the Ministry's contribution to assisting schools' with NAG 5(a).

Ministry's Other Government Strategic Partners

This outcome agreement is for education sector services funded by the Ministry however there are other agencies which have an interest in digital safety. These partners share and collaborate as required. At the time of writing the following strategic initiatives are of interest:

- Department of Prime Minister and Cabinet specifically the National Cyber Policy Office and the National Cyber Security Strategy.
- Ministry of Business, Innovation and Employment for the establishment of a national Computer Emergency Response Team (CERT) including the collection of reports about cyber incidents and cybercrime and Connect Smart, a partnership that promotes ways for individuals, businesses and schools to protect themselves online. Also the Connect Smart service.
- Ministry of Justice – In June 2015 Government passed the Harmful Digital Communications Act. Under the provisions of the Act NetSafe have been appointed as the approved agency. The role of the approved agency is to resolve complaints about harmful digital communications and to provide quick and efficient way for victims to seek help. The Ministry of Education's outcome agreement is separate from the Ministry of Justice's approved agency outcome agreement, although the activities are complementary.

Strategic Operating Environment

This outcome agreement is set within the Ministry's strategic priorities as outlined in key documents such as the Purpose and Vision statement and the Education System Digital Strategy 2015 – 2020.

This Service is to contribute towards the Purchasing Agency's purpose:

Purpose and Vision

To lift aspiration, raise educational achievement for every New Zealander so that every New Zealander:

- is strong in their national and cultural identity
- aspires for themselves and their children to achieve more
- has the choice and opportunity to be the best they can be
- is an active participant and citizen in creating a strong civil society
- is productive, valued and competitive in the world.

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Education System Digital Strategy 2015 – 2020

From “Describing the target states” (p10)

- All leaders and educators use learning practices that make the most use of innovative learning environments
- All students are engaged and achieving, including being able to demonstrate 21st century skills
- All students have equitable access to digital learning opportunities
- Effective privacy and security practices ensure data and information are secure and the public can trust the systems used to hold students’ records of learning.

Early childhood education services (ECES)

This agreement signals the beginning of a conversation between NetSafe and the Ministry about extending digital safety and security services to the early childhood education services (ECES). Both parties believe that related issues present significant challenges to children's digital safety in the early learning context e.g., managing children's personal information and images. NetSafe and the Ministry agree in principle that services to ECES should be provided as part of a pathway to those provided in the compulsory sector but are not currently within the scope of the agreement.

Outcome (Population)	All Māori medium kura and schools and early childhood education services as well as their communities access online opportunities in a safe and secure way free from harm ² that can be caused through digital technology.
Indicator (population)	Data development agenda for this outcome % of kura, schools and early childhood education services; school leaders; other staff; students; family/whānau; and school communities taking effective action to reduce harm from digital challenges.
NetSafe Services	
Service/ Programme Outcome	All New Zealand Māori medium kura and schools and their communities have access to quality advice and support for digital safety and digital security

² Emotional, Physical and Resource

NR

NetSafe Outcome Agreement – July 2016

Service description	<p>NetSafe provides services directly to kura and schools as follows:</p> <ol style="list-style-type: none"> 1. Educate - to increase schools online safety capability. 2. Respond - to reduce harm when negative incidents occur. 3. Advise - to create a stronger overall online safety approach for New Zealand. <p>See appendix 12 for detailed service description.</p>
----------------------------	--

Client Groups	<ul style="list-style-type: none"> • Ministry of Education • Boards of trustees • Kura and school leaders and staff • Students • Families, whānau and school communities.
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For performance measures and contracted volumes see Appendix 12.

Appendix 2 – Monitoring by the Purchasing Agency

Services	Monitoring activity	Time and frequency of monitoring activity
Core functions as outlined in Appendix 12	Review reports on performance outcomes and provide feedback to the provider through ongoing communications	Following receipt of the reports (see Appendix 3) and ongoing, proactive communication (phone and emails), as agreed by both parties

Appendix 3 – Regular reporting by the Provider

The provider will provide the Ministry with quarterly and annual reports. This information will be set out according to the requirements specified in the service description in Appendix 12, using the report form attached in this Outcome Agreement as Appendix 13.

Both parties will deliver exception reports as required to keep each other informed of changes or serious incidents between reporting periods

Report name	Details to be included in the report	Date Due
Quarterly reports	See appendix 13	By 10 days after the end of the quarter 10 October 2016

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NetSafe Outcome Agreement – July 2016

		10 January 2017 10 March 2017 10 July 2017 - Annual 10 October 2017 10 January 2018 10 March 2018 10 July 2018 - Annual 10 October 2018 10 January 2019 10 March 2019 10 July 2019 - Annual
Annual reports	See appendix 13	10 days after the end of the financial year ending 30 June each year. 10 July 2017 10 July 2018 10 July 2019
Exception reports	Change or serious incidents	As and when required

Appendix 4 – Regular audits of the Provider

Audit and corresponding legal requirement	Anticipated timeframe for conducting the audit
NetSafe to provide annual financial audited accounts to the Ministry	Annually

Appendix 5 – Payment for Services

The Purchasing Agency will pay NetSafe the amount of

- \$2,436,000.00 over three years excl. GST for the Services, comprising
- \$812,000 excl. GST per year
- \$203,000 excl. GST per quarter.

Payment for Services will be made as follows:

Payment numbers	Payment date	Payment amount	Pre-conditions to receiving payment (if any)
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NetSafe Outcome Agreement – July 2016

Ongoing	Quarterly payments 20 October 2016 20 January 2017 20 April 2017 20 July 2017 20 October 2017 20 January 2018 20 April 2018 20 July 2018 20 October 2018 20 January 2019 20 April 2019 20 July 2019	\$203,000 (excl GST)	Upon receipt of a valid tax invoice and a satisfactory report for the previous period
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Appendix 6 – Conditions the Provider is responsible for

Condition	Consequence (specific and additional to those in the Framework Terms and Conditions) if not satisfied or complied with	Last Date to comply	Before Services provided? Yes / No	On-going? Yes / No
1. All people involved in delivery or running of the Service will be safety checked in accordance with Part 3 of the Vulnerable Children Act 2014. Refer to Appendix 11	Termination under clause 12.2(a) of the Framework Terms and Conditions.	30 September 2016		Yes
2. The Provider shall ensure that it remains financially solvent.	Termination under clause 12.2(a) of the Framework Terms and Conditions.		Yes	Yes

Appendix 7 – Conditions the Purchasing Agency is responsible for

Condition	Consequence (specific and additional to those in the Framework Terms and Conditions) if not satisfied or complied with	Last Date to comply	Before Services provided? Yes / No	Ongoing? Yes / No
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NetSafe Outcome Agreement – July 2016

The Purchasing Agency will provide, if required, contact and other details to facilitate the smooth running of the service		As required	No	Yes
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Appendix 8 – Incentives

Nil

Appendix 9 – Permitted information disclosure

Information to be published	Audience
1. Information relating to this Outcome Agreement, including information about the Provider, a description of the Services provided, and the value of this Outcome Agreement may be shared.	May be shared with the Government, including other departments and Ministers. Information about the description of Services may be shared with the General Public.
2. Any information, including Confidential Information, relating to this Outcome Agreement, including information about the Provider, performance information, a description of the Services provided, Outcomes and the value of this Outcome Agreement may be shared.	Other Purchasing Agencies and Ministers of the Crown.

Appendix 10 – Ownership of New Intellectual Property (IP)

New IP	Owner of the New IP
Resources	NetSafe will license content created under this agreement using an appropriate Creative Commons attribution (CC BY) licence.

Appendix 11 – Further terms

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Further Term/s (if any) *	Consequence (specific and additional to those in the Framework Terms and Conditions), if not satisfied or complied with *
<p>1. Records</p> <p>Without limiting its other obligations under this contract or at law, the Provider must create and maintain full accurate and accessible records relating to the provision of Services under this contract, to the standards required under the Public Records Act 2005, as notified by the Purchasing Agency from time to time.</p>	
<p>2. Vulnerable Children Act 2014</p> <p>a) The Supplier will maintain during the Term of this Agreement a child protection policy that accords with the requirements of section 19 of the Vulnerable Children Act 2014 (the VC Policy).</p> <p>b) If the Supplier does not have in place a VC Policy as at the Commencement Date, it undertakes to adopt one as soon as practicable, but in any event no later than three months after the Commencement Date.</p> <p>c) The Supplier further undertakes to ensure its VC Policy is reviewed on a regular basis so that at any time during the Term its VC Policy has been reviewed within the last three years.</p>	
<p>3. Health and Safety</p> <p>The Supplier shall:</p> <p>a) consult, cooperate and coordinate with the Buyer, to the extent required by the Ministry, and to ensure that the Buyer and the Supplier will each comply with their respective obligations under the Health and Safety at Work Act 2015 as they relate to this Contract;</p> <p>b) perform its, and ensure that its Personnel perform their, obligations under this Contract in compliance with its and their obligations under the Health and Safety at Work Act 2015;</p> <p>c) comply with all reasonable directions of the Buyer relating to health, safety, and security;</p> <p>d) report any health and safety incident, injury or near miss, or any notice issued under the Health and Safety at</p>	

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NetSafe Outcome Agreement – July 2016

Work Act 2015, to the Buyer to the extent that it relates to, or affects, this Contract.	
<p>4. The Purchasing Agency and Provider agree that:</p> <p>a) the Confidential Information of a party includes all "personal information" (as that term is defined in the Privacy Act 1993) in the possession of that party; and</p> <p>b) personal information may only be disclosed by a party (including to the other party or a third party) if the person who the personal information relates to has given their written consent to that disclosure.</p>	

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Appendix 12 – Detailed Service Description: Digital safety and security services

Further to Appendix 1, the Services to be delivered are:

1. **Educate** - To increase kura and schools online safety capability and awareness. This is achieved by;
 - a. Delivering NetSafe educational content and services directly to kura and schools as well as their communities
 - b. Working with partners to support the development of the partners' content and services for kura and schools (i.e NetSafe delivering indirectly)
2. **Respond** - To reduce harm when negative incidents occur. This is achieved by receiving, assessing, and investigating online safety queries and incident reports. NetSafe provides direct assistance through advice, referral to other agencies and facilitating access to other support mechanisms. It also works across sectors to strengthen the overall incident reporting processes available to New Zealanders.
 - a. Receiving, assessing and investigating online safety and security queries
 - b. Providing direct assistance through advice and/or prompt referral to other agencies.
3. **Advise** - To create a stronger overall online safety awareness for New Zealand. This is achieved by collaborating with other organisations to develop or exchange educational resources. Advocating on behalf of school internet users to support the development of effective government policies and online content providers' services.
 - a. Providing advice to Ministry on policies and guidance related to digital safety issues
 - b. Providing cross sector subject matter expertise on tackling digital challenges
 - c. Collaborating to develop or exchange educational resources.

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NetSafe Outcome Agreement – July 2016

Appendix 13 – Quarterly and Annual Reports

Netsafe Digital safety and security services for the period ending xx/xx/201x

Quarterly report due on the 10th working day following the end of each month, reporting on activity in the prior period; not required in periods when the annual report is due.

Annual report due on the 10th working day following year (30 June) end.

Report Due Date
xx/xx/20xx

Signed by: _____
Date: _____
Name: _____
Position: _____

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NetSafe Outcome Agreement – July 2016

Digital safety and security services

Reporting measure description	Result	How many	How well	Is anyone better off
1. To Educate				
a. Delivering NetSafe educational content and services directly to kura and schools and their communities	Increased kura and schools online safety capability	# Online or other indirect content and services for kura and schools accessed e.g. website sessions, social media or via online tools	% of kura and schools satisfied with the service	% of kura and schools who say they understand the need for taking a strategic digital safety and security approach % of kura and schools meaningfully engaging students and community in decision making
		# kura and schools that have received the service delivered directly by e.g. presentations, workshops, contact centre queries or other types of professional advice # kura and schools that provided feedback on content and/or services		
b. Working with partners to support the development of their kura and school content and services (i.e. NetSafe delivering indirectly)		# kura and schools third party resource or support contributed to by NetSafe # communications referring to NetSafe as well as kura and schools e.g., media coverage, reports, social media, 3 rd party collateral		% kura and schools using higher order strategies in response to managing digital challenges
2. To Respond				

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NetSafe Outcome Agreement July 2016

Reporting measure description	Result	How many	How well	Is anyone better off
a. Receiving, assessing and investigating online safety and security queries	Harm Is reduced when negative incidents occur	// Incidents reported, including details, from kura and schools	// help desk metrics including time taken to respond to incidents reported	% kura and schools who know where to go for support
b. Providing direct assistance through advice, or referral to other agencies		// of incidents from kura and schools resolved	% # of clients reporting satisfaction with services	% clients who report the service helped reduce harm after an incident
		// of incidents from kura and schools referred on		

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NetSafe Outcome Agreement – July 2016

Provider Summary Report - Narrative Report
1. Describe any highlights from the period (could include trends, successes, impact) including partners worked with
2. What typical issues have arisen over the period of the quarter/year
3. Identify any new risks that the Purchasing Agency should be aware of
4. Any other key points from the period?

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NetSafe Outcome Agreement -- July 2016

Appendix 14 – Definitions

Cross - sector	Initiatives which reach across a range of education agencies and organisations from the kura and school sectors
Client definition	Potential / target clients – All New Zealand Māori medium kura and schools and their communities Clients – All New Zealand Māori medium kura and schools that access NetSafe services Client groups are mutually agreed and listed in Appendix one
Data development agenda	Data reporting process not yet established at the time the contract signed.
Kura and schools	Māori medium kura and schools
Partners	Organisations from NetSafe's partner network

MB

Appendix C - All reports and/or audits carried out by, or on behalf of, MoE, relating to contract(s) with Netsafe, for the period 2017 - 2020

#	Date	Title	Decision on release
1	15 Nov 18	Email: Tara to Ian FW: FW: Netsafe Q9 Milestone. Draft report and invoice	Release in part. Some information has been withheld under section 9(2)(a) of the Act.
2	10 Jul 19	Email: Anne-Margaret FW: Netsafe Milestone 11 report	Release in part. Some information has been withheld under section 9(2)(a) of the Act.
3	18 Jul 19	Email: Josh to Anne- Margaret Re: Netsafe Q12 Report and Annual Report Data	Release in part. Some information has been withheld under section 9(2)(a) of the Act.
4	11 Nov 19	Email: Josh Email: Josh to Anne-Margaret Re: Milestone 1 report	Release in part. Some information has been withheld under section 9(2)(a) of the Act.
5	19 Feb 20	Email: Josh to Anne- Margaret Re: Netsafe Milestone 14 and 2019/2020 Quarter 2 report	Release in full.
6	26 May 20	Email: Josh to Tara FW: Netsafe Milestone Report	Release in part. Some information has been withheld under section 9(2)(a) of the Act.
7	17 Aug 20	Email: Josh to Tara FW: Netsafe report and invoice	Release in part. Some information has been withheld under section 9(2)(a) of the Act.
8	2 Dec 20	Email: Josh to Tara FW: Quarterly Report	Release in part. Some information has been withheld under section 9(2)(a) of the Act. Information not relating to your request has been removed as out of scope.

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Appendix C - Doc 1

Charmaine McAra

From: Tara Campbell
Sent: Thursday, 15 November 2018 2:46 PM
To: s 9(2)(a) OIA; Kirsty Farquharson
Cc: s 9(2)(a) OIA
Subject: FW: Netsafe Q9 Milestone. Draft report and invoice
Attachments: Netsafe-MoE Milestone 9 Jul-Sept 2018 CW43724 # Oct 2018-DRAFT.pdf; Invoice INV-00001156.pdf

Kia ora korua

Based on [REDACTED] contract / milestone review and meeting, I recommend we approve the invoice.

Let me know if there is anything else you need from us.

Ngā mihi

Tara Campbell | Acting Manager | School Support
DDI +6444638641 | Ext 8641

I am out of the office from 1pm on Fridays

From: s 9(2)(a) OIA
Sent: Tuesday, 13 November 2018 9:02 a.m.
To: Tara Campbell <Tara.Campbell@education.govt.nz>
Cc: Vai Mataitoa <Vai.Mataitoa@education.govt.nz>
Subject: FW: Netsafe Q9 Milestone. Draft report and invoice

Hi Tara

Please find the attached report with the invoice for payment.

Under the Outcomes agreement Netsafe is required to provide regular report on the support, advice and resources they provide to schools. this report covers during July – September period.

In Summary:

- the report notes there were 154 requests for Netsafe's direct support from 140 schools and ECE services
- uptake of recently launched Netsafe Kit is increasing and so far 400 schools have registered
- Secondary schools continue to represent significantly in incident report figures
- 3 Live events were delivered in Invercargill, Gore and Central Hawkes Bay. These Live events were attended by 139 staff, 26 school senior management and 40 school community members.

Nature incidents reported and types of online challenges schools face:

- A total of 189 incidents were reported and 98% of this incidents related to cybersafety and only 2% are classified as cybersecurity incidents
- School sought advice and support in relation to the following areas:
 - 38% cybersafety
 - 9% support for school community with online safety challenges
 - 44% enhancing school capability
 - 6% Curriculum related support; and
 - 3% cybersecurity challenges

○

Cybersecurity incidents cover fraud (fake sextortion), information security (ID stolen) and network system security (Ransomware attack).

Cybersafety incidents include copyright, Access to content (sexual, violent content access), creation of content (self-harm on IG, threatening comments posted on IG, fake tinder profile set up by students, fake FB of a teacher by students).

A Survey results indicate that schools are happy with the services they received from Netsafe.

On 7 October in follow up meeting with [s 9(2)(a) OIA] and [s 9(2)(a) OIA] we have discussed how Netsafe could reach out to the Te Kura Kaupapa Māori and Pasifika communities and they said they are already working with a Pasifik agency to reach out the Pasifika communities and they asked us to provide contacts for te Kura Kaupapa Māori national organisations.

I'm confirm that the report provided meets the requirements of the Outcome agreement and I, therefore recommend you to approve the invoice to be processed for payment.

Regards, [s 9(2)(a) OIA]

[s 9(2)(a) OIA] | Senior Advisor | School Support
DDI +6444638226

From: Sean Lyons [s 9(2)(a) OIA]
Sent: Friday, 26 October 2018 5:39 p.m.
To: [s 9(2)(a) OIA]
Cc: Martin Cocker [s 9(2)(a) OIA] Neil Melhuish [s 9(2)(a) OIA]
Subject: Netsafe Q9 Milestone. Draft report and invoice

Hello [s 9(2)(a) OIA]

I have attached the draft milestone report for Q9, along with the invoice for the period.

Please feel free to call if you have questions relating to any aspect of the report or the work that it relates to.

Look forward to hearing from you,

Sean

Sean Lyons | Director of Technology and Partnerships | [s 9(2)(a) OIA] | Netsafe | www.netsafe.org.nz

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Appendix C - Doc 2

Charmaine McAra

From: Anne-Margaret Campbell
Sent: Wednesday, 10 July 2019 4:17 PM
To: Josh Cookson
Subject: FW: Netsafe Milestone 11 report.

FYI

Anne-Margaret Campbell | Manager School Support | Operational Delivery | SE&S
DDI +6444637704 | Mobile +64 27 836 2960

From: Chloe Trim
Sent: Monday, 29 April 2019 2:45 p.m.
To: Anne-Margaret Campbell <AnneMargaret.Campbell@education.govt.nz>
Subject: RE: Netsafe Milestone 11 report.

Kia ora Anne-Margaret,

NetSafe milestone 11 report has been received, I have read the report and recommend payment \$203,000 (ex GST). NetSafe have met contractual obligations and objectives.

Contract summary:

Total contract value \$2,436,000
Total paid to date \$2,030,000
Value of this invoice \$ 203,000
Remaining balance \$ 203,000
Purchase order# WK70000736

Key objectives:

- All kura and schools have access to quality advice and support for digital safety and security
- **Educate** – to increase online safety capability and awareness in schools
- **Respond** – reduce harm when negative incidents occur – receive, assess and investigate online safety queries and reports; provide advice and or/refer to other agencies
- **Advise** – provide advice to the Ministry on policies and guidance related to digital safety issues, provide SME on digital challenges.

NetSafe report progress this quarter:

- NetSafe had 132 requests for direct support from a total of 111 schools/kura and ECE, across all services (i.e., requests for presentations, advice and incident response), up from last quarter. Average 11 enquiries per week.

Educate

- NetSafe's face-to face services continue to enjoy 100% satisfaction rates with NPS scores well in excess of global benchmarks
- NetSafe facilitated two LIVE scheduled events (usually regions that are less likely to engage with Netsafe), and one requested event (cluster of schools will request a workshop/presentation etc). LIVE events engaged 26 schools, 341 staff and 175 parents
- NetSafe LIVE in Nelson (Waimea College) was attended by more than 200 educators, the largest event yet.

Respond

- Secondary schools continue to represent significantly in incident report figures with 76% of incidents reported by secondary schools

- Overall response numbers are up this quarter. The latter part of the quarter offset expected low numbers for this quarter with the response to both the “Momo Challenge” and the 15 March attacks in Christchurch
- Questions and reports around harmful content were up this quarter as a result of these two situations, and are likely to remain high for some time as schools, students and their family and whanau continue to try and deal with the presence of this kind of content online, and the effects on those that may have viewed it.

Advise

- NetSafe worked with the Ministry to support the production of their guidance for schools in the wake of the attacks in Christchurch
- NetSafe continues to collaborate with N4L & CERT NZ as cross-sector partners/agencies.

Next steps:

- Contract term ends 30 June 2019. We are currently working on the variation request to extend the term for an additional three years (at this stage, subject to budget confirmation from ELSA)
- Milestone 12 quarterly and annual report due 10 July 2019.

Kind regards

Chloe Trim | Lead Adviser | School Support
DDI +6444638287

From: Anne-Margaret Campbell
Sent: Monday, 29 April 2019 8:36 a.m.
To: Chloe Trim <Chloe.Trim@education.govt.nz>
Subject: FW: Netsafe Milestone 11 report. DRAFT

Kia ora Chloe

For your review and recommendation for payment 😊

Nothing like throwing you in the deep end

Ngā mihi
Anne-Margaret

Anne-Margaret Campbell | Manager School Support | Operational Delivery | SE&S
DDI +6444637704 | Mobile +64 27 836 2960

From: Sean Lyons [s 9(2)(a) OIA]
Sent: Monday, 29 April 2019 12:39 a.m.
To: Anne-Margaret Campbell <AnneMargaret.Campbell@education.govt.nz>
Subject: Netsafe Milestone 11 report. DRAFT

Good Morning,

In keeping with the recently established tradition, please find attached a draft of our milestone report for Q11. I will send a final version, along with the invoice once you are happy to accept the report.

I look forward to speaking to you soon,

Kind Regards,

Sean

Sean Lyons | Director of Technology and Partnerships | s 9(2)(a) OIA | Netsafe | www.netsafe.org.nz

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Appendix C - Doc 3

Charmaine McAra

From: Josh Cookson
Sent: Thursday, 18 July 2019 8:51 AM
To: Anne-Margaret Campbell
Subject: RE: Netsafe Q12 Report and Annual Report Data

Kia ora Anne-Margaret

NetSafe's milestone 12 and 2018/19 annual report has been received, I have read the report and recommend payment of \$203,000 (ex GST) when they have supplied their invoice, and if needed provided annual financial audited accounts to the Ministry. Aside from this, NetSafe have met contractual obligations and objectives.

Contract summary (1 July 2016 to 30 June 2019):

Total contract value \$2,436,000
Total paid to date \$2,233,000
Value of this invoice n/a
Remaining balance \$ 203,000
Purchase order# n/a

Contract extension summary (1 July 2019 to 30 June 2022):

Total contract value \$2,436,000
Total paid to date \$ 0
Remaining balance \$2,436,000

Key Objectives:

- All kura and schools have access to quality advice and support for digital safety and security
- **Educate** – to increase online safety capability and awareness in schools
- **Respond** – reduce harm when negative incidents occur – receive, assess and investigate online safety queries and reports; provide advice and/or refer to other agencies
- **Advise** – provide advice to the Ministry on policies and guidance related to digital safety issues, provide SME on digital challenges.

NetSafe report progress this quarter:

- Netsafe had 176 requests for direct support from a total of 138 schools/kura and ECE, across all services (i.e., requests for presentations, advice and incident response), up from last quarter.

Educate

- Netsafe's face-to-face services continue to enjoy 100% satisfaction rates with NPS scores well in excess of global benchmarks.
- The use of the Netsafe Kit for Schools continues to outperform Netsafe's legacy "Schools" website pages, by all metrics measured, and although slightly down in this quarter, educators continue to return to the resource and engage with the tools available.

Respond

- Secondary schools continue to represent significantly in incident report figures with 76% (same as last quarter) of incidents reported by secondary schools (cf. population of 14%).
- Overall response numbers have risen once again but are in line with the equivalent quarter in 2018.
- Questions and presentation requests around staff capability were both up markedly in this quarter. Capability questions made up 28% of the total, up from 12% in the previous quarter, and presentation requests which have not figured in recent quarters made up 14% of the total requests in this quarter. We believe this may well be work that Netsafe has picked up which may previously have been handled by the Connected Learning Advisory, but as yet it is too soon to tell if this will be a continuing trend which would have an impact on Netsafe

Advise

- Netsafe continues to collaborate with N4L & CERT NZ as cross-sector partners / agencies

NetSafe annual report progress 2018/19:

Educate

- Netsafe delivered workshops to 291 schools and kura.
- There were 93,059 pageviews of the Netsafe Kit for Educators and Schools following its launch in Q9, and 829 pageviews of education sector-related content pre-Netsafe Kit.
- 130 schools and kura contacted Netsafe's contact centre.
- 114 face to face events were delivered, with 215 schools and kura attending.
- Netsafe held 10 Netsafe LIVE regional events, exceeding the 6 required, with 76 schools and kura attending.
- There was a 100% satisfaction rate with the services provided to schools and kura, exceeding the 85% required.
- 100% of schools and kura say they understand the need for taking a strategic digital safety and security approach.

Respond

- Schools and kura reported 345 incidents, Netsafe provides details of these in its quarterly reports. 338 incidents from kura and schools were resolved, and Netsafe referred 15 incidents on to third parties.
- 97% of kura and schools know where to go for support after Netsafe's input, and 95% of reported Netsafe's service helped them reduce harm after an incident.
- 100% of kura and schools were satisfied with incident response services, exceeding the required 85% rate, and up from 85% the previous year. 74% of incidents were responded to within 1 minute.

Advise

- Netsafe delivered 1 exception report to the Ministry on online safety concerns and has been involved in 2 Ministry-led initiatives.
- Netsafe collaborated with N4L, CERT NZ and CIA as cross-sector partners/agencies, chaired OSAG, worked on a third party project with the Ministry for Women, and presented to or met with 28 organisations that support young people

Next steps:

- Netsafe to provide annual financial audited accounts to the Ministry.
- Netsafe to provide invoice for Q12.
- Milestone 13 quarterly report due 10 October 2019.

Ngā mihi

Josh

Josh Cookson | Senior Adviser | School Support
DDI +6444395375

From: Anne-Margaret Campbell

Sent: Monday, 15 July 2019 3:36 PM

To: Josh Cookson <Josh.Cookson@education.govt.nz>

Subject: FW: Netsafe Q12 Report and Annual Report Data

For action please (as previously emailed/discussed).

Ngā mihi

Anne-Margaret

From: Sean Lyons s 9(2)(a) OIA
Sent: Monday, 15 July 2019 3:34 p.m.
To: Anne-Margaret Campbell <AnneMargaret.Campbell@education.govt.nz>
Subject: Netsafe Q12 Report and Annual Report Data

Hello Anne-Margaret,

Please find attached a copy of our draft Q12 report.

Any question, please drop me a line or give me a call.

Speak soon,

Sean.

Sean Lyons | Director of Technology and Partnerships s 9(2)(a) OIA | Netsafe | www.netsafe.org.nz
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Appendix C - Doc 4

Charmaine McAra

From: Josh Cookson
Sent: Monday, 11 November 2019 12:03 PM
To: Anne-Margaret Campbell
Subject: RE: MileStone 1 report.

Kia ora Anne-Margaret

Netsafe's milestone 13 and 2019/2020 Quarter 1 report has been received, I have read the report and recommended payment of \$203,000 (ex GST) as Netsafe have met contractual obligations and objectives.

Contract summary (1 July 2016 to 30 June 2019):

Total contract value \$2,436,000

Total paid to date \$2,436,000

Value of this invoice n/a

Remaining balance \$ 0

Purchase order# WK70000736

Contract extension summary (1 July 2019 to 30 June 2022):

Total contract value \$2,436,000

Total paid to date \$ 0

Remaining balance \$2,436,000

Purchase order# WK700006575

Key Objectives:

- All kura and schools have access to quality advice and support for digital safety and security
- **Educate** – to increase online safety capability and awareness in schools
- **Respond** – reduce harm when negative incidents occur – receive, assess and investigate online safety queries and reports; provide advice and or/refer to other agencies
- **Advise** – provide advice to the Ministry on policies and guidance related to digital safety issues, provide SME on digital challenges.

NetSafe report progress this quarter:

- Netsafe had 146 requests for direct support from a total of 119 schools/kura and ECE, across all services (i.e., requests for presentations, advice and incident response), down from last quarter.

Educate

- The use of the Netsafe Kit for Schools continues to outperform Netsafe's legacy "Schools" website pages, by all metrics measured, and although slightly down in this quarter, educators continue to return to the resource and engage with the tools available.
- Changes were made to the Netsafe Schools programme (to help schools establish, develop and promote online safety, citizenship and wellbeing), giving it a tiered approach schools can work towards. 290 schools have joined the programme.
- Netsafe ran four Netsafe LIVE events, one in Christchurch initiated requested by a kāhui ako, and three in Northland initiated by the regional Ministry office. These involved 32 schools, 152 staff and 70 parents.

Respond

- Secondary schools continue to represent significantly in incident report figures with 58% of incidents reported by secondary schools (cf. population of 14%).
- Overall response numbers are down but are in line with the equivalent quarter in 2018.
- Questions and presentation requests around staff capability were both up markedly in this quarter. Capability questions made up 41% of the total, up from 28% in the previous quarter, and now equal cybersafety questions as a share of the total. Similarly, presentation request make up 20% of the total requests in this quarter. These are likely to be as a result of work previously handled or referred to the Connected Learning Advisory and Netsafe are monitoring the situation to identify if this is a continuing trend.
- 97% of schools responding to the 'immediate satisfaction' survey after using Netsafe's incident management service indicated they felt confident in what they should do next.

Advise

- Netsafe continues to collaborate with N4L & CERT NZ as cross-sector partners / agencies

Next steps:

- Milestone 14 quarterly report due 10 January 2019.

Ngā mihi

Josh

Josh Cookson | Senior Adviser | School Support

DDI +6444395375

33 Bowen Street, Wellington

From: Sean Lyons | s 9(2)(a) OIA

Sent: Monday, 21 October 2019 3:48 PM

To: Josh Cookson <Josh.Cookson@education.govt.nz>; Anne-Margaret Campbell

<AnneMargaret.Campbell@education.govt.nz>

Subject: MileStone 1 report.

Please find attached the milestone report for the first quarter of our contract along with the invoice. I have also sent a copy of the invoice to the account's email as directed.

As always, any questions please drop me a line.

Thanks,

Sean

Sean Lyons | Director of Technology and Partnerships | [REDACTED] | Netsafe | www.netsafe.org.nz

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Appendix C - Doc 5

Charmaine McAra

From: Josh Cookson
Sent: Wednesday, 19 February 2020 1:57 PM
To: Anne-Margaret Campbell
Subject: Netsafe Milestone 14 and 2019/2020 Quarter 2 report

Kia ora Anne-Margaret

Netsafe's milestone 14 and 2019/2020 Quarter 2 report has been received, I have read the report and recommended payment of \$203,000 (ex GST) as Netsafe have met contractual obligations and objectives.

Contract extension summary (1 July 2019 to 30 June 2022):

Total contract value \$2,436,000
Total paid to date \$ 203,000
Remaining balance \$2,233,000
Purchase order# WK70006575

Key Objectives:

- All kura and schools have access to quality advice and support for digital safety and security
- **Educate** – to increase online safety capability and awareness in schools
- **Respond** – reduce harm when negative incidents occur – receive, assess and investigate online safety queries and reports; provide advice and or/refer to other agencies
- **Advise** – provide advice to the Ministry on policies and guidance related to digital safety issues, provide SME on digital challenges.

NetSafe report progress this quarter:

- Netsafe had 102 requests for direct support from a total of 90 schools/kura and ECE, across all services (i.e., requests for presentations, advice and incident response), up from last quarter.

Educate

- Netsafe's attendance at the uLearn conference (1100+ attendees) saw their best attended workshop sessions in recent years. They offered a Netsafe Schools session, and three breakout sessions. They specifically noted the "Porn and other harmful material" panel and the workshop with Papatoetoe High School and Wellington College on what worked and problems they faced developing a safe online environment.
- Netsafe did not host any Netsafe LIVE events during this quarter.

Respond

- Secondary schools continue to represent significantly in incident report figures with 51% (slightly down from last quarter), of incidents reported by secondary schools (cf. population of 14%).
- Overall response numbers are down but are in line with the equivalent quarter in 2018.
- Both incident reports and questions from schools were mostly focussed on cybersafety issues, reversing a trend over the last two quarters, which showed a significant rise in capability enquiries. Netsafe is continuing to monitor this.
- 100% of schools responding to the 'immediate satisfaction' survey after using Netsafe's incident management service indicated they felt confident in what they should do next.

Advise

- Netsafe continues to collaborate with N4L & CERT NZ as cross-sector partners / agencies

Next steps:

- Milestone 14 quarterly report due 10 May 2020.

Ngā mihi

Josh

Josh Cookson | Senior Adviser | School Support

DDI +6444395375

33 Bowen Street, Wellington

[education.govt.nz](https://www.education.govt.nz)

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Appendix C - Doc 6

Charmaine McAra

From: Josh Cookson
Sent: Tuesday, 26 May 2020 4:06 PM
To: Tara Campbell
Subject: FW: Netsafe Milestone Report
Attachments: DRAFT - Netsafe-MoE Milestone-03-jan-mar-2020-DRAFT.pdf; Invoice INV-00001292.pdf

Kia ora Tara

Netsafe's milestone 15 and 2019/2020 Quarter 3 report has been received, I have read the report and recommend payment of \$203,000 (ex GST) as Netsafe have met contractual obligations and objectives.

Contract extension summary (1 July 2019 to 30 June 2022):

Total contract value \$2,436,000

Total paid to date \$ 406,000

Remaining balance \$2,030,000

Purchase order# WK700006575

Key Objectives:

- All kura and schools have access to quality advice and support for digital safety and security
- **Educate** – to increase online safety capability and awareness in schools
- **Respond** – reduce harm when negative incidents occur – receive, assess and investigate online safety queries and reports; provide advice and or/refer to other agencies
- **Advise** – provide advice to the Ministry on policies and guidance related to digital safety issues, provide SME on digital challenges.

NetSafe report progress this quarter:

- Netsafe had 107 requests for direct support from a total of 88 schools/kura and ECE, across all services (i.e., requests for presentations, advice and incident response), up from last quarter.

Educate

- Netsafe is working alongside the NZ Police and Core Education to ensure that the online safety themes and guidance provided to schools in the Police Keeping Ourselves Safe programme is in line with what Netsafe understands to be best practice in online safety education for young people.
- Netsafe Youth Action Squad (YAS) [programme](#) has taken on 35 young people from schools across Auckland in the first phase of the programme expansion for 2020. The YAS members have begun to facilitate learning modules in their schools.
- Netsafe hosted one Netsafe LIVE event at Ruawai College, Tai Tokerau.

Respond

- Secondary schools continue to represent significantly in incident report figures with 61% of incidents reported by secondary schools, up from last quarter (cf. population of 14%).
- Overall response numbers are stable and in line with the equivalent quarter in 2019.
- Both Incident reports and questions from schools were in the majority focused on cybersafety issues, reversing a trend over previous quarters which showed a
- significant rise in capability enquiries. We will continue to monitor this. Netsafe is continuing to monitor this.
- 100% of schools responding to the 'immediate satisfaction' survey after using Netsafe's incident management service indicated they felt confident in what they should do next.

Advise

- Netsafe continues to collaborate with N4L & CERT NZ as cross-sector partners/agencies

Next steps:

- Milestone 16 quarterly report due 10 August 2020.

Ngā mihi
Josh

Josh Cookson | Senior Adviser | School Support
DDI +6444395375

From: Sean Lyons [§ 9(2)(a) OIA]
Sent: Tuesday, 5 May 2020 00:18
To: Josh Cookson <Josh.Cookson@education.govt.nz>
Subject: Netsafe Milestone Report

Hello Josh,

Please find attached the milestone report for Netsafe Q3 January to March 2020.

As always, if you have any questions, please give me a call.

Also attached is our invoice for the period.

Regards,

Sean.

Sean Lyons | Director of Education & Engagement [§ 9(2)(a) OIA] Netsafe | www.netsafe.org.nz



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Charmaine McAra

From: Josh Cookson
Sent: Monday, 17 August 2020 4:32 PM
To: Tara Campbell
Cc: April Gilbert
Subject: FW: Netsafe report and invoice
Attachments: Invoice INV-00001304.pdf; Netsafe-MoE Milestone-04-apr-jun-2020-DRAFT (1).docx

Kia ora Tara

Netsafe's milestone 16 and 2019/2020 Quarter 4 report has been received, I have read the report and recommend payment of \$203,000 (ex GST) as Netsafe have met contractual obligations and objectives. Please let me know if you would like more information, or if you're happy to approve this.

I'll talk to Sean about us catching up for a Netsafe catch up when gets back in the office next week, a fair few mentions of school fights again.

Contract extension summary (1 July 2019 to 30 June 2022):

Total contract value \$2,436,000

Total paid to date \$ 609,000

Remaining balance \$ 1827000

Purchase order# WK700006575

Key Objectives:

- All kura and schools have access to quality advice and support for digital safety and security
- **Educate** – to increase online safety capability and awareness in schools
- **Respond** – reduce harm when negative incidents occur – receive, assess and investigate online safety queries and reports; provide advice and on refer to other agencies
- **Advise** – provide advice to the Ministry on policies and guidance related to digital safety issues, provide SME on digital challenges.

NetSafe report progress this quarter:

- Netsafe had 122 requests for direct support from a total of 94 schools/kura and ECE, across all services (i.e., requests for presentations, advice and incident response), up from last quarter.

Educate

- Netsafe has worked alongside various agencies to help promote online safety in the home during the period of schools remote working.
- Netsafe rebuilt its Parent programme specifically as a response to the increased need of parents to support learning from home
- Netsafe YAS programme has worked in schools during the lock down period to promote safe and effective use of technology.
- Three physical Netsafe LIVE were cancelled due to COVID-19 restrictions, however all host schools have either rescheduled for Term 3, or have indicated they are looking for suitable dates.
- Four online Netsafe LIVE events were held to address the questions and concerns schools and educators had during the COVID-19 lockdown. The sessions ran live on Netsafe's Facebook page and were also available for viewers to access afterwards on the Netsafe's Facebook page as well as Netsafe's YouTube channel.

Respond

- Netsafe has worked alongside the Ministry of Education, the Classification office, the Department of Internal Affairs, the N4L, The office of the Privacy Commission, and the Domain Name Commissioner as part of the

Online Harm Prevention Group to ensure national responses to online safety issues during the Covid-19 lockdown period were understood and responses were nationally coordinated.

- Secondary schools continue to represent significantly in incident report figures with 61% of incidents reported by secondary schools (cf. population of 14%).
- Overall response numbers are stable and in line with the equivalent quarter in 2019 but up significantly from the previous quarter.
- Both Incident reports and questions from schools were in the majority focused on online safety issues.

Advise

- Netsafe continues to collaborate with N4L, CERT NZ and the Police Youth Education Service as cross-sector partners/agencies.

Next steps:

- Milestone 17 quarterly report due 10 October 2020.

Ngā mihi
Josh

Josh Cookson | Senior Adviser | School Support
DDI +6444395375
33 Bowen Street, Wellington

From: Sean Lyons [s 9(2)(a) OIA]
Sent: Friday, 31 July 2020 15:22
To: Josh Cookson <Josh.Cookson@education.govt.nz>
Subject: Re: Netsafe report and invoice

Good Afternoon Josh,

Please find attached the Netsafe milestone report and invoice.

Any questions, please don't hesitate to contact me.

Enjoy your weekend.

Sean.

Sean Lyons | Director of Education & Engagement | [s 9(2)(a) OIA] | Netsafe | www.netsafe.org.nz



From: Josh Cookson <Josh.Cookson@education.govt.nz>
Sent: Wednesday, 29 July 2020 2:42 PM
To: Sean Lyons [s 9(2)(a) OIA]
Subject: Netsafe report and invoice

Kia ora Sean

I'm following up to see how you're going with the latest Netsafe report.

Martin phoned me while you were on leave, I let him know we were happy to wait until you got back.

Hope you got a good break!

Josh

Josh Cookson | Senior Adviser | School Support
DDI +6444395375
33 Bowen Street, Wellington

education.govt.nz

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He mea tārai e mātou te mātauranga kia rangatira ai, kia mana taurite ai ōna huanga*



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Charmaine McAra

From: Josh Cookson
Sent: Wednesday, 2 December 2020 12:37 PM
To: Tara Campbell
Cc: April Gilbert
Subject: FW: Quarterly Report
Attachments: Invoice INV-00001310.pdf; Netsafe-MoE Milestone-01-jul-sep-2020-DRAFT.docx

Kia ora Tara

Thanks for meeting with Sean last week, key things I took away to keep in mind are:

- Be aware of potential scope creep with N4L's cyber security work, and ECE cyber safety.
- Support Netsafe in their plan to have more regional-focussed staff, particularly liaising with the Regional MoE offices.
- Continue the lines of communication we currently have with regard to advice and incident support.

Netsafe's milestone 17 and 2019/2020 Quarter 5 report has been received, I have read the report and recommend payment of \$203,000 (ex GST) as Netsafe have met contractual obligations and objectives. Please let me know if you would like more information, or if you're happy to approve this. At this stage the approval process is me contacting ELSA confirming this is approved to pay.

Contract extension summary (1 July 2019 to 30 June 2022):

Total contract value \$2,436,000

Total paid to date \$ 812,000

Remaining balance \$ 1,624,000

Purchase order# WK700006575

Key Objectives:

- All kura and schools have access to quality advice and support for digital safety and security
- Educate – to increase online safety capability and awareness in schools
- Respond – reduce harm when negative incidents occur – receive, assess and investigate online safety queries and reports; provide advice and or/refer to other agencies
- Advise – provide advice to the Ministry on policies and guidance related to digital safety issues, provide SME on digital challenges.

NetSafe report progress this quarter:

- Netsafe had 200 requests for direct support from a total of 122 schools/kura and ECE, across all services (i.e., requests for presentations, advice and incident response), a significant rise from last quarter.

Educate

- Netsafe continues to work alongside the NZ Police and Core Education to ensure that the online safety themes and guidance provided to schools in the Police Keeping Ourselves Safe program is in line with what Netsafe understands to be best practice in online safety education for young people.
- Two Netsafe LIVE events were hosted in schools. Other events were scheduled during this quarter, however were postponed due to COVID-19 restrictions.

Respond

- Secondary schools continue to represent significantly in incident report figures with 61% of incidents reported by secondary schools (cf. population of 14%).
- Overall response numbers are stable and in line with the equivalent quarter in 2019.

- Both Incident reports and questions from schools were in the majority focused on cybersafety issues, reversing a trend over previous quarters which showed a significant rise in capability enquiries. Netsafe continue to monitor this.
- 12 schools contacted Netsafe for incident response services this quarter who did not wish identify the school they were calling from

Advise

- Netsafe continues to collaborate with N4L, CERT NZ and the Police Youth Education Service as cross-sector partners/agencies.
- Netsafe has provided advice and guidance to the N4L as part of the development of their Safe and Secure program
- Netsafe provided guidance to MoE and other parties regarding a viral suicide video.

Next steps:

- Milestone 18 quarterly report due 10 January 2020.

Ngā mihi
Josh

Josh Cookson | Senior Adviser | School Support
DDI +6444395375

From: Sean Lyons s 9(2)(a) OIA
Sent: Tuesday, 3 November 2020 10:19
To: Josh Cookson <Josh.Cookson@education.govt.nz>
Subject: Quarterly Report

Hello Josh,

s 9(2)(a) OIA

Please find attached the report and invoice for Q5, any questions, please let me know.

Sean.

Sean Lyons | Director of Education & Engagement | s 6(c) OIA | Netsafe | www.netsafe.org.nz



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Appendix D - A full copy of each report submitted to MoE by Netsafe for the past 12 months ending today's date, including the most recent report;

#	Title	Decision on release
1	Netsafe MOE Milestone Digital Safety and Security Services QUARTERLY REPORT 2 2019 OCTOBER – DECEMBER 2019	Release in part. Some information withheld under Section 9(2)(a) of the Act.
2	Netsafe MOE Milestone Digital Safety and Security Services QUARTERLY REPORT 3 2020 JANUARY - MARCH 2020	Release in full.
3	Netsafe MOE Milestone Digital Safety and Security Services QUARTERLY REPORT 4 2020 APRIL - JUNE 2020	Release in full.
4	Netsafe MOE Milestone Digital Safety and Security Services QUARTERLY REPORT 5 2020 JULY - SEPTEMBER 2020	Release in full.

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Digital Safety and Security Services

QUARTERLY REPORT 2 2019

OCTOBER – DECEMBER 2018



Digital Safety and Security Services | Quarterly Report 2 2019

Programme outcomes

The overarching outcome for the Netsafe agreement is to ensure that:

All New Zealand Māori medium kura and schools and their communities have access to quality advice and support for digital safety and security.

To achieve this, Netsafe provides the following three types of services directly and indirectly to kura and schools:

1. To educate

Result | Increased kura and schools' online capability and awareness.

Approach description:

- a) Delivering Netsafe educational content and services directly to kura and schools as well as their communities;
- b) Working with partners to support the development of the partners' content and services for kura and schools (i.e. Netsafe delivers indirectly).

2. To respond

Result | Harm is reduced when negative incidents occur.

Approach description:

- a) Receiving, assessing and investigating online safety and security queries;
- b) Providing direct assistance through advice/referral to other agencies.

3. To advise

Result | Strong online safety support to kura and schools

Approach description:

- a) Providing advice to the Ministry on policies and guidance related to digital safety issues;
- b) Providing cross-sector subject matter expertise on tackling digital challenges;
- c) Collaborating to develop or exchange educational resources

Executive summary

This report describes the activities and outcomes under the agreement between Netsafe and the Ministry of Education during October - December 2019. In this quarter:

Overview

- Netsafe had 102 requests for direct support from a total of 90 schools/kura and ECE, across all services (i.e., requests for presentations, advice and incident response), up from last quarter.

Educate

- Netsafe's attendance at the uLearn conference saw our best attended workshop sessions in recent years. Worth specific note are the "Porn and other harmful material" panel and the workshop with Papatoetoe High School and Wellington College on developing a safe online environment.

Respond

- Secondary schools continue to represent significantly in incident report figures with 51% (slightly down on last quarter) of incidents reported by secondary schools (cf. population of 14%).
- Overall response numbers are down but are in line with the equivalent quarter in 2018.
- Both Incident reports and questions from schools were in the majority focused on cybersafety issues, reversing a trend over the last 2 quarters which showed a significant rise in capability enquiries. We will continue to monitor this.

Advise

- Netsafe continues to collaborate with N4L & CERT NZ as cross-sector partners / agencies.

Narrative report: 'How many' and 'How well'

1. Overview

This narrative section of the report summarises the trends, success and impacts from the period including partners with whom Netsafe has worked. It is organised around the three key services in the agreement - Educate, Respond and Advise. It describes **how many** trackable interactions¹ we have had with the sector, **how well** we provided various services and **how the schools are better off**.

INCIDENT REPORTS, QUESTIONS AND REQUESTS

Across New Zealand, in this quarter, Netsafe engaged² with a total of 114 schools across New Zealand. Of these, Netsafe received 102 requests for direct support³ from a total of 90 schools/kura.

Chart 1 shows the total number of contact types received from schools by region, and Chart 2 by sector. Note that separate charts are provided later in this report for the different types of contact with schools.

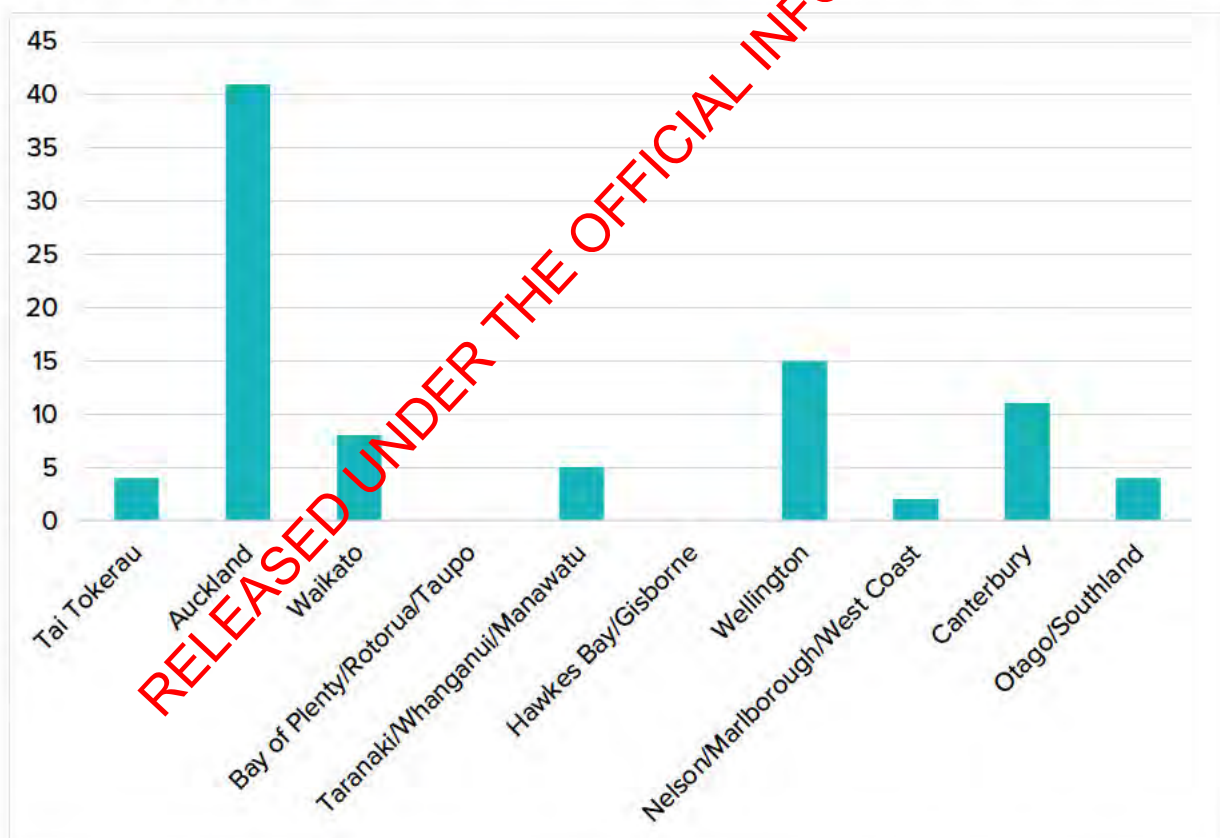


Chart 1: Incidents, questions and requests; number of engagements with schools/kura across Ministry regions (N=90)

¹ This excludes schools accessing online resources.

² Responding to questions, requests for presentations and incidents; providing customised workshops, and attending Netsafe LIVE events.

³ Request for presentation, advice or incident response support.

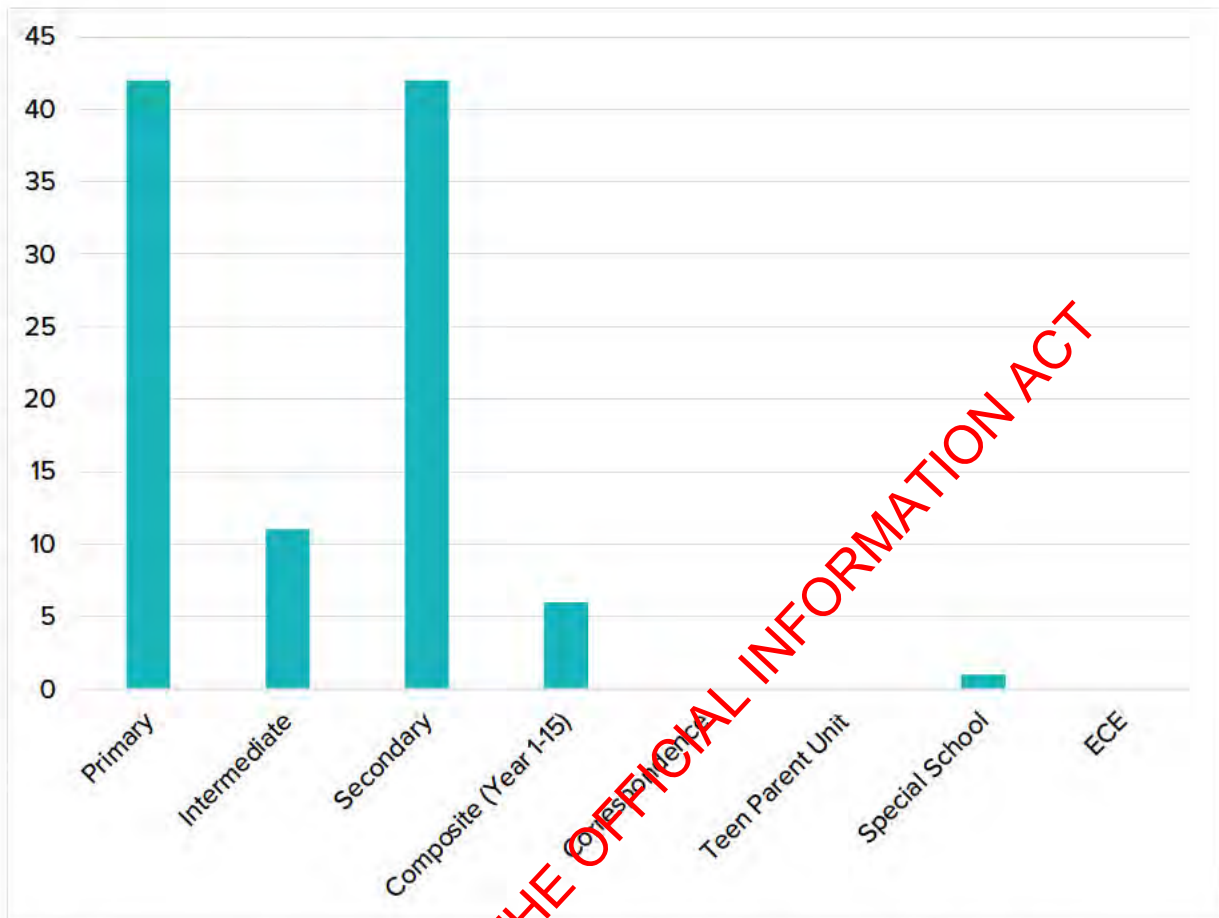


Chart 2: Incidents, questions and requests for presentations; engagements with schools/kura by school type (n=90)

Chart 2a shows a comparison of the percentage of different school types contacting Netsafe with the total population.

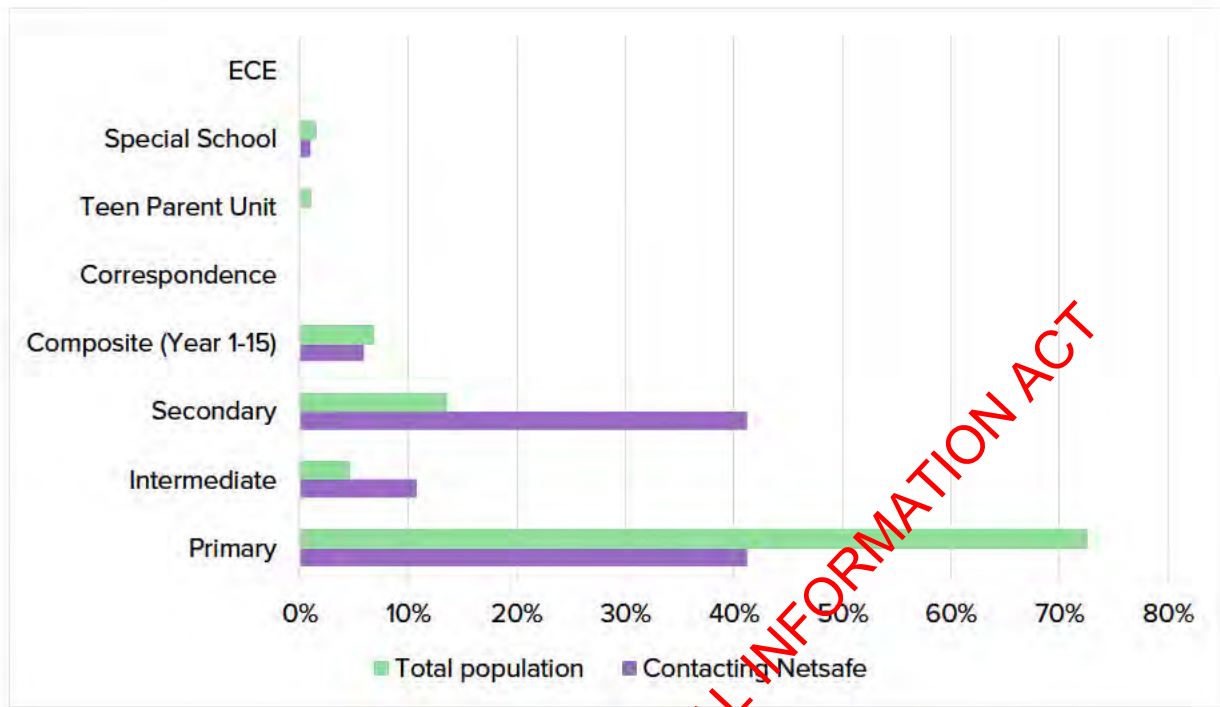


Chart 2a: Percentage of different school types contacting Netsafe compared to the total population of those types of schools (n=2529⁴)

⁴ Total number of schools/kura in July 2017 roll return

NETSAFE LIVE

The Netsafe LIVE request events are delivered in response to an approach from clusters of schools, while the scheduled events are planned to be delivered to the regional areas that are less likely to engage with Netsafe. Both types are free to attend. The attendance at these events is reported separately to customised face-to-face services.

Netsafe did not host any Netsafe LIVE events during Q2

ULEARN 2019

This year uLearn was held in Rotorua. It attracted around 1100+ attendees along with a number of organisations who showcased their wares in the Events Centre.

Netsafe attends uLearn conference yearly, with an understanding that having a presence each year is important not only to our organisation but also to our key education stakeholders.

This year, Netsafe offered three breakout sessions for attendees. As well as offering a standard 'Netsafe Schools' session for leaders and teachers, we also invited teachers from two Netsafe Schools to share their online safety development processes – what they have done in their schools, what worked and problems they faced along the way.

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Our final session saw us hosting a panel discussion focussed on pornography and other harmful content young people are accessing. Discussions were robust and enlightening...and 60 minutes was clearly not long enough. The panel, hosted by Anjie, included Sean Lyons,

s 9(2)(a) OIA
s 9(2)(a) OIA

s 9(2)(a) OIA

s 9(2)(a) OIA

Sean s 9(2)(a) OIA

The team prepared an outstanding booth with simple images and Netsafe Schools whakatauki and shield taking prominence. The location was perfect with many educators channelling past Netsafe's booth to access kai and coffee.

The objective for Netsafe's participation in the conference was to bring Netsafe Schools to the forefront and to engage in rich conversations with schools. As a result, great connections were made and good conversations had and we can now go about ensuring that those schools have the best possible experience as we draw them into the Netsafe Schools community.

CUSTOMISED FACE-TO-FACE SERVICES

This section provides information on the customised face-to-face activity requested by and delivered to schools. See Appendix C for definitions.

Table 1b: Number of locations visited and sessions completed for schools and other organisations

	# Locations	# Sessions
Schools	12	16
Other organisations	7	8
Total	19	24

Table 2: Number of organisations represented, staff and/or parents attending sessions delivered to schools and other organisations

	# Organisations	# Staff	# Parents
Schools	12	88	38
Other	0	89	0
Total	12	177	38

Table 3: Breakdown of sector of the hosting schools (n=12)

Sector	# Locations
Primary	6
Intermediate	0
Secondary	3
Special School	0
Composite (TKKM)	3

Table 4: Breakdown of the region locating the host school

Region	# Locations	% of regional locations visited by Netsafe	% population of schools in regional locations visited
Auckland	4	33%	22%
Canterbury	1	8%	11%
Otago/Southland	1	8%	9%
Taranaki/Whanganui/Manawatu	0	0%	9%
Wellington	3	25%	11%
Tai Tokerau	0	0	6%
Waikato	1	8%	11%
Hawkes Bay/Gisborne	1	8%	7%
Nelson/Marlborough/West Coast	0	0	5%
Bay of Plenty/Rotorua/Taupo	1	8%	7%
Total	12	100%	

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BREAKDOWN OF DIRECT CONTACTS BY CATEGORY

Chart 3 highlights the continued focus on cybersafety concerns across direct contacts with schools. Charts 4-6 show the breakdown of category by contact type.

The focus of the direct contact that Netsafe has with schools continues to be around schools cybersafety concerns. Chart 8b gives some context as to the types of incidents and questions that Netsafe receives covering a wide range of cybersafety issues⁵.

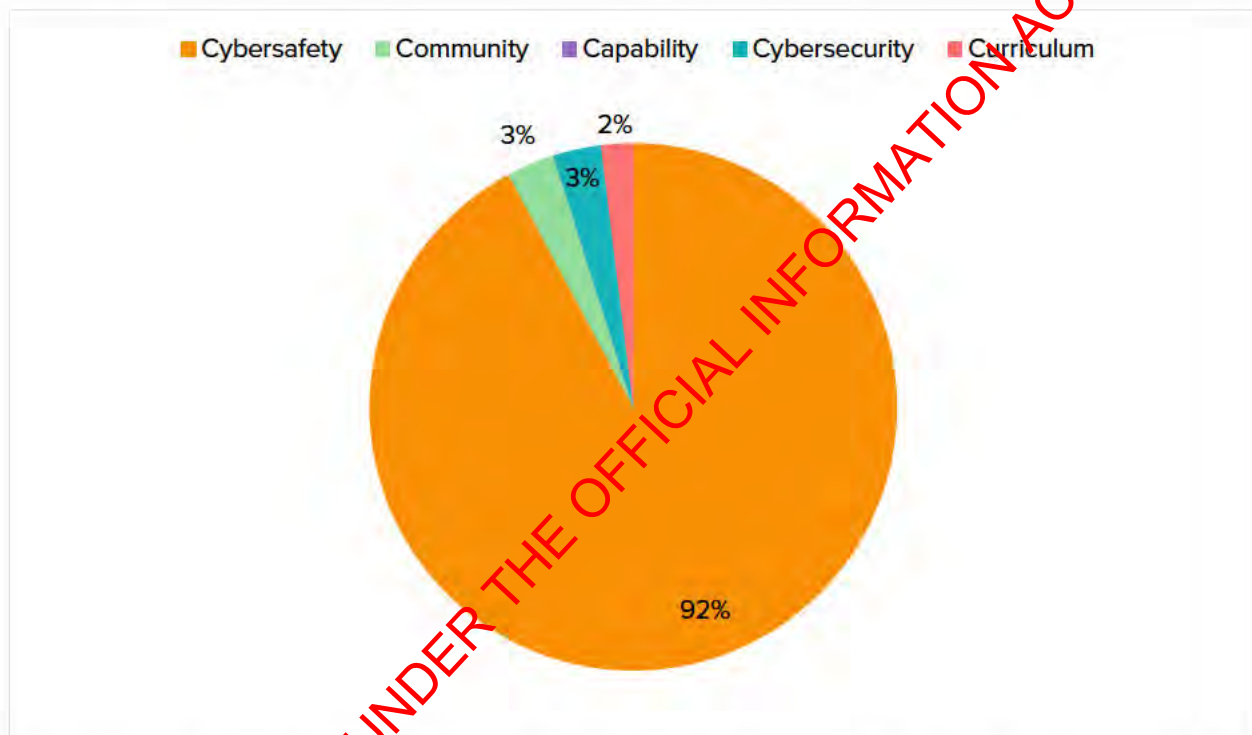


Chart 3: Total Incident reports, questions and requests for presentations from schools/kura by category

⁵ Notes supporting interpretation of the categorisation in this section can be found in Appendix C.



Chart 4: Incident reports from schools/kura by category

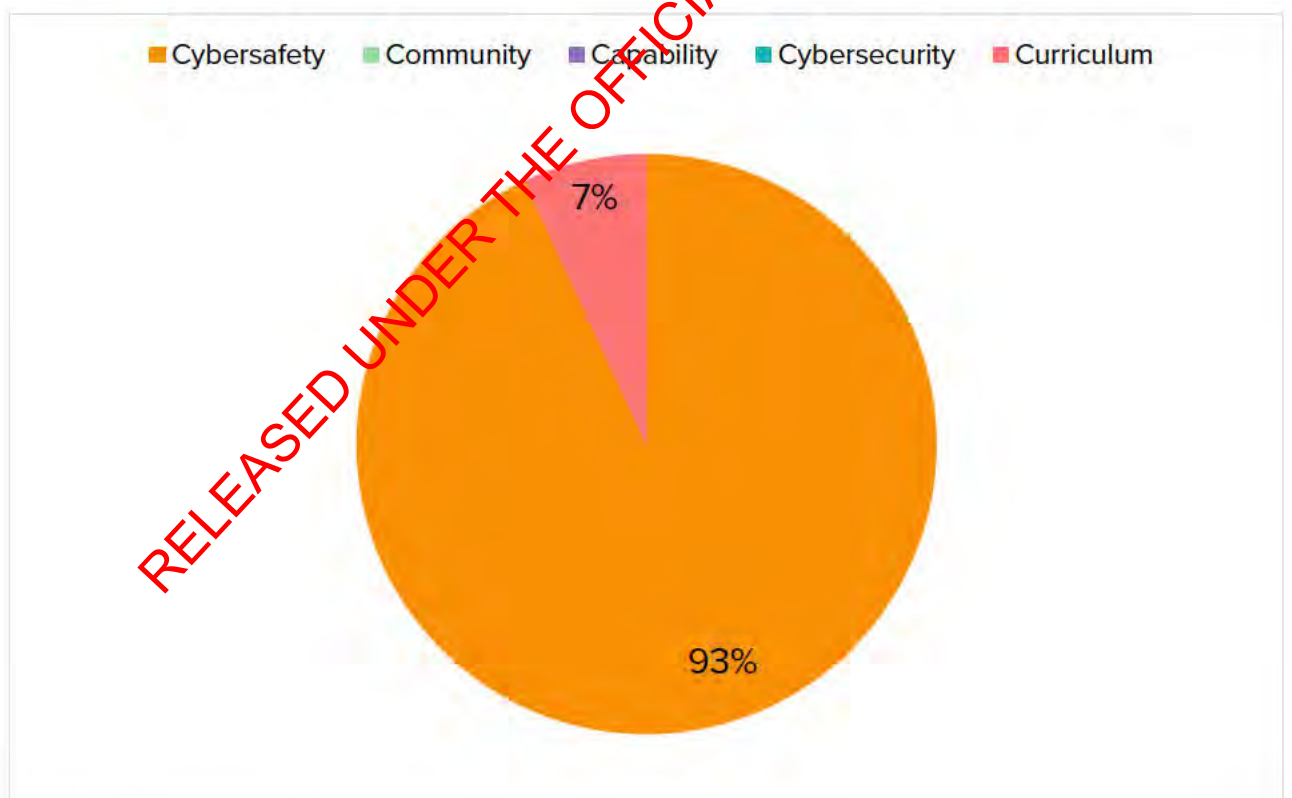


Chart 5: Questions from schools/kura by category

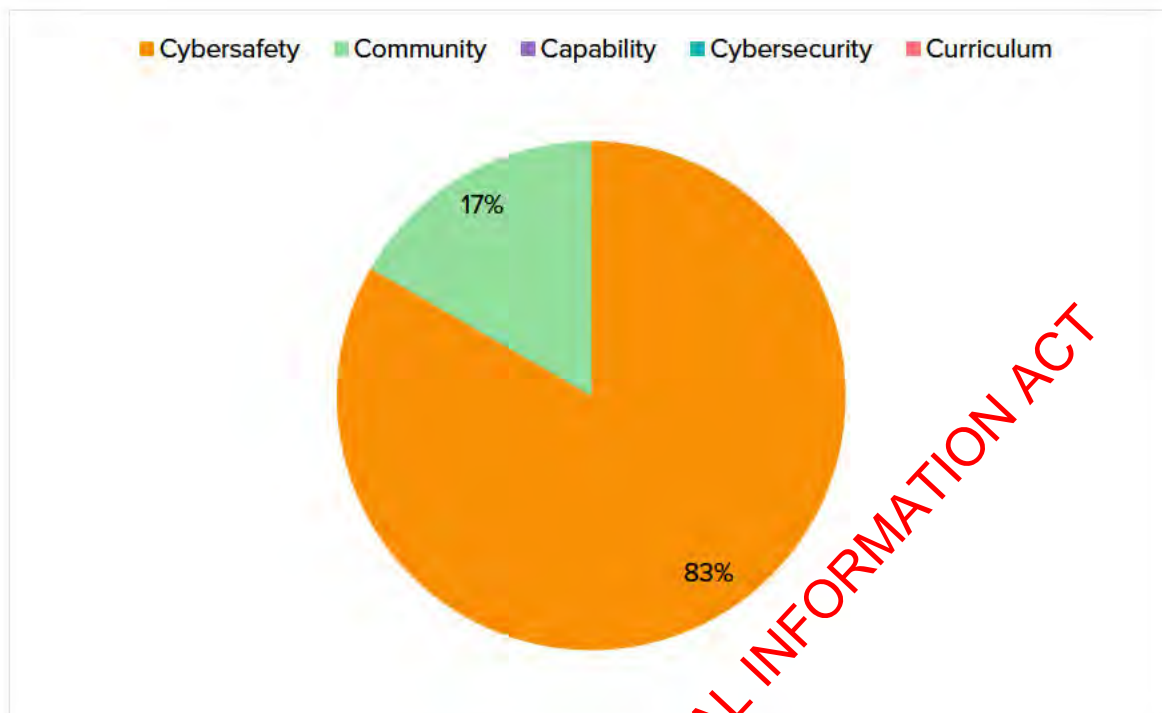


Chart 6: Requests for presentations from schools/kura by category

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2. Educate

2A. DIRECT SERVICES | HOW MANY?

Netsafe has provided direct advice to 90 schools in response to queries, requests or reports made to its contact centre and to 12 via customised face-to-face services delivered to schools and their communities. Refer to Appendix B for examples of face-to-face activity in schools.

DIRECT SUPPORT | VOLUMES AND TYPES OF REQUEST

In total, Netsafe provided direct support (via emails, phone calls and presentations) to 102 schools, kura and other institution types in October - December 2019. Table 6 shows the breakdown of contact by type. Table 7 provides an initial look at the frequency with which schools requested support during this quarter.

Table 6: Direct engagements by type (October – December 2019)

Contact centre	# contacts	# schools ⁶	Total # schools ⁷
Questions	29	26	90
Request for presentation/workshop	18	15	
Incident reports	55	53	
Face-to-face	# locations	# schools	Total # schools
Customised F-2-F delivery	12	12	12
Netsafe LIVE	0	0	0
			102

⁶ Note, some schools contacted Netsafe more than once, and sometimes, for different reasons. This counts the number of schools that contacted Netsafe at least once in each of the categories. This means that some schools will be counted more than once. Therefore, this total may not equal the *Total # schools*

⁷ Note, this is the total number of schools that contacted Netsafe at least once. This counts each school only once. Therefore, the total may not equal the sum of *# schools* for the contact centre categories.

	Number of times schools contacted Netsafe				
	x1	x2	x3	x4	x5
Number of schools	90	9	2	1	0
% of schools	100%	10%	2%	1%	0%

Table 7: Indication of the number of times schools contacted Netsafe (October-December 2019) (n=90)

Chart 7 shows the number of questions directed at Netsafe by school type and the focus of that contact.

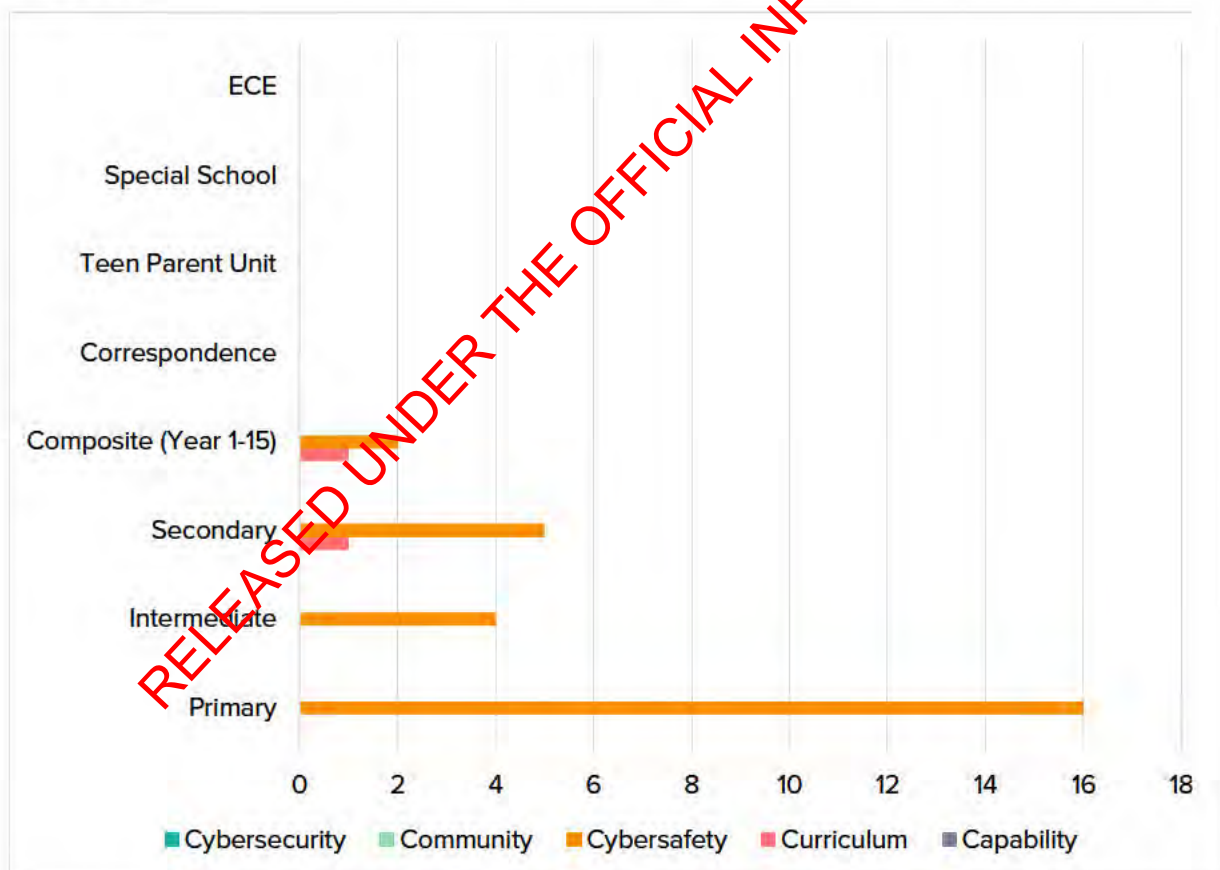


Chart 7: Number of questions by school type and focus of their enquiry (n=29)

2B. DIRECT SERVICES | HOW WELL?

In this quarter, 20 schools who received customised face-to-face services (excluding Netsafe LIVE) from Netsafe responded to its 'immediate satisfaction' survey.

General feedback from the survey and follow-up emails included:

We are trying to ensure that we provide our parent community with support and information around good practice and our Netsafe presenter [...] did a fantastic job with this. Lots of good parental feedback and a resource that we can use to keep reminding parents

It was perfect for what we wanted.

ALL FEEDBACK FROM PARENTS AND STAFF WAS BRILLIANT.

very helpful and informative our team enjoyed the session and they all reported taking away different things.

Thanks so much for talking with us. The students found it really helpful. Nice to hear from someone in the industry rather than me.

Thank you so much ... Your presentation reminded us of the importance of educating the whole school learning community about digital citizenship and not just the students.

Thanks for making the time for us!

Thank you so much for your presentation, it was fabulous!

Thanks so much for the presentation last night, and also the session you did with the staff. Personally I found it very helpful, it opened my eyes to some of the things that occur in the online world, it gave me the confidence to be proactive with my children and it alerted me to the support available to us all if we need it. So I'm thankful for all that and I'm sure it will prove valuable. Feedback from staff and parents has been very positive also.

Thanks again for your great work

INDIRECT SERVICES | HOW MANY?

ONLINE ENGAGEMENT - THE NETSAFE SCHOOLS WEBSITE

The total page views for the Oct – Dec quarter was 17,314 which is slightly down from the previous quarter, and the total number of users was 4031. Visitors to The Kit spent an average of 2.48 minutes on the site with each user visiting an average of 3.11 pages

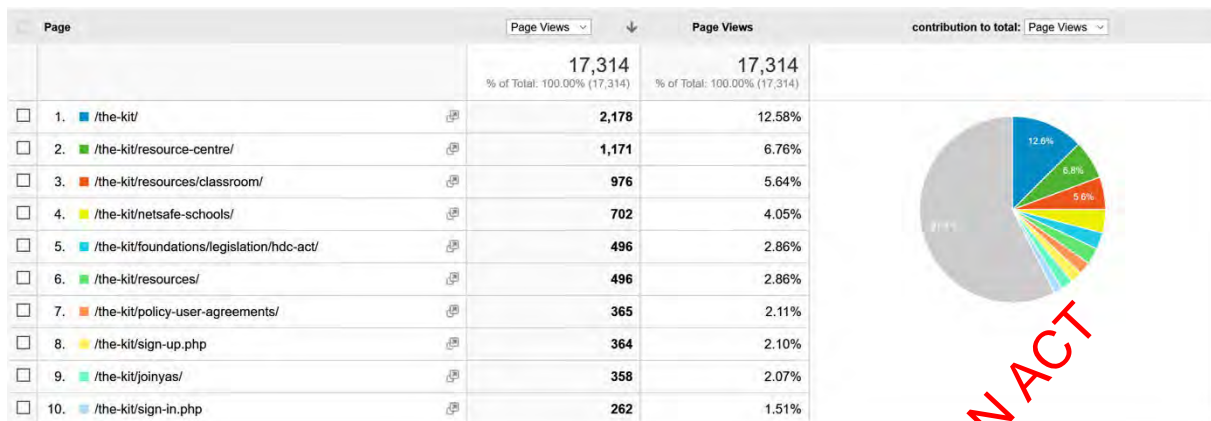


Chart 8: Most-accessed content on The Kit by page view (Oct-Dec 2019)

MEDIA COVERAGE INVOLVING STORIES ABOUT SCHOOLS

This quarter Netsafe was mentioned in 233 media items reaching an audience of approximately 6.14 million with an Advertising Space Rate equivalent of \$966,637. Most of the media coverage was online and in newspapers, but the figures represent all broadcasting and publication media that included aspects of Netsafe's work. Listed below are examples of online safety media specifically related to the education sector.

Selected examples of media items relevant to school aged children:

October:

- Name and shame teenage website shut down
- Constable's cyber-safety message
- Netsafe research indicates age groups of children using social media jumps between 12 and 14yo

November:

- Keep kids safe online
- Waikato teen violently beaten in horrific school bullying video
- Have body boundaries discussion
- Resources to help ensure your children's wellbeing
- Police says online impostors targeting Kiwi kids is a continuing problem after two girls from Hawke's Bay were caught up in the
- Interview with Netsafe Engagement Director Sean Lyons about the children falling victim to a global sex abuse network and NZ Police's cracking down on predatory behaviour.
- TikTok: The app that has kids skipping school to try to become celebrities
- Kids targeted online
- Student scraps uploaded to website
- Child porn hits Kiwi families

December:

- Should teachers be able to post on social media about their students?
- Netsafe CEO Martin Cocker calls for a law change on what teachers can post of their pupils on social media.
- Should What Now be encouraging kids to use Instagram?
- More young people are meeting online friends in person
- When cyber friends turn real
- What can I do if I'm being bullied online?
- Survey shows 40 per cent of Kiwi teens contact strangers online
- Kids take net risks

3. Respond

3A. RESPONSE SERVICES | HOW MANY?

Incidents vary in their complexity and their mode of reporting. They are often fast-moving and urgent, with schools, parents, and sometimes students seeking fast redress. Those who contact us can be upset, stressed or angry; not all leave contact details, preferring to remain anonymous.

In this quarter, Netsafe received 55 incident reports of digital challenge from across the education sector. Chart 9 shows the incident reports directed at Netsafe by school type and the focus of that contact.

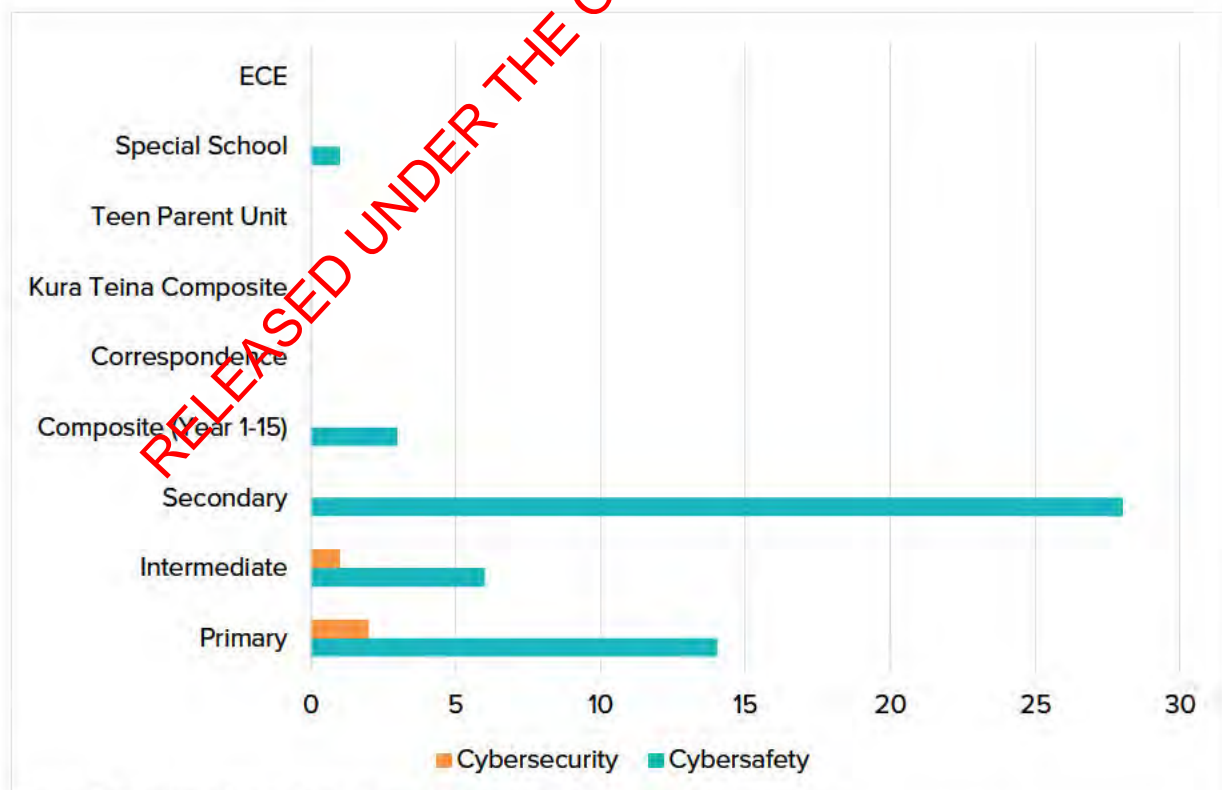


Chart 9: Types of incidents by schools reported (n=55)

In line with the established pattern, the secondary sector is disproportionately represented in the number of reported cybersafety incidents (51% of incidents reported compared to 14% of schools in the total population).

The types of incident reported can be broken down further into categories, see table 8a. Examples of the subjects of incident reports in this quarter are provided in table 8b.

Incident type	# of incident type	% of total
Cybersecurity		
Fraud	0	0%
Information security	0	0%
System security	3	100%
Cybersafety		
Copyright	0	0%
Access to content (e.g., sexual, violent or gore)	8	15%
Creation of content (e.g., sexual, violent)	11	21%
Communication related content (e.g., threats, sexual harassment)	33	63%
Total	52	100%

Table 8a: Types of cybersecurity and cybersafety incident report to Netsafe (Oct - Dec 2019) (n=55)

Table 8b: Examples of the subjects of incidents reported to Netsafe (Oct- Dec 2019)

<p>Creation of content</p>	<ul style="list-style-type: none"> • Harmful post shared on Instagram - Students head superimposed onto naked male torso • 9 yr old student creating and sharing explicit animated content using another student's name on YouTube and Scratch • Instagram account created and sharing harmful content aimed at students • Fake school page on Instagram created and posting harmful content aimed at individuals including the principal • Anonymous page created on IG sharing derogatory comments about students • Relief teacher videoed students and uploaded content on to YouTube • A school fight page has been created on Instagram by a student • Young person sharing self-harm content online • Seeking advice around fake Instagram accounts inciting violence and how to involve parents in resolution • School fights being videoed and posted on TikTok • School fight filmed and shared on Instagram • School fight page created on Instagram and sharing school fight videos • Fake Instagram account created using school logo and name
<p>Communication related content</p>	<ul style="list-style-type: none"> • Students sending inappropriate pictures of animals to another student • 12 year old student sending harmful comments to another student via TikTok and Instagram • Parents posting comments on Facebook about the school and staff • Anonymous pages on Instagram sharing rumours about students, leading to threats of physical harm • Harmful post made by student on Instagram aimed at another vulnerable student • Anonymous Instagram account sharing rumours about students which is leading to physical altercations • 11 and 12 yr old boys sharing naked images of another student on Instagram • Anonymous Wixsite page posting rumours about students • Student in protective care sharing images online

	<ul style="list-style-type: none"> • Vulnerable student sharing intimate images with others online and discussing self-harm • Nude images of a student being shared on Reddit by ex-boyfriend • Instagram account being used to bully students • Images shared online of students naked and under the influence of substances • An Instagram account has been set up and is sharing 'gossip' and bullying comments • Anonymous Instagram account posting rumours about a staff member and a student • Year 9 students post threats to "shoot up the school" on gaming platform • Anonymous Instagram account sharing rumours and gossip about students and the school • Disgruntled parent posting defamatory comments about school and principal on Facebook • 12-13yr olds emailing inappropriate messages and content to one another • School warned by SCO to block unknown person from school Facebook page • School concerned about unknown person following school Facebook page • Instagram page set up in school's name and bullying other students • Student receiving anonymous threats on Instagram • Naked images of student shared on Instagram • Students sharing naked images via Snapchat • 13 year old student sharing naked images and these have been on-shared • 12 year old student sharing naked images which have then been shared with others • Disgruntled parent posting negative comments about the school on Facebook and sending out emails to parents • 10 year old year 6 students sharing nudes on Instagram • Unknown account making false allegations about a teacher • Inappropriate emails sent from a student's school email account • Posts made about principal on Facebook • Facebook and Instagram accounts posting harmful content about students and staff • Image of student shared on Instagram without her consent
--	--

Access to content

- Student accessing Chch footage and child sex abuse material at school using a VPN and TOR browse
- Advice regarding a student accessing inappropriate YouTube content at school
- Student inadvertently accessed graphic and violent content
- Student hacked another student's Instagram account
- Students accessing pornography when searching online
- Students accessing graphic content at home and then sharing with students at school
- Parents concerned about what students are accessing at school and questioning schools' use of google accounts
- Online search result for school includes redirects to Malaysian Porn website
- Mass email sent to students including links to adult content
- Students accessing "Sugar Daddy" website and engaging in risky behaviour
- Student concerned about potentially illegal content being shared on Instagram

3.B RESPONSE SERVICES | HOW WELL?

SCHOOLS' SATISFACTION WITH SERVICE

When an incident is resolved an 'immediate satisfaction' survey is sent to the school. In this quarter, 10 schools who reported incidents responded to the survey, representing 10% of engagements; lower than the previous quarter. Survey results indicate a Net Promoter Score⁸ of +80.

Feedback comments in the survey include:

Really appreciated having someone to talk to rather than online contact. Many thanks

I could not get access to the on-line material that was of concern to me, so could not provide evidence to Netsafe. Because of this I was not able to progress this further.

Very friendly to use, and keep in constant contact to let you know where you are at

⁸ Global Benchmark is +38

I really appreciate your service. Thank you so much

4. Advise

4A. ADVISORY SERVICES | HOW MUCH?

COLLABORATIONS WITH THIRD-PARTY PARTNERS AND ORGANISATIONS

During the quarter, Netsafe presented to/met with the following organisation(s) that support young people:-

- NZ Police – provided session for School Community Officers (Otago team)
- uLearn 2019 (Rotorua) – provided three sessions/ workshops for attendees
- ChildMatters (Auckland and Christchurch) – provided workshops for Diploma in Child Protection students
- Oranga Tamariki (Hamilton) – provided workshop for staff
- Safe Network (Hamilton) – facilitated workshop for staff - social workers, youth workers and counsellors working with young people and their whānau
- Peace Foundation – provided workshop for facilitators from across New Zealand

Feedback received

thank you for supporting the New Zealand Diploma in Child Protection

It was fantastic, we learned so much!

Thank YOU! ... we really couldn't run our diploma in the way we do without the support of our guest speakers that add another level of knowledge, conversation and learning.

Thank you so much for your presentation, it was fabulous!

Impact: Is anyone better off?

This section describes how Netsafe's advice and support helped schools and kura to make sustainable improvements to how they manage digital safety and security.

EDUCATE

In terms of the impact of Netsafe's services to the sector, sampling surveys sent out three weeks after face-to-face engagements indicate that Netsafe's intervention encouraged 97% of schools to take new actions towards planning for safe learning environments.

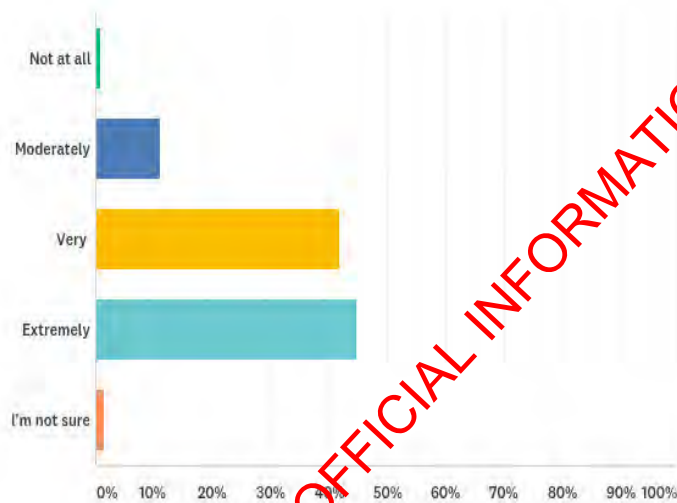


Chart 10: How far did Netsafe's advice help you take new actions towards a safer learning environment across your school?

RESPOND

In terms of the impact of our incident management service, 10 schools replied to the 'immediate satisfaction' survey (also see *3.b Response services / How well?*). Of these:-

- 100% indicated that after Netsafe's support they felt confident what to do next.

Looking ahead (Jan - March 2020)

Looking ahead to the next quarter (Jan - March 2020), there are a number of areas in which Netsafe will focus its support for the education sector:

Educate

- Launch the Auckland pilot for Netsafe's YAS programme (Jan 2020)
- Continue to provide Netsafe LIVE events across the country, including Ruawhai/ Dargaville, Taipa and possibly Balclutha, Dunedin and Otorohanga.
- Share Netsafe messaging for schools and those who work with young people through conference and other speaking opportunities including BLENNZ National Conference.
- Continue to work in collaboration with other agencies who support schools, young people and their families including the School Community Officers, regional MoE offices and N4L.
- Continue to develop resources to support schools, educators, young people and their families, including resources specifically to support professional development for teachers and peer-learning resources for students.
- Continue to update information and resources on the Netsafe Schools website including 'spotlighting' schools who have joined the Netsafe Schools programme and who are trialling new initiative and approaches.

Respond

- Ongoing support for schools using the Netsafe Schools programme resources.
- Ongoing support for schools as they manage online incidents.

Appendix B | Example of support provided to schools

1. Respond.

This example highlights how Netsafe works with schools providing support and information to help them navigate online safety challenges. It also reflects the way Netsafe supports the New Zealand Police, especially the School Community Officers (SCOs).

THE CONTEXT

Netsafe was contacted by a number of schools regarding an alert they had received from a local school community officer. The alert involved a suspicious Facebook account that had 'liked' over 230 New Zealand schools in the region. The account had not only followed schools but had also posted a number of images of young peoples' feet, suggesting the person behind the account was interested in youth. The schools who connected with Netsafe were looking for instructions on blocking accounts etc.

NETSAFE'S SUPPORT

Netsafe connected directly the school community officer to gather more information – they had been alerted by another school who had noticed the unknown account and had sought further support from the NZ Police. Netsafe explained that they are unable to expose any private information about platform users however did advise that the police can provide a production order to the social media platforms in order to uncover that information. Netsafe also shared information about how they could assist should there be instances of grooming or approaches made directly to young people. In these cases, Netsafe would be able to explore the situation further.

Netsafe advised the schools to follow Facebook's procedures for blocking accounts and also encouraged them to review their school Facebook accounts' privacy settings to ensure content shared on their page was secure. Schools were also advised to be vigilant and keen a close eye on those people following their school page or seeking access. Schools also need to revisit their consent procedures to ensure they understand what student content they can post/ share on websites and social media platforms.

OUTCOMES

The SCO was keen to understand the best procedure for dealing with such incidents and so Netsafe was able to provide guidance they could share directly with schools should a similar incident occur. This information was also on-shared to other schools and currently Netsafe has received no further reports, including ones of the unknown individual approaching young people directly.

Appendix C | Definitions of terms

1. Education services: Definitions

- **Direct delivery:** Netsafe delivers directly to identifiable clients. Includes liaison with individual schools to provide them with educational support via face-to-face/online presentations; in-community facilitation; response to queries via contact centre; direct provision of resources to support needs. Excludes educational provision to community groups not associated with schools/kura (aka “wider community”)
- **Indirect delivery:** Netsafe delivers to clients through channels where it cannot identify individuals, or through third parties. Includes visitors to the Netsafe website; use of social media channels; or third-party resources e.g., Education Council’s social media for teachers.
- **Meaningful engagement with students and community:** Defined as active engagement with these groups in the strategic planning processes for digital citizenship and cybersafety processes in school/kura
- **Higher order strategies:** Defined as going beyond protective mediation (e.g., filtering, monitoring, policies, user agreements) and/or short-term responses (e.g., one-off presentations) to establish sustained capability building approaches (curriculum design; teacher professional development; community capability) i.e., “active and ongoing”.

2. Response services: Definitions

- **Incidents:** Include requests for support in managing harm, via the contact centre.
- **Referral:** Includes incidents in which Netsafe has involved a third-party organisation to support the school/kura manage the situation e.g. a social media platform to request material is removed.
- A **resolved incident:** If the HDC no longer is harmful and/ or all actions are completed. This is often determined by the school, reflecting their perception that they are now in a position to manage the situation.

3. Advise services: Definitions

- **Ministry managed projects and work streams:** Includes initiatives in which Netsafe works to achieve outcomes agreed with Ministry teams. This includes this agreement which might be informed via meetings, exception reports and emails.
- **Cross-sector projects and work streams:** Includes initiatives in which Netsafe works to achieve defined outcomes agreed with third-party organisations and partners.
- **Partners/organisations collaborated:** Includes those Netsafe works in order to provide advice to the sector with and on behalf of the Ministry. They include:
 - Collaboration with peak bodies e.g. OSAG; BPAG; N4L; Education Council;
 - Collaboration with those who provide content and services to the sector e.g., Google; YouthAid; and

- o Representatives from the sector who work with/in the sector e.g. NZPF, Sticks and Stones.

4. Other definitions

Māori-medium: Netsafe currently uses the Ministry of Education's list of schools⁹ as the reference point for its contacts. This list provides a limited view of the Māori Medium School sector (cf. the Māori Medium Schools directory¹⁰). This means that Netsafe could be providing support to schools offering Māori medium education that it is currently unable to track due to the separation across the Ministry's key datasets¹¹.

Communities of Learning: Netsafe's work with the communities of learning is in the context of providing face-to-face services. As noted previously, while Netsafe may receive reports and questions from schools that are part of a Col they do not identify themselves as such in the context of seeking assistance from Netsafe.

Subject matter categories

Across all services, Netsafe categorises the focus of professional learning and incident response as follows:

- **Capability:** strategic planning; review and evaluation; guidance to grow staff capability; advice to Boards and lead teams; understanding Harmful Digital Communications; policy and use agreements.
- **Curriculum:** provision of resources; curriculum design; learner engagement; students as partners; pedagogy.
- **Community:** Requests to engage community, parents and whānau; engagement with third party agencies.
- **Cybersafety:** Behavioural challenges such as cyberbullying, harmful digital communications. We sub-categorise this by **content** that is *accessed*, *created*, *communicated* and *breaches copyright*.
- **Cybersecurity:** Technical challenges includes network breaches, scams, ransomware, password breaches etc.

Customised face-to-face delivery

Customised face-to-face activity relates to delivery of professional services (e.g., strategic meetings, workshops, presentations to staff or parents) deliver to schools at their request. This activity is delivered on a nominal fee-only basis. For more details:

<https://www.netsafe.org.nz/the-kit/our-services/consultancy-and-workshops/>

Information about customised face-to-face delivery is provided using the following terms:-

- Locations – A place visited to delivered one or more face-to-face activity
- Sessions – Any type of professional service activity delivered face-to-face

⁹ <http://www.educationcounts.govt.nz/data-services/directories/list-of-nz-schools>

¹⁰ <http://www.educationcounts.govt.nz/data-services/directories/maori-medium-schools>

¹¹ Specifically, the 'Type of Māori Medium Education School' data field in the Māori Medium directory

- Types of activity – Either Workshop (workshop or presentation) or Meeting (leadership planning meeting)

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Digital Safety and Security Services

QUARTERLY REPORT 3 2020

JANUARY - MARCH 2020



Digital Safety and Security Services | Quarterly Report 3 2020

Programme outcomes

The overarching outcome for the Netsafe agreement is to ensure that:

All New Zealand Māori medium kura and schools and their communities have access to quality advice and support for digital safety and security.

To achieve this, Netsafe provides the following three types of services directly and indirectly to kura and schools:

1. To educate

Result | Increased kura and schools' online capability and awareness.

Approach description:

- a) Delivering Netsafe educational content and services directly to kura and schools as well as their communities;
- b) Working with partners to support the development of the partners' content and services for kura and schools (i.e. Netsafe delivers indirectly).

2. To respond

Result | Harm is reduced when negative incidents occur.

Approach description:

- a) Receiving, assessing and investigating online safety and security queries;
- b) Providing direct assistance through advice/referral to other agencies.

3. To advise

Result | Strong online safety support to kura and schools

Approach description:

- a) Providing advice to the Ministry on policies and guidance related to digital safety issues;
- b) Providing cross-sector subject matter expertise on tackling digital challenges;
- c) Collaborating to develop or exchange educational resources

Executive summary

This report describes the activities and outcomes under the agreement between Netsafe and the Ministry of Education during January – March 2020. In this quarter:

Overview

- Netsafe had 107 requests for direct support from a total of 88 schools/kura and ECE, across all services (i.e., requests for presentations, advice and incident response), up from last quarter.

Educate

- Netsafe is working alongside the NZ Police and Core Education to ensure that the online safety themes and guidance provided to schools in the Police Keeping Ourselves Safe programme is in line with what Netsafe understands to be best practice in online safety education for young people
- Netsafe YAS programme has taken on 35 young people from schools across Auckland in the first phase of the programme expansion for 2020. The YAS members have begun to facilitate learning modules in their schools.

Respond

- Secondary schools continue to represent significantly in incident report figures with 61% of incidents reported by secondary schools (cf. population of 14%).
- Overall response numbers are stable and in line with the equivalent quarter in 2019.
- Both Incident reports and questions from schools were in the majority focused on cybersafety issues, reversing a trend over previous quarters which showed a significant rise in capability enquiries. We will continue to monitor this.

Advise

- Netsafe continues to collaborate with N4L, CERT NZ and the Police Youth Education Service as cross-sector partners / agencies.

Narrative report: 'How many' and 'How well'

1. Overview

This narrative section of the report summarises the trends, success and impacts from the period including partners with whom Netsafe has worked. It is organised around the three key services in the agreement - Educate, Respond and Advise. It describes **how many** trackable interactions¹ we have had with the sector, **how well** we provided various services and **how the schools are better off**.

INCIDENT REPORTS, QUESTIONS AND REQUESTS

Across New Zealand, in this quarter, Netsafe engaged² with a total of 111 schools across New Zealand. Of these, Netsafe received 107 requests for direct support³ from a total of 88 schools/kura.

Chart 1 shows the total number of contact types received from schools by region, and Chart 2 by sector. Note that separate charts are provided later in this report for the different types of contact with schools.

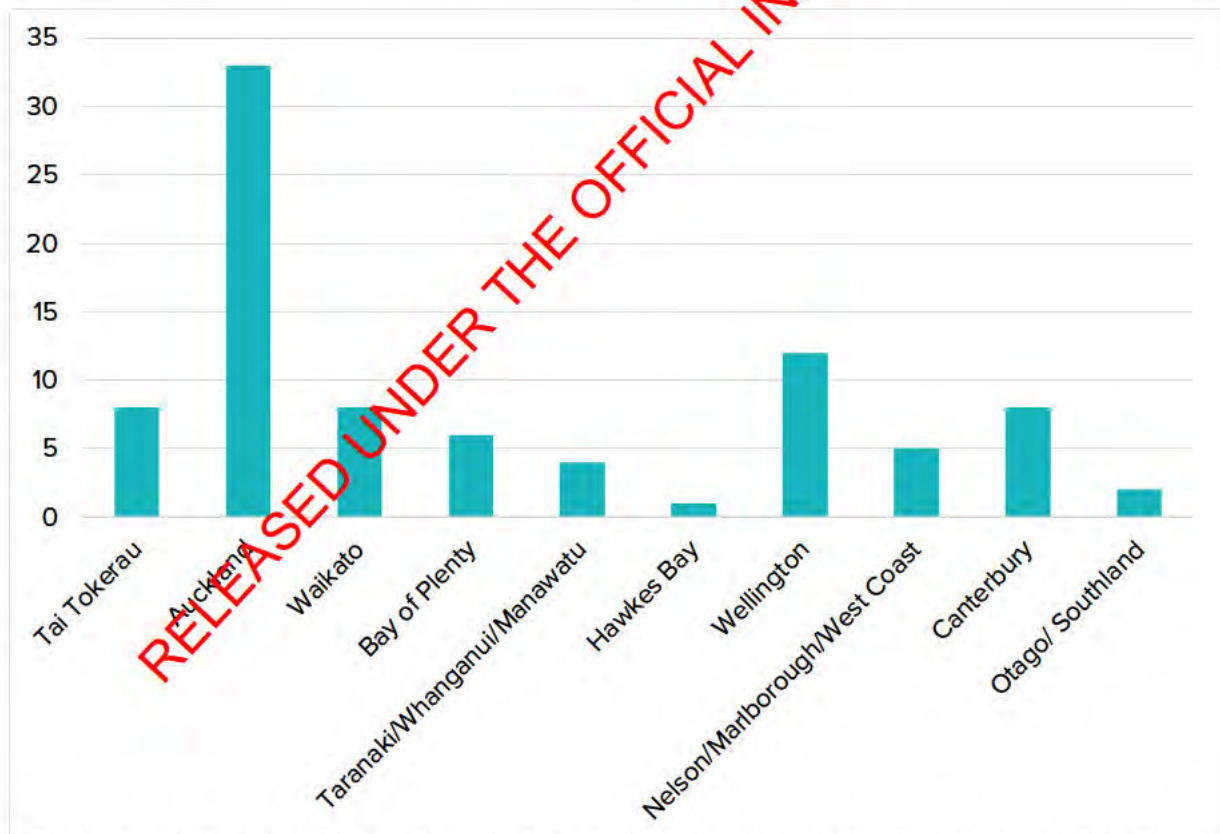


Chart 1: Incidents, questions and requests; number of engagements with schools/kura across Ministry regions (N=88)

¹ This excludes schools accessing online resources.

² Responding to questions, requests for presentations and incidents; providing customised workshops, and attending Netsafe LIVE events.

³ Request for presentation, advice or incident response support.

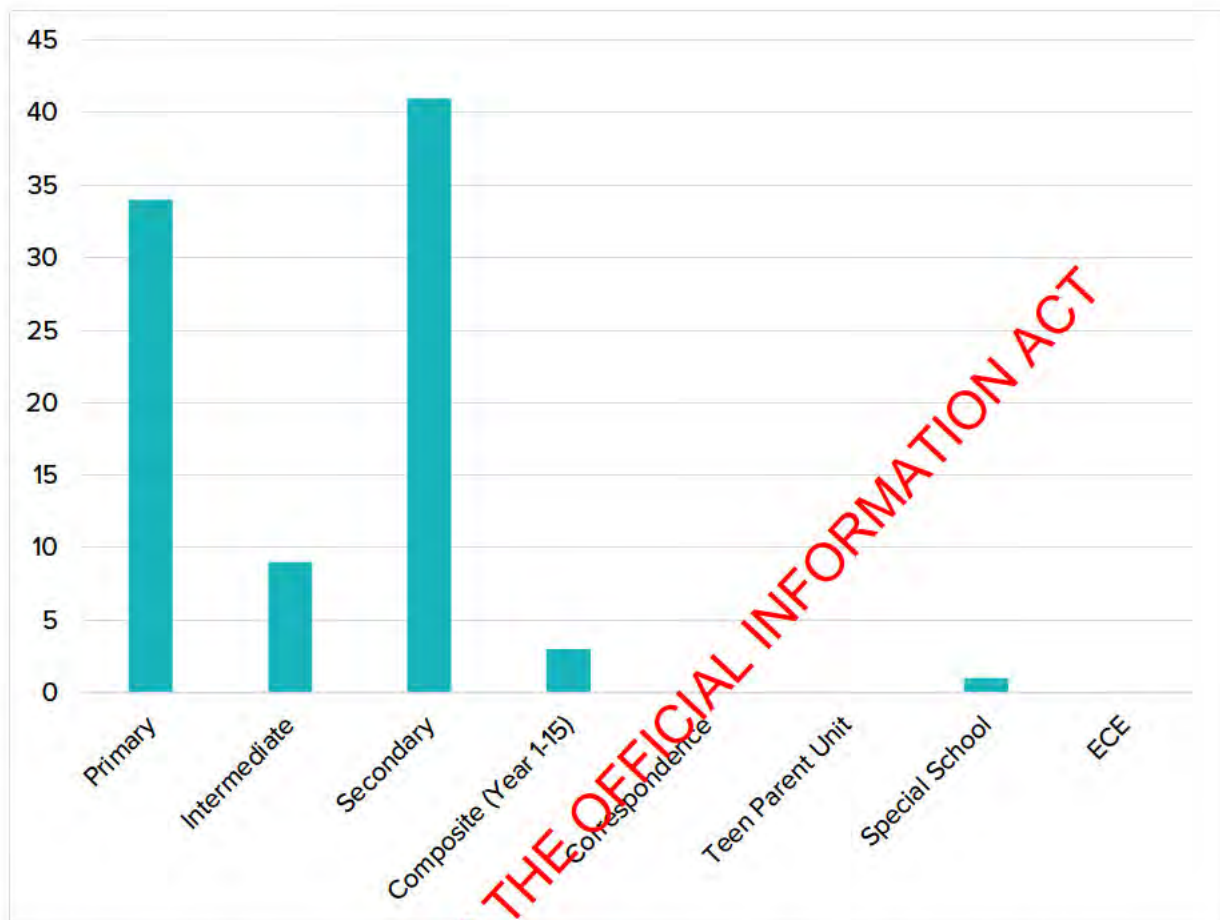


Chart 2: Incidents, questions and requests for presentations; engagements with schools/kura by school type (n=88)

Chart 2a shows a comparison of the percentage of different school types contacting Netsafe with the total population.

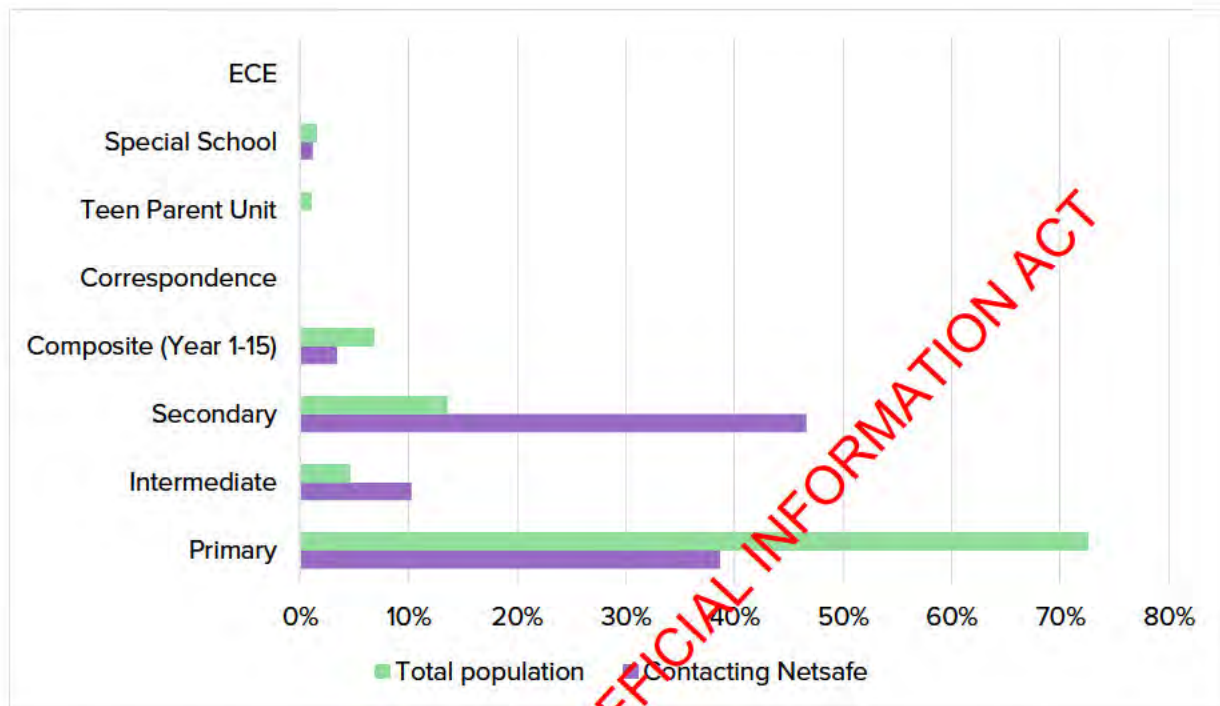


Chart 2a: Percentage of different school types contacting Netsafe compared to the total population of those types of schools (n=2529⁴)

⁴ Total number of schools/kura in July 2017 roll return

NETSAFE LIVE

The Netsafe LIVE request events are delivered in response to an approach from clusters of schools, while the scheduled events are planned to be delivered to the regional areas that are less likely to engage with Netsafe. Both types are free to attend. The attendance at these events is reported separately to customised face-to-face services.

In Q3 hosted one Netsafe LIVE event at Ruawai College, Tai Tokerau. The event was requested and stemmed out of the College principal's attendance at Netsafe LIVE Whangarei. She was keen for her local schools to also receive online safety support and information and so requested for a Netsafe LIVE event to be held in her school. While the event was smaller than what Netsafe has held in the past, it enabled the organization to work with a small community, it's schools and it families and whanau who we have had little engagement with in the past.

Table 1a: Locations visited by Netsafe LIVE and the number of schools, staff and parents attending

	# Schools	# Staff	# Parents
LIVE: Requested			
Ruawai	5	3	8
LIVE: Scheduled			
Total	5	37	8

NETSAFE YOUTH ACTION SQUAD

Netsafe's Youth Action Squad (YAS) equips young people with the knowledge and skills to spark discussion, plan initiatives, lead activities and enact positive change around the online safety issues that affect them.

The YAS are passionate young people aged between 14-20 who are driven to become online safety role models within their peer groups, schools and communities. They can help reduce incidents of online harm by:

- Improving online safety knowledge
- Creating meaningful discussion
- Empowering other young people
- Collaborating with people who can make a difference

YAS participants gain valuable experiences and can improve skills in youth leadership, mentorship, public speaking, event planning and community action. They also have opportunities to share their opinions and ideas with a wide range of audiences, influencing online safety work and research in the youth space.

In January we welcomed 35 young people into the programme who make up Netsafe's 2020 Youth Action Squad (YAS). They represent 14 different schools and are all eager to become online safety leaders within their schools and communities.

The YAS came together for the first time at a Kick Off Training Day on February 1st, where they heard about Netsafe and the YAS programme, and learned about online safety topics such as the HDCA, cyberbullying, nudes and online relationships, and privacy and safety. Before the training began, we hosted the YAS whānau for a morning tea, providing them with more information about the program and how they can support their young person in this role. The YAS came together again a few weeks later to take part in a Leadership Training Camp, in partnership with Raise Up, to further improve their skills and grow their confidence around peer education and engagement.

The YAS have begun to plan exciting online safety initiatives within their schools under the guidance of their YAS School Support Persons.

Examples of YAS Actions completed to date:

1. Online safety workshops with school's Diversity Council
2. Online Safety presentation at school's House Assembly
3. Online Safety workshop with school's Mediators and PSSP members
4. Sharing online safety info with parents and students at the Merit & Excellence students' night
5. Online safety information included in school-wide emails & newsletters
6. #stayconnectedstaysafe campaign video to share online safety tips with young people around New Zealand

We are excited to see the growth of the YAS programme this year to include young people from our Netsafe Schools around the country.

CUSTOMISED FACE-TO-FACE SERVICES

This section provides information on the customised face-to-face activity requested by and delivered to schools. See Appendix C for definitions.

Table 1b: Number of locations visited and sessions completed for schools and other organisations

	# Locations	# Sessions
Schools	18	27
Other organisations	2	2
Total	20	29

Table 2: Number of organisations represented, staff and/or parents attending sessions delivered to schools and other organisations

	# Organisations	# Staff	# Parents
Schools	26	139	228
Other	0	49	44
Total	26	198	272

Table 3: Breakdown of sector of the hosting schools (n=18)

Sector	# Locations
Primary	9
Intermediate	1
Secondary	8
Special School	0
Composite (TKKM)	0

Table 4: Breakdown of the region locating the host school

Region	# Locations	% of regional locations visited by Netsafe	% population of schools in regional locations visited
Auckland	11	61%	22%
Canterbury	0	0	11%
Otago/Southland	1	6%	9%
Taranaki/Whanganui/Manawatu	0	0	9%
Wellington	4	22%	11%
Tai Tokerau	0	0	6%
Waikato	0	0	11%
Hawkes Bay/Gisborne	2	11%	7%
Nelson/Marlborough/West Coast	0	0	5%
Bay of Plenty/Rotorua/Taupo	0	0	7%
Total	18		

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BREAKDOWN OF DIRECT CONTACTS BY CATEGORY

Chart 3 highlights the continued focus on cybersafety concerns across direct contacts with schools. Charts 4-6 show the breakdown of category by contact type.

The focus of the direct contact that Netsafe has with schools continues to be around schools cybersafety concerns⁵.

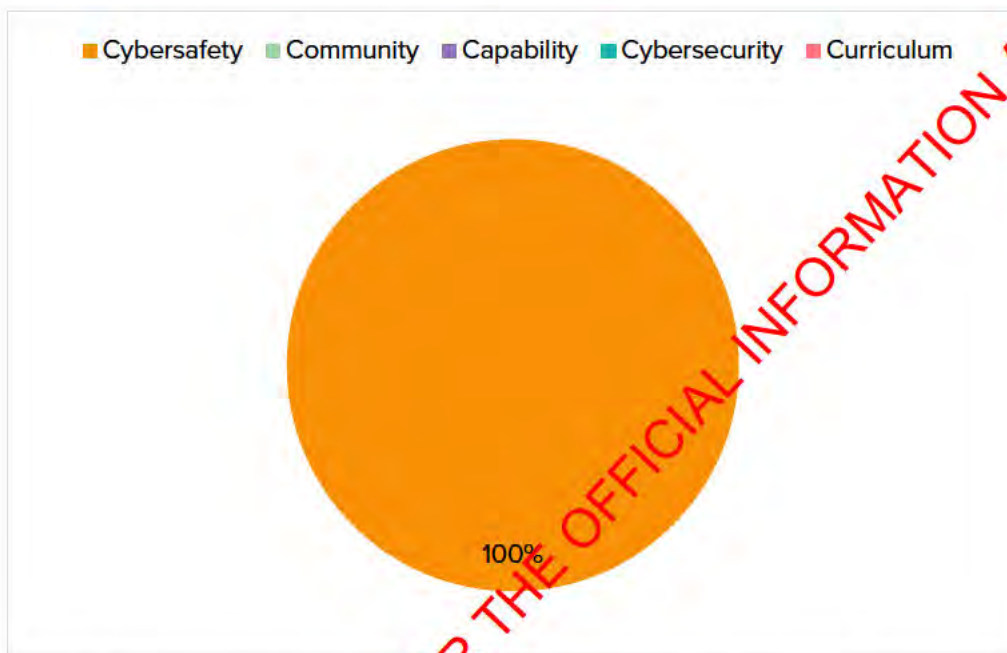


Chart 3: Total Incident reports, questions and requests for presentations from schools/kura by category

⁵ Notes supporting interpretation of the categorisation in this section can be found in Appendix C.

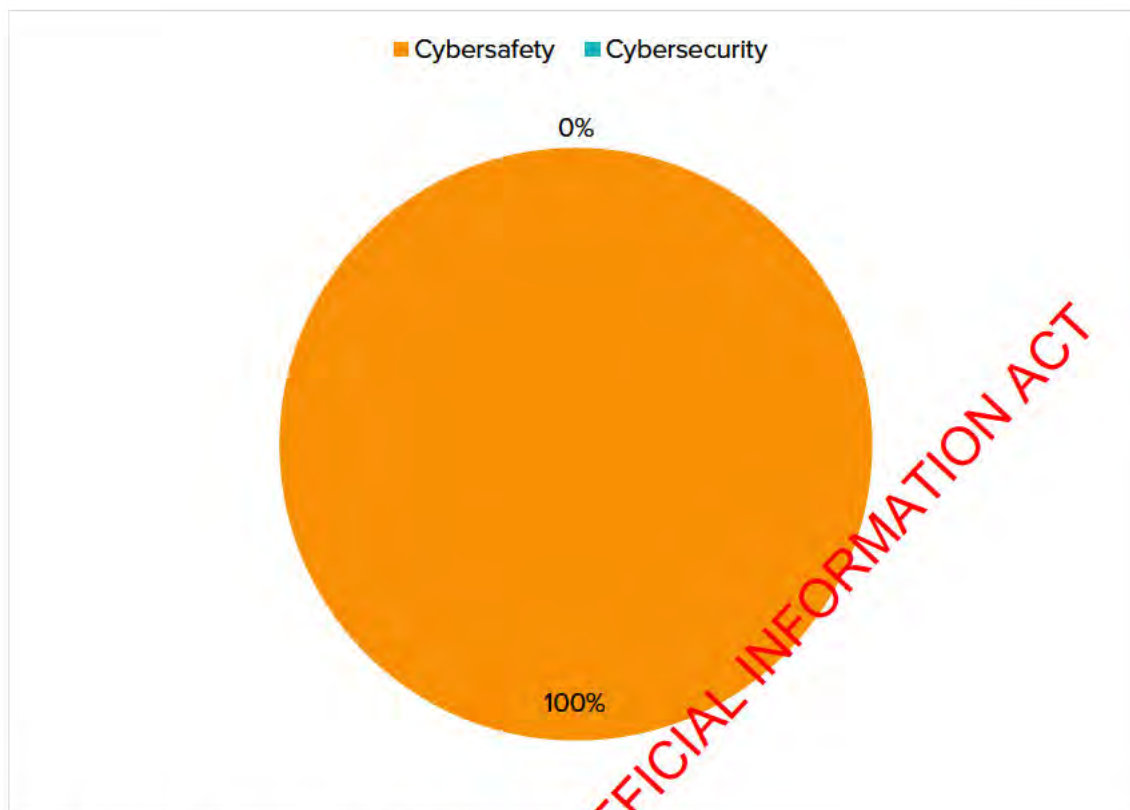


Chart 4: Incident reports from schools/kura by category

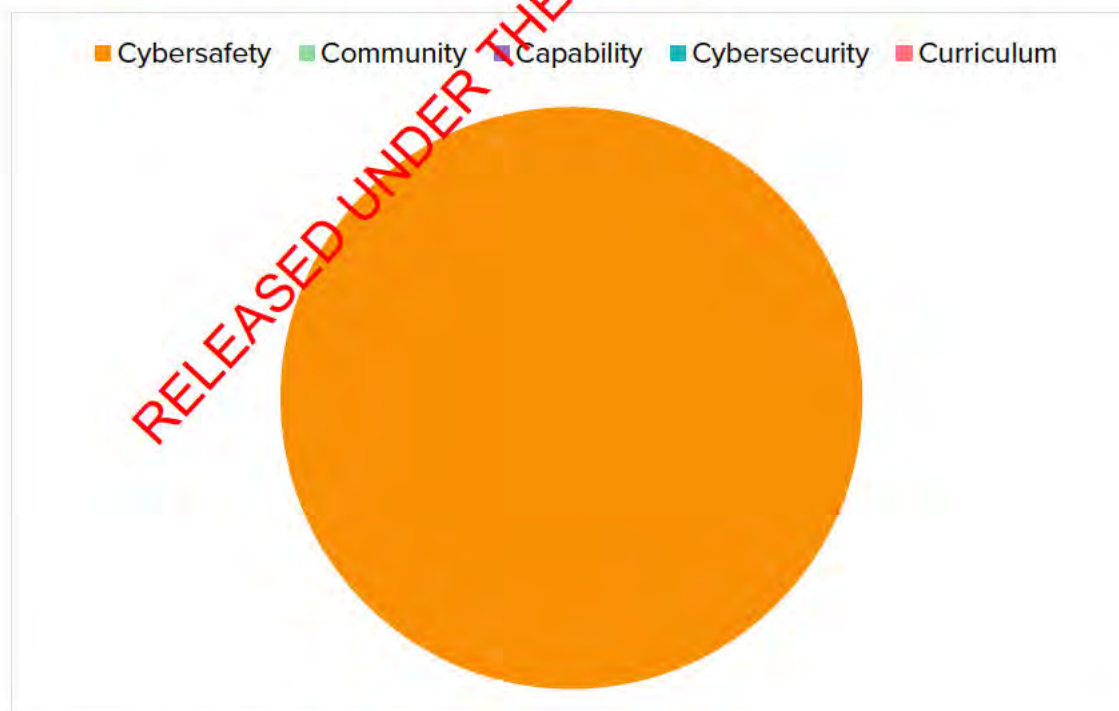


Chart 5: Questions from schools/kura by category

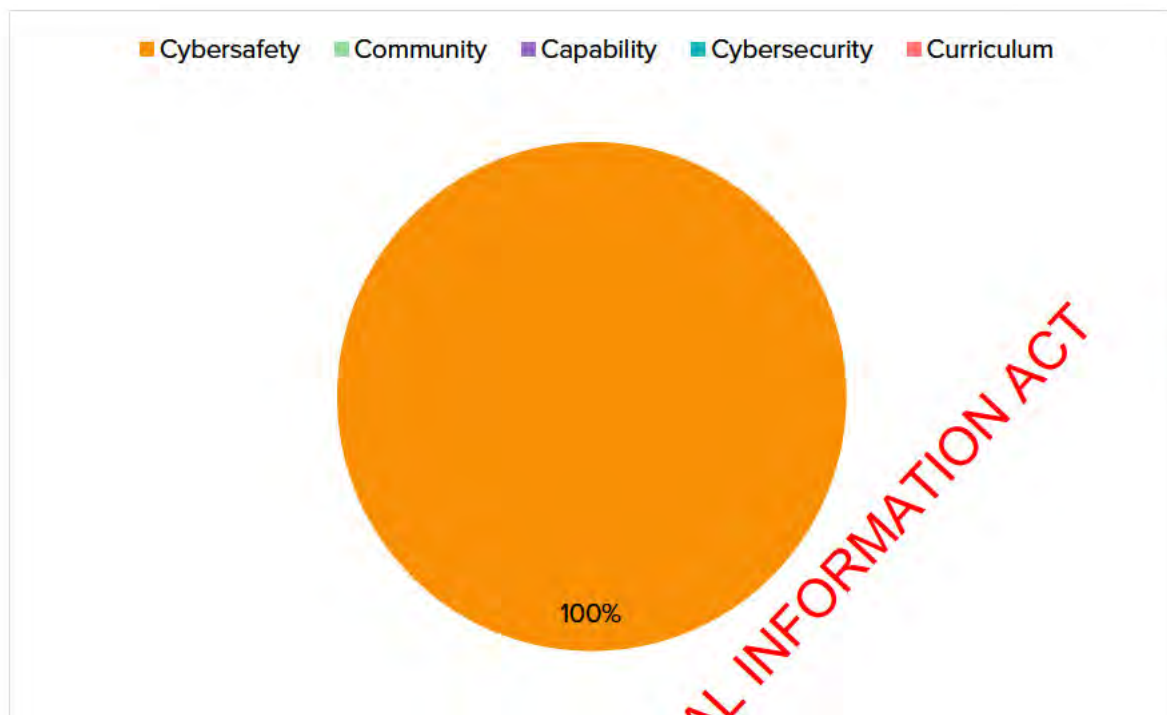


Chart 6: Requests for presentations from schools/kura by category

2. Educate

2A. DIRECT SERVICES | HOW MANY?

Netsafe has provided direct advice to 88 schools in response to queries, requests or reports made to its contact centre and to 18 via customised face-to-face services delivered to schools and their communities. Refer to Appendix B for examples of face-to-face activity in schools.

DIRECT SUPPORT | VOLUMES AND TYPES OF REQUEST

In total, Netsafe provided direct support (via emails, phone calls and presentations) to 111 schools, kura and other institution types in January - March 2020. Table 6 shows the breakdown of contact by type. Table 7 provides an initial look at the frequency with which schools requested support during this quarter.

Table 6: Direct engagements by type (January – March 2020)

Contact centre	# contacts	# schools ⁶	Total # schools ⁷
Questions	25	22	88
Request for presentation/workshop	33	26	
Incident reports	49	40	
Face-to-face	# locations	# schools	Total # schools
Customised F-2-F delivery	18	18	18
Netsafe LIVE	1	5	5
			111

⁶ Note, some schools contacted Netsafe more than once, and sometimes, for different reasons. This counts the number of schools that contacted Netsafe at least once in each of the categories. This means that some schools will be counted more than once. Therefore, this total may not equal the *Total # schools*

⁷ Note, this is the total number of schools that contacted Netsafe at least once. This counts each school only once. Therefore, the total may not equal the sum of *# schools* for the contact centre categories.

	Number of times schools contacted Netsafe				
	x1	x2	x3	x4	x5
Number of schools	88	12	3	0	0
% of schools	100%	14%	3%	0	0

Table 7: Indication of the number of times schools contacted Netsafe (January – March 2020) (n=88)

Chart 7 shows the number of questions directed at Netsafe by school type and the focus of that contact.

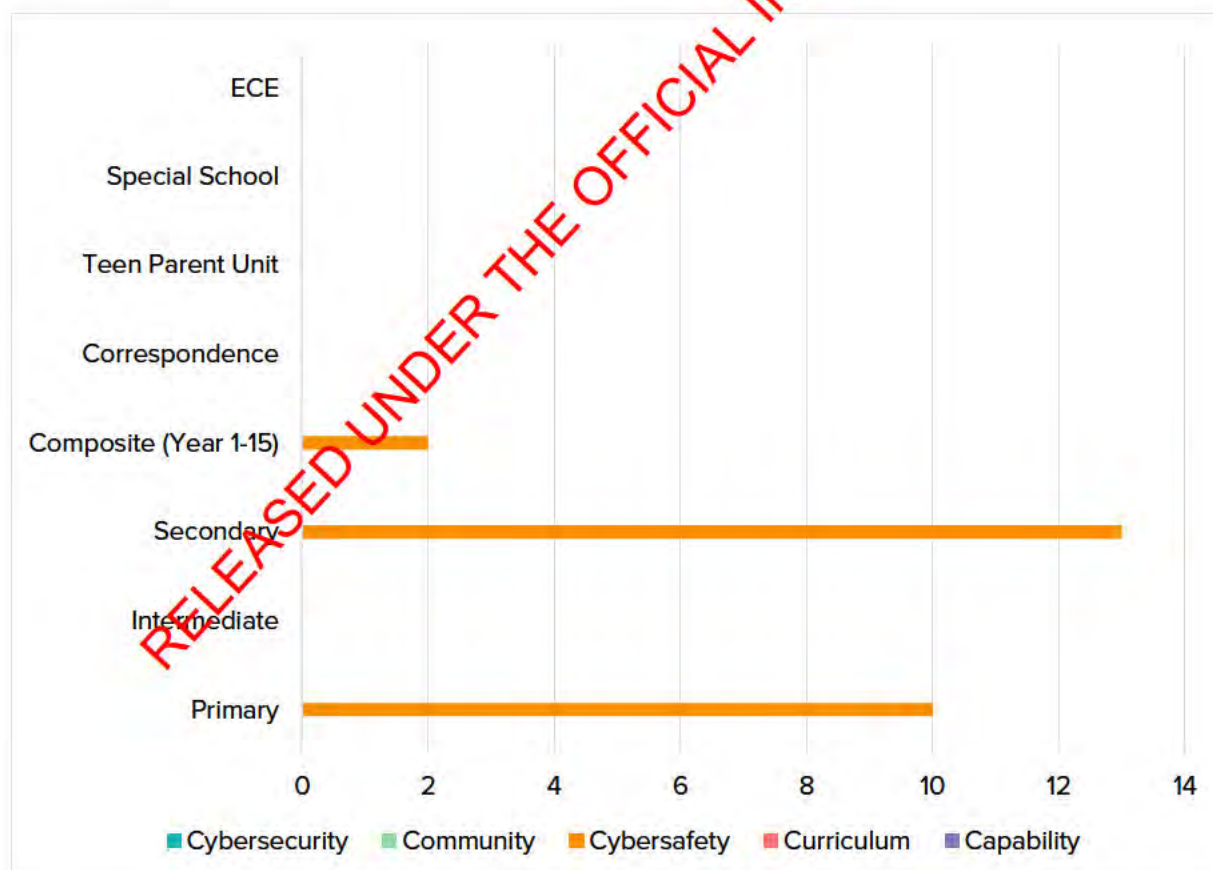


Chart 7: Number of questions by school type and focus of their enquiry (n=25)

2B. DIRECT SERVICES | HOW WELL?

In this quarter, 18 schools who received customised face-to-face services (excluding Netsafe LIVE) from Netsafe responded to its 'immediate satisfaction' survey.

General feedback from the survey and follow-up emails included:

[...] was able to support my leadership team with identifying our next steps in this very complex area. She provided us with clarity and direction but at all times made sure that the process was ours not hers. She gave us faith in what we were already doing and 'bouyed' us up. We needed that!!!

The Parent Evening allowed plenty of opportunity for parents to question and clarify. [...] was astute enough to gauge her audience and adapted her presentation to suit. The parents spoke of it being informative and eye opening. They found [the] style of presentation easy.

Undertaking the review was extremely helpful - it gave a firm direction for us and we were quite surprised at what we actually were already achieving. Sometimes, prior to [the workshop], we felt as if we were one step forward and two steps backwards. Becoming a Netsafe School now will be a tremendous bonus for us as we navigate this minefield.

... don't take [...] away from schools if you ever consider restructuring. Having been a teacher herself, she 'gets' schools

It wasexactly what was needed to support. Thank you kindly.

Thank you again for coming in to talk with some of our staff during conference. I have had great feedback about the session which is excellent!

I have spoken with the national team about taking the opportunity to get you in again to talk with our team. Thanks again for running a great session!

The feedback was that the parent evening was excellent

Great to have had you alongside us on Friday. We all said we felt inspired by you and the Netsafe team.

Thank you for your work at our school. It made all of us think critically about what kids are doing online.

It was great for me... personal[ly] and professional[ly]!

INDIRECT SERVICES | HOW MANY?

ONLINE ENGAGEMENT - THE NETSAFE SCHOOLS WEBSITE

The total page views for the Jan – Mar quarter was 21700 which is up from the last quarter, and the total number of users was 5,164. Visitors to the Netsafe Schools website spent an average of 2.34 minutes on the site with each user visiting an average of 3.14 pages.

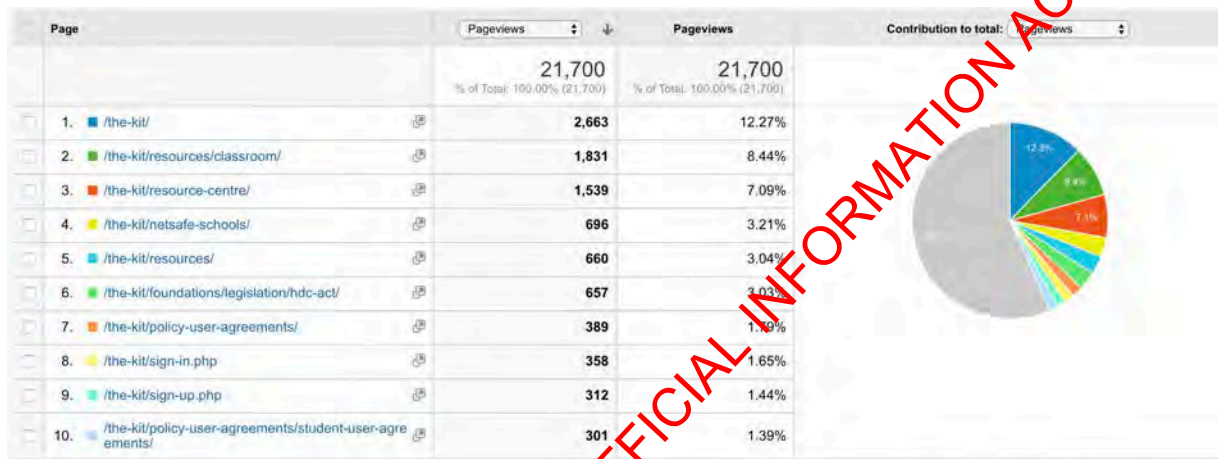


Chart 8: Most-accessed content on The Kit by page view (Jan - Mar 2020)

MEDIA COVERAGE INVOLVING STORIES ABOUT SCHOOLS

This quarter Netsafe was mentioned in 240 media items reaching an audience of approximately 8,034,121 with an Advertising Space Rate equivalent of \$2,065,893. Most of the media coverage was online and in newspapers but the figures represent all broadcasting and publication media that includes aspects of Netsafe's work. Listed below are examples of online safety media specifically related to the education sector.

Selected examples of media items relevant to school aged children:

January:

- [Netsafe numbers point to problems with excessive internet use by teens](#)
- [Kiwi teens admit their internet addiction is hurting their grades](#)
- [Calls for parents to intervene over Kiwi teens smart phone addiction](#)
- [Kiwi teens admit their internet addiction is hurting their grades](#)
- [Teenagers glued to screens skipping meals, sleep and homework, Netsafe says](#)
- [Getting on top of our big bullying problem](#)
- [Report into child abuse images could help New Zealand children - Chief Censor](#)

February:

- [What is the Harmful Digital Communications Act and how are offenders penalised?](#)
- [Teenagers accessing self-harm, suicide guides - Netsafe](#)
- [How to keep kids safe online in 2020](#)

- 'He was a good actor' victim's mother speaks out after online predator sentenced

March:

- Lockdown prompts rise in scammers and exploitation online, Netsafe warns
- Seven Auckland schools shut
- Coronavirus: NetSafe urges vigilance against online abuse as world retreats to virtual connections
- Coronavirus: Parent of student at Southland Boys' High School tests positive for COVID-19
- Why young kids are obsessed with becoming online stars

3. Respond

3A. RESPONSE SERVICES | HOW MANY?

Incidents vary in their complexity and their mode of reporting. They are often fast-moving and urgent, with schools, parents, and sometimes students seeking fast redress. Those who contact us can be upset, stressed or angry; not all leave contact details, preferring to remain anonymous.

In this quarter, Netsafe received 49 incident reports of digital challenge from across the education sector. Chart 9 shows the incident reports directed at Netsafe by school type and the focus of that contact.

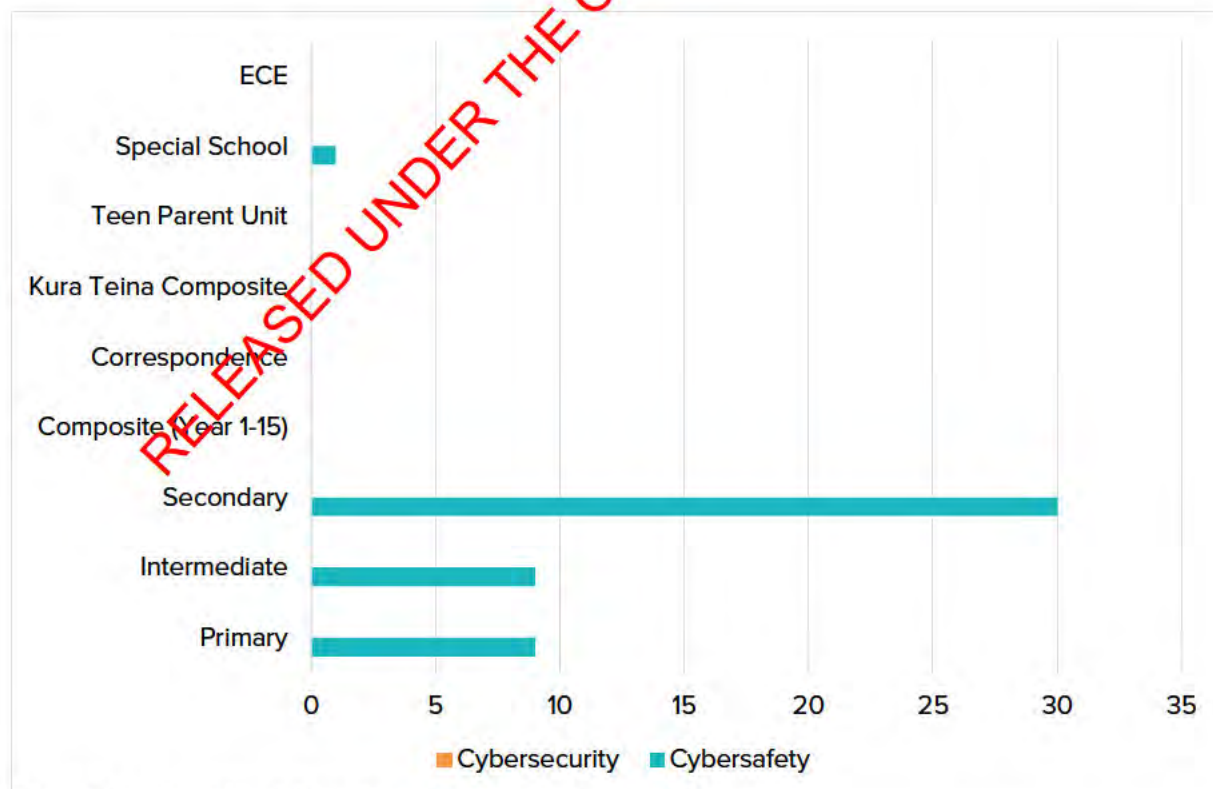


Chart 9: Types of incidents by schools reported (n=49)

In line with the established pattern, the secondary sector is disproportionately represented in the number of reported cybersafety incidents (61% of incidents reported compared to 14% of schools in the total population).

The types of incident reported can be broken down further into categories, see table 8a. Examples of the subjects of incident reports in this quarter are provided in table 8b.

Incident type	# of incident type	% of total
Cybersecurity		
Fraud	0	0
Information security	0	0
System security	0	0
Cybersafety		
Copyright	0	0
Access to content (e.g., sexual, violent or gore)	2	4%
Creation of content (e.g., sexual, violent)	11	22%
Communication related content (e.g., threats, sexual harassment)	36	73%
Total	49	100%

Table 8a: Types of cybersecurity and cybersafety incident report to Netsafe (Jan - Mar 2020) (n=49)

Table 8b: Examples of the subjects of incidents reported to Netsafe (Jan- Mar 2020)

Creation of content	<ul style="list-style-type: none"> • Instagram accounts created to impersonate the deputy principal and posting harmful content • Instagram page created using Principal's name and sharing posts making fun of him and the school • Anonymous Instagram account created using school name and sharing rumours about the school • Anonymous Instagram account created using school crest and posting harmful content aimed at students • Instagram page created and sharing harmful posts • Instagram accounts created using a teacher's name and engaging in direct bullying of others • Account established on Instagram inciting students to light fires in school bathrooms leading to several arson attacks in school bathroom • Two Instagram pages set up to intimidate and bully students • Student has created an Instagram account for another student with special needs and the school would like it removed • Fake school page set up on Instagram using school logo and name • Site created to defame the school
Communication related content	<ul style="list-style-type: none"> • Instagram accounts created to impersonate the deputy principal and posting harmful content • Disgruntled parent posting harmful comments about the school and the principal on social media • Student harassed on multiple platforms by a someone who has previously physically abused her • harmful posts shared on Instagram following the death of a student • Year 10 students receiving dick pics on Instagram • Question about how a school can support a student who is receiving unwanted messages from a stranger • Harmful content posted on social media • Student asked for nudes on Kik • School fight video shared on Instagram • Anonymous account on Instagram sharing harmful posts about students and teachers • School fight video shared on Instagram

- Parent posting incorrect information about a student at the school on Facebook
- School fight videos shared online
- Anonymous Instagram account bullying student
- Posts on Facebook naming and shaming school staff
- Concern around student drug use on social media
- Student IG account potentially hacked and sending bullying comments to others
- Fake school accounts on Instagram making fun of and harassing students
- Students sharing private conversations on Instagram
- School fight videos shared online
- Student's Instagram account hacked and sending inappropriate comments to other students
- Anonymous account on Instagram sharing harmful comments aimed at students
- Student with intellectual disability groomed by a number of men on Facebook
- Parent posting defamatory comments about the school in Facebook community group
- School fights shared online - request for support removing these
- School fight videos being shared on Instagram
- Instagram account sharing photos of staff without consent and harmful comments
- School fight videoed and shared on IG
- Parent starting online petition against the school on Action Station
- Student receiving unsolicited pornographic images from an unknown person
- Anonymous email sent to staff sharing private information about a teacher
- Year 6 student exchanging inappropriate messages and content with an unknown person on Roblox and TikTok
- School fights posted on Instagram
- Anonymous Instagram account daring students to damage property
- 13 year old student's nude images shared on Instagram
- An anonymous Instagram account encourages students to post 'judgements' about others which are harmful and threatening
- Student receiving concerning messages on Discord

Access to content	<ul style="list-style-type: none"> Students accessing pornography during school hours Student app on Chromebook attempting to access adult content
Misc	<ul style="list-style-type: none"> School networks locked by ransomware - seeking advice regarding who they should contact School querying request made to school to provide community access to school network during lockdown

3.B RESPONSE SERVICES | HOW WELL?

SCHOOLS' SATISFACTION WITH SERVICE

When an incident is resolved an 'immediate satisfaction' survey is sent to the school. In this quarter, 11 schools who reported incidents responded to the survey, representing 23% of engagements; lower than the previous quarter. Survey results indicate a Net Promoter Score⁸ of +100.

Feedback comments in the survey include:

I appreciate the work NetSafe do in providing both online and phone support and advice for schools. Nga mihi nui.

Very prompt and great advice - thank you!

Fantastic thank you

The work of Netsafe was great, it's just a shame you can't compel websites to remove content.

Excellent response time. Very impressed with your service. Noho ora mai.

4. Advise

4A. ADVISORY SERVICES | HOW MUCH?

⁸ Global Benchmark is +38

COLLABORATIONS WITH THIRD-PARTY PARTNERS AND ORGANISATIONS

During the quarter, Netsafe presented to/met with the following organisation(s) that support young people:-

- NZ Police & Core Education. Providing input on the update to the Keeping ourselves Safe Programme
- University of Otago. Consultation on Learning progressions framework as part of the Netsafe Schools programme
- N4L. Working on Switch on Safety programme

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Impact: Is anyone better off?

This section describes how Netsafe's advice and support helped schools and kura to make sustainable improvements to how they manage digital safety and security.

EDUCATE

In terms of the impact of Netsafe's services to the sector, sampling surveys sent out three weeks after face-to-face engagements indicate that Netsafe's intervention encouraged 97% of schools to take new actions towards planning for safe learning environments



Chart 10: How far did Netsafe's advice help you take new actions towards a safer learning environment across your school?

RESPOND

In terms of the impact of our incident management service, 11 schools replied to the 'immediate satisfaction' survey (also see *3.b Response services / How well?*). Of these:-

- 100% indicated that after Netsafe's support they felt confident what to do next.

Looking ahead (April - June 2020)

Looking ahead to the next quarter (April - June 2020), there are a number of areas in which Netsafe will focus its support for the education sector:

Educate

- Creation of resources to compliment current Netsafe Schools resources to support schools as they move to remote learning including guidance for staff, students and families and whānau
- Continue to develop resources to support schools, educators, young people and their families, including resources specifically to support professional development for teachers and peer-learning resources for students.
- Continue to provide Netsafe LIVE events across the country, including Taipa, Southern Taranaki, Marlborough and possibly Taranaki. These events taking place will depend on alert levels.
- Share Netsafe messaging for schools and those who work with young people through conference and other speaking opportunities including Women in Educational Leadership, Legalwise School Guidance Counsellors Conference and possibly the School Community Officer Training.
- Continue to work in collaboration with other agencies who support schools, young people and their families including the School Community Officers, regional MoE offices and N4L.
- Continue to update information and resources on the Netsafe Schools website including 'spotlighting' schools who have joined the Netsafe Schools programme and who are trialing new initiative and approaches.

Respond

- Ongoing support for schools using the Netsafe Schools programme resources.
- Ongoing support for schools as they manage online incidents.

Appendix B | Example of support provided to schools

1. Respond.

This example highlights how Netsafe works with schools providing support and information to help them navigate online safety challenges in this new educational landscape which involves remote learning.

THE CONTEXT

Netsafe was contacted by a high school regarding an incident that occurred during an online lesson using Zoom. The school had responded to the move to remote learning by adopting Zoom as their platform for connecting visually with students and for delivering learning opportunities and lessons. During a zoom session with Y11 students, another student (who is not a member of the class) entered the session. The teacher spoke to the student who said they were interested in the poem being discussed and wanted to participate. As the lesson progressed, the student started posting explicit pornographic content and the 'room' was suddenly accessed by a number of unknown participants who also began posting explicit content. The teacher was able to disable the room immediately but wanted advice around what they could do next. Another teacher had also experienced something similar involving the same student in their class.

NETSAFE'S SUPPORT

Netsafe connected with the teacher concerned and gathered more information about the incident. The teacher explained that the school had selected to use Zoom as their video conferencing platform after recommendations from other schools. The school rooms on Zoom were password protected but that they suspected that the password had been shared with other students. The school had spoken with the student and their family and told that the student was asleep in bed and couldn't have undertaken the attack. The school wanted to unmask the account used and to confirm that the student was in fact the perpetrator. Netsafe explained that we are unable to unmask users online or track IP or MAC addresses, however if the school had screenshots or footage of the incident then we could assess it under the HDCA. Netsafe suggested they could contact the student involved, but as the school had already spoken to the student and their family and involvement was denied, we felt that there would likely be no benefit in doing this. After assessment, it was found not to meet the thresholds for the HDCA.

Netsafe was able to provide advice around steps the school could take to mitigate further risk including locking rooms until the moderator (teacher) has entered, making use of waiting rooms whereby attendance can be checked before anyone enters the room, and locking rooms once everyone is inside. Netsafe also suggested that the school carefully reviews any platform they are considering using Netsafe's Digital Safety Management Plan, which provides schools with a process for assessing devices and platforms prior to use, identifying possible risks and steps the school has taken to mitigate those risks.

OUTCOMES

The school connected with families of those students impacted during the incident and checked on the wellbeing of those students. They confirmed that security and privacy settings had been updated and all staff had since received support around steps they could take to prevent such incidents from occurring in the future but also what to do should anything similar happen again. The school was very grateful for the information and support they received from Netsafe.

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Appendix C | Definitions of terms

1. Education services: Definitions

- **Direct delivery:** Netsafe delivers directly to identifiable clients. Includes liaison with individual schools to provide them with educational support via face-to-face/online presentations; in-community facilitation; response to queries via contact centre; direct provision of resources to support needs. Excludes educational provision to community groups not associated with schools/kura (aka “wider community”)
- **Indirect delivery:** Netsafe delivers to clients through channels where it cannot identify individuals, or through third parties. Includes visitors to the Netsafe website; use of social media channels; or third-party resources e.g., Education Council’s social media for teachers.
- **Meaningful engagement with students and community:** Defined as active engagement with these groups in the strategic planning processes for digital citizenship and cybersafety processes in school/kura
- **Higher order strategies:** Defined as going beyond protective mediation (e.g., filtering, monitoring, policies, user agreements) and/or short-term responses (e.g., one-off presentations) to establish sustained capability building approaches (curriculum design; teacher professional development; community capability) i.e., “active and ongoing”.

2. Response services: Definitions

- **Incidents:** Include requests for support in managing harm, via the contact centre.
- **Referral:** Includes incidents in which Netsafe has involved a third-party organisation to support the school/kura manage the situation e.g. a social media platform to request material is removed.
- A **resolved incident:** If the HDC no longer is harmful and/ or all actions are completed. This is often determined by the school, reflecting their perception that they are now in a position to manage the situation.

3. Advise services: Definitions

- **Ministry managed projects and work streams:** Includes initiatives in which Netsafe works to achieve outcomes agreed with Ministry teams. This includes this agreement which might be informed via meetings, exception reports and emails.
- **Cross-sector projects and work streams:** Includes initiatives in which Netsafe works to achieve defined outcomes agreed with third-party organisations and partners.
- **Partners/organisations collaborated:** Includes those Netsafe works in order to provide advice to the sector with and on behalf of the Ministry. They include:
 - Collaboration with peak bodies e.g. OSAG; BPAG; N4L; Education Council;
 - Collaboration with those who provide content and services to the sector e.g., Google; YouthAid; and

- o Representatives from the sector who work with/in the sector e.g. NZPF, Sticks and Stones.

4. Other definitions

Māori-medium: Netsafe currently uses the Ministry of Education's list of schools⁹ as the reference point for its contacts. This list provides a limited view of the Māori Medium School sector (cf. the Māori Medium Schools directory¹⁰). This means that Netsafe could be providing support to schools offering Māori medium education that it is currently unable to track due to the separation across the Ministry's key datasets¹¹.

Communities of Learning: Netsafe's work with the communities of learning is in the context of providing face-to-face services. As noted previously, while Netsafe may receive reports and questions from schools that are part of a Col they do not identify themselves as such in the context of seeking assistance from Netsafe.

Subject matter categories

Across all services, Netsafe categorises the focus of professional learning and incident response as follows:

- **Capability:** strategic planning; review and evaluation; guidance to grow staff capability; advice to Boards and lead teams; understanding Harmful Digital Communications; policy and use agreements.
- **Curriculum:** provision of resources; curriculum design; learner engagement; students as partners; pedagogy.
- **Community:** Requests to engage community, parents and whānau; engagement with third party agencies.
- **Cybersafety:** Behavioural challenges such as cyberbullying, harmful digital communications. We sub-categorise this by **content** that is *accessed*, *created*, *communicated* and *breaches copyright*.
- **Cybersecurity:** Technical challenges includes network breaches, scams, ransomware, password breaches etc.

Customised face-to-face delivery

Customised face-to-face activity relates to delivery of professional services (e.g., strategic meetings, workshops, presentations to staff or parents) deliver to schools at their request. This activity is delivered on a nominal fee-only basis. For more details:

<https://www.netsafe.org.nz/the-kit/our-services/consultancy-and-workshops/>

Information about customised face-to-face delivery is provided using the following terms:-

- Locations – A place visited to delivered one or more face-to-face activity
- Sessions – Any type of professional service activity delivered face-to-face

⁹ <http://www.educationcounts.govt.nz/data-services/directories/list-of-nz-schools>

¹⁰ <http://www.educationcounts.govt.nz/data-services/directories/maori-medium-schools>

¹¹ Specifically, the 'Type of Māori Medium Education School' data field in the Māori Medium directory

- Types of activity – Either Workshop (workshop or presentation) or Meeting (leadership planning meeting)

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Digital Safety and Security Services

QUARTERLY REPORT 4 2020

APRIL - JUNE 2020



Digital Safety and Security Services |

Quarterly Report 4 2020

Programme outcomes

The overarching outcome for the Netsafe agreement is to ensure that:

All New Zealand Māori medium kura and schools and their communities have access to quality advice and support for digital safety and security.

To achieve this, Netsafe provides the following three types of services directly and indirectly to kura and schools:

1. To educate

Result | Increased kura and schools' online capability and awareness.

Approach description:

- a) Delivering Netsafe educational content and services directly to kura and schools as well as their communities;
- b) Working with partners to support the development of the partners' content and services for kura and schools (i.e. Netsafe delivers indirectly).

2. To respond

Result | Harm is reduced when negative incidents occur.

Approach description:

- a) Receiving, assessing and investigating online safety and security queries;
- b) Providing direct assistance through advice/referral to other agencies.

3. To advise

Result | Strong online safety support to kura and schools

Approach description:

- a) Providing advice to the Ministry on policies and guidance related to digital safety issues;
- b) Providing cross-sector subject matter expertise on tackling digital challenges;
- c) Collaborating to develop or exchange educational resources

Executive summary

This report describes the activities and outcomes under the agreement between Netsafe and the Ministry of Education during April – June 2020. In this quarter:

Overview

- Netsafe had 122 requests for direct support from a total of 94 schools/kura and ECE, across all services (i.e., requests for presentations, advice and incident response), up from last quarter.

Educate

- Netsafe has worked alongside various agencies to help promote online safety in the home during the period of schools remote working.
- Netsafe rebuilt its Parent programme specifically as a response to the increased need of parents to support learning from home
- Netsafe YAS programme has worked in schools during the lock down period to promote safe and effective use of technology.

Respond

- Netsafe has worked alongside the Ministry of Education, the Classification office, the Department of Internal Affairs, the N4L, The office of the Privacy Commission, The Domain Name Commissioner as part of the Online Harm Prevention Group to ensure national responses to online safety issues during the Covid-19 lockdown period were understood and responses were nationally coordinated.
- Secondary schools continue to represent significantly in incident report figures with 61% of incidents reported by secondary schools (cf. population of 14%).
- Overall response numbers are stable and in line with the equivalent quarter in 2019 but up significantly from the previous quarter.
- Both Incident reports and questions from schools were in the majority focused on online safety issues.

Advise

- Netsafe continues to collaborate with N4L, CERT NZ and the Police Youth Education Service as cross-sector partners / agencies.

Narrative report: 'How many' and 'How well'

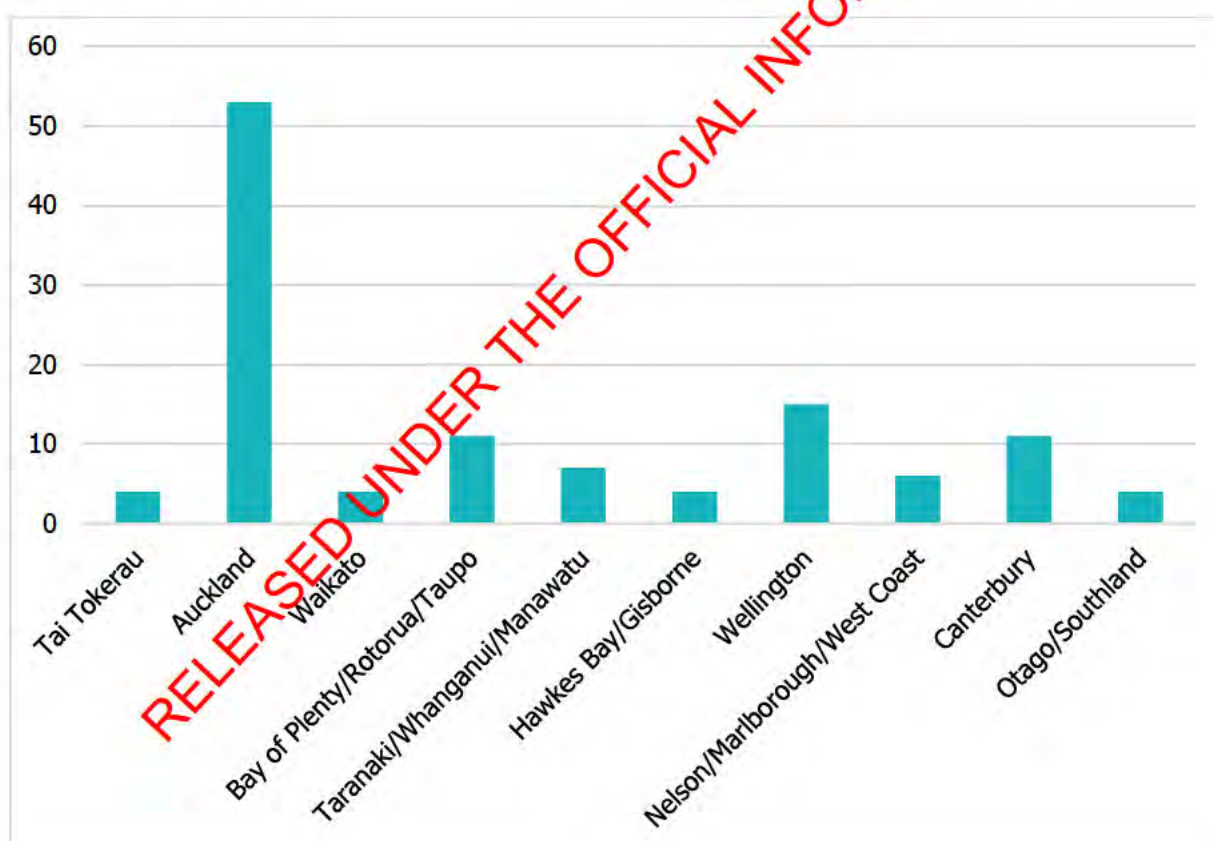
1. Overview

This narrative section of the report summarises the trends, success and impacts from the period including partners with whom Netsafe has worked. It is organised around the three key services in the agreement - Educate, Respond and Advise. It describes **how many** trackable interactions¹ we have had with the sector, **how well** we provided various services and **how the schools are better off**.

Incident reports, questions and requests

Across New Zealand, in this quarter, Netsafe engaged² with a total of 98 schools across New Zealand. Of these, Netsafe received 122 requests for direct support³ from a total of 94 schools/kura.

Chart 1 shows the total number of contact types received from schools by region, and Chart 2 by sector. Note that separate charts are provided later in this report for the different types of contact with schools.



¹ This excludes schools accessing online resources.

² Responding to questions, requests for presentations and incidents; providing customised workshops, and attending Netsafe LIVE events.

³ Request for presentation, advice or incident response support.

Chart 1: Incidents, questions and requests; number of engagements with schools/kura across Ministry regions (N=94)

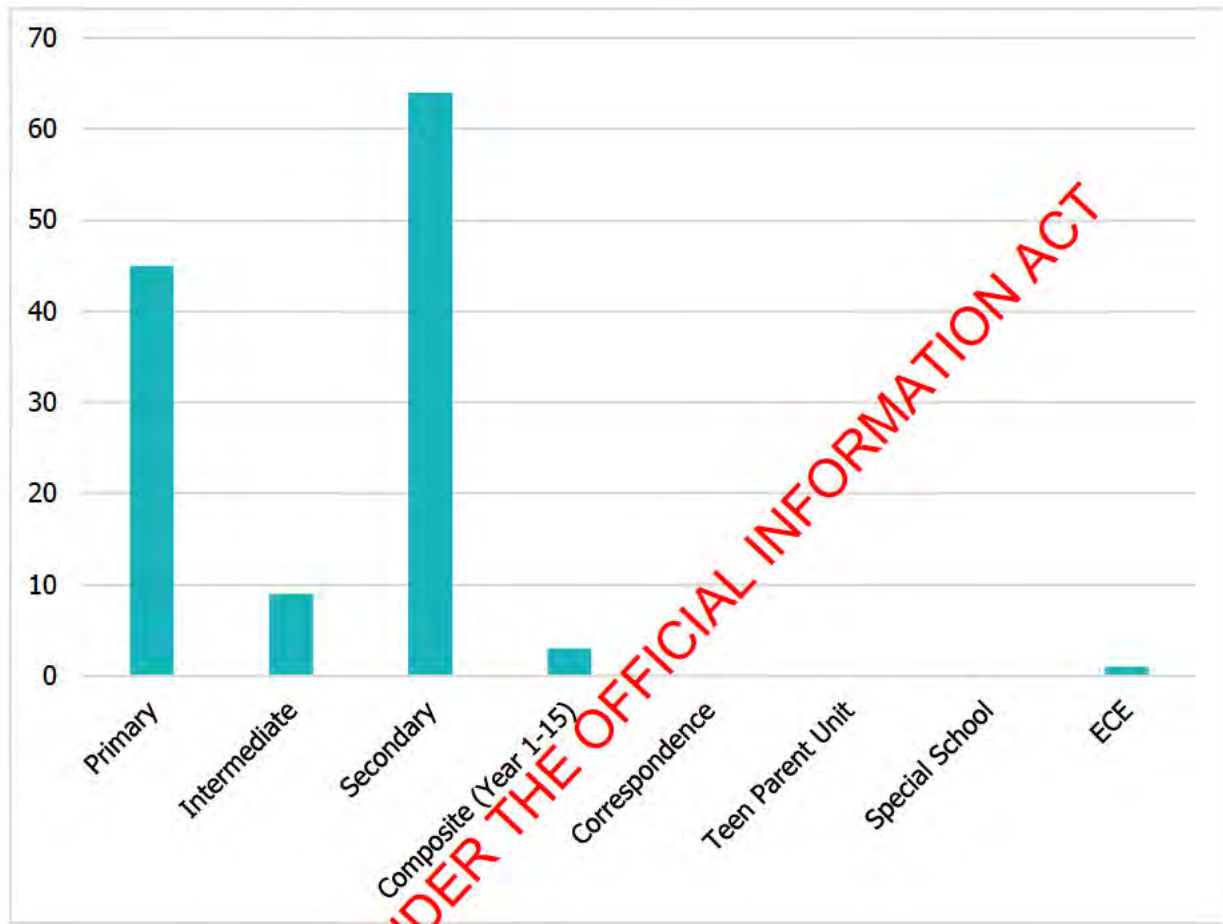


Chart 2: Incidents, questions and requests for presentations; engagements with schools/kura by school type (n=94)

Chart 2a shows a comparison of the percentage of different school types contacting Netsafe with the total population.

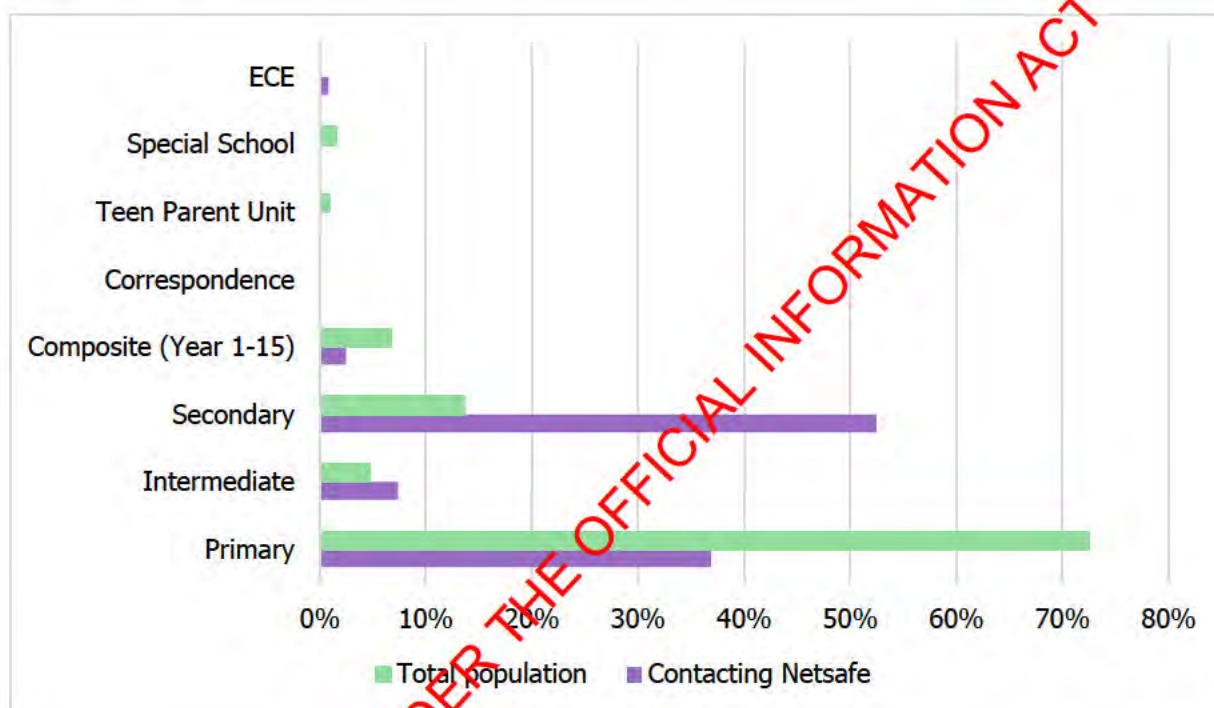


Chart 2a: Percentage of different school types contacting Netsafe compared to the total population of those types of schools (n=2529⁴)

⁴ Total number of schools/kura in July 2017 roll return

netsafe live

The Netsafe LIVE request events are delivered in response to an approach from clusters of schools, while the scheduled events are planned to be delivered to the regional areas that are less likely to engage with Netsafe. Both types are free to attend. The attendance at these events is reported separately to customised face-to-face services.

In Q4 there were no Netsafe LIVE events hosted in schools. While three events were scheduled during the quarter, these were cancelled due to COVID-19 restrictions. All host schools have either rescheduled for the coming term or have indicated that they are actively looking for suitable dates.

Table 1a: Locations visited by Netsafe LIVE and the number of schools, staff and parents attending

	# Schools	# Staff	# Parents
LIVE: Requested			0
LIVE: Scheduled			0
Total			0

In response to the ongoing need for online safety advice and guidance for schools, especially with regards to the need for ongoing learning and teaching while schools were closed, the Education Team hosted four online Netsafe LIVE events. While not taking the traditional format of three discrete sessions, the events looked to unpack some of the questions and concerns schools and educators had during this time of emergency learning. The sessions ran live on Netsafe's Facebook page and were also available for viewers to access afterwards on the Netsafe's Facebook page as well as Netsafe's YouTube channel.

Each session offered easy to access information and advice from the Education Team as well as some external guests.

Session One:

A Q&A session where the Netsafe team answered key questions received from schools during the lockdown period and also questions which arose during the event itself.

<https://www.youtube.com/watch?v=89IJKDDgUy4&t=13s>

Session Two:

Joined by Katie Rawles, Deputy Principal from Wellington College, the session unpacked some of the online safety challenges schools faced and how online safety, digital citizenship and wellbeing could be approached at a school wide, strategic level.

<https://www.youtube.com/watch?v=5ATQmcefr0E&t=12s>

Session Three:

The team were joined by two members of Netsafe's Youth Action Squad to talk about what support young people need from schools as they navigate life online and how they can help to support online safety learning and development at school.

<https://www.youtube.com/watch?v=rjxcgllPiFs>

Session Four:

For the final session in the series, Lisa Byers, Team leader from Tainui School offered her thoughts and advice around how teachers can approach online safety, citizenship and wellbeing at a class level.

<https://www.youtube.com/watch?v=6gljTE7rOOU&t=932s>

The chart below reflects the views each session received as well as a breakdown of viewership and location.

Date	Session	Views	Most commonly engaged by
29/04/20	General educators	284	35-44 Females 37.9% Auckland 9.88% Canterbury 9.37% Bay of Plenty
21/05/20	School leaders	428	35-44 Females 47.2% Auckland 22% Wellington 11.8% Manuwatu
28/05/20	Students / Netsafe YAS	397	35-44 Females 60% Auckland 9.51% Canterbury 8.52% Wellington
04/06/20	Teachers	1.1k	35-44 Females 35.5% Auckland 14.6% Otago 8.14% Waikato

netsafe YOUTH ACTION SQUAD

The recent lockdown gave the YAS the opportunity to "think outside the box" and come up with new ways to educate and engage their peers around online safety topics. Many of them turned to virtual engagement and were sharing Instagram posts, posting positive messages, and including Netsafe's contact info in their school newsletters to support other students who may be struggling with challenged in the new environment.

Now that the YAS members have returned to school they haven't lost steam. They've been busy planning interactive activities and initiatives to keep the momentum around online safety education going. Some of their recent projects include:

- Facilitating online safety poster competitions,
- Developing online safety clubs and councils within schools,
- Identifying themselves as online safety leaders to their school communities,
- Creating school-specific social media accounts to engage other students in online safety conversations, and
- Assisting Netsafe with the development of online safety modules which will be used to help support their future actions.

The YAS has also contributed to a number of Netsafe campaigns and projects such as #stayconnectedstay and the upcoming YAS recruitment campaign. They've worked hard putting together videos and presentations to show young people around the country how they stay safe online and how they too can become online safety leaders.

Check out the #stayconnectedstay safe video here:

https://www.instagram.com/tv/B-s_19Zn-vN/

Additionally, the YAS have connected with different organisations to spread online safety awareness and talk about the amazing things they get up to as part of the programme. A few weeks ago they partnered with Raise Up, the YMCA's youth development programme for a live podcast. Being interviewed by two young people from Raise Up, the YAS chatted about their experiences online, provided some tips and advice for other young people, and shared where to turn when things go wrong online. You can watch the full video here:

<https://www.youtube.com/watch?v=K6r4GqWSrE0&feature=youtu.be&fbclid=IwAR2Ctr0driPczPngwkGGKqnddh69C3LW8vrG6t1YE7LzbfSKHvbrxqBV0>

More recently, a few of the YAS members were invited to the TVNZ studios to discuss their experiences with online bullying in a project run by Re: News.

The 2020 YAS programme has been successful in educating and engaging young people in Auckland around online safety themes that are relevant to them. It has also provided the YAS with a number of unique opportunities, helping them to learn new skills and build strong relationships within the Squad. Due to this success we are now recruiting young people from around the country to apply for the YAS programme. This second wave of recruitment will focus primarily on young people within Netsafe Schools. The programme encourages schools to partner with students to reach online safety goals and helps Netsafe Schools to successfully develop the seven key areas identified in the Netsafe Schools Framework, in particular the key area of Students | Ākonga.

Customised Face-to-face services

This section provides information on the customised face-to-face activity requested by and delivered to schools. See Appendix C for definitions.

This quarter saw the unprecedented closure of schools and organisations across New Zealand due to the Covid-19 pandemic. As a result, Netsafe's direct face to face work in schools was halted, with the focus shifting to providing online sessions for schools and staff, and the development of free resources and advice to support during this time.

While 29 face to face events (involving 43 discrete sessions) were planned for the quarter including three Netsafe LIVE events and two conferences, only 6 face to face events went ahead involving 8 separate sessions. One conference was canceled, while the other moved online.

Table 1b: Number of locations visited, and sessions completed for schools and other organisations

	# Locations	# Sessions
Schools	4	8
Other organisations	1	1
Total	5	9

Table 2: Number of organisations represented, staff and/or parents attending sessions delivered to schools and other organisations

	# Organisations	# Staff	# Parents
Schools	4	171	35
Other	1	0	26
Total	5	171	61

Table 3: Breakdown of sector of the hosting schools (n=4)

Sector	# Locations
Primary	1
Intermediate	1
Secondary	2
Special School	0
Composite (TKKM)	0

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Table 4: Breakdown of the region locating the host school

Region	# Locations	% of regional locations visited by Netsafe	% population of schools in regional locations visited
Auckland	2	50%	22%
Canterbury	2	50%	11%
Otago/Southland	0	0	9%
Taranaki/Whanganui /Manawatu	0	0	9%
Wellington	0	0	11%
Tai Tokerau	0	0	6%
Waikato	0	0	11%
Hawkes Bay/Gisborne	0	0	7%
Nelson/Marlborough/ West Coast	0	0	5%
Bay of Plenty/Rotorua/ Taupo	0	0	7%
Total	4		

Breakdown of direct contacts by category

Chart 3 highlights the continued focus on cybersafety concerns across direct contacts with schools. Charts 4-6 show the breakdown of category by contact type.

The focus of the direct contact that Netsafe has with schools continues to be around schools cybersafety concerns⁵.

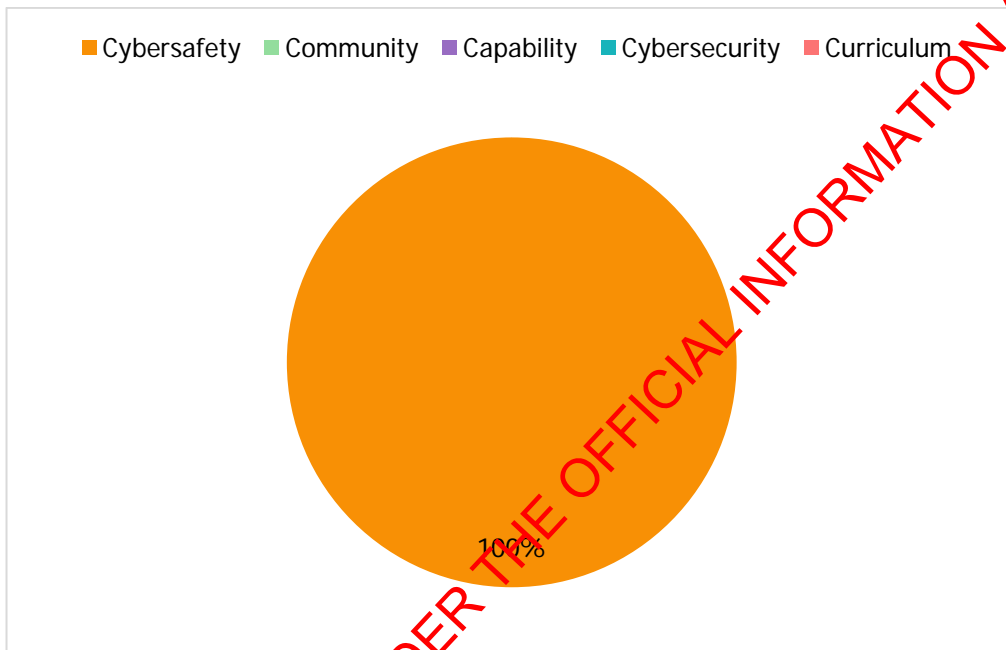


Chart 3: Total Incident reports, questions and requests for presentations from schools/kura by category

⁵ Notes supporting interpretation of the categorisation in this section can be found in Appendix C.

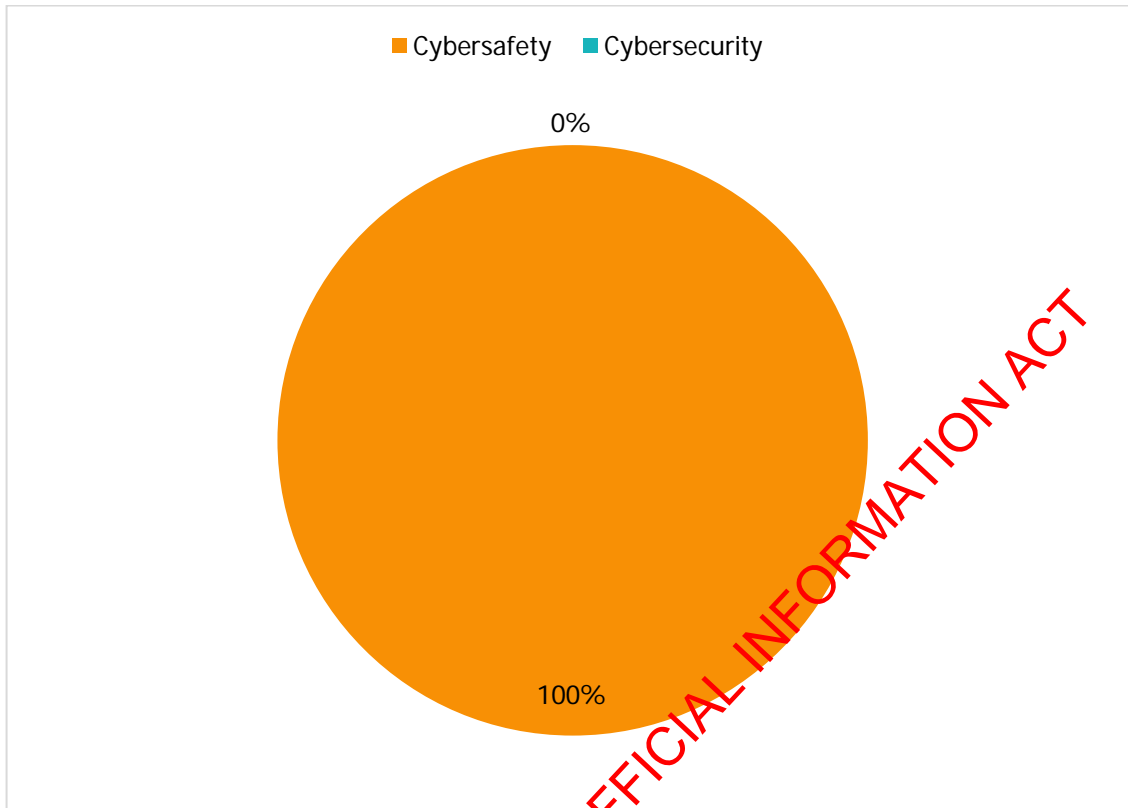


Chart 4: Incident reports from schools/kura by category

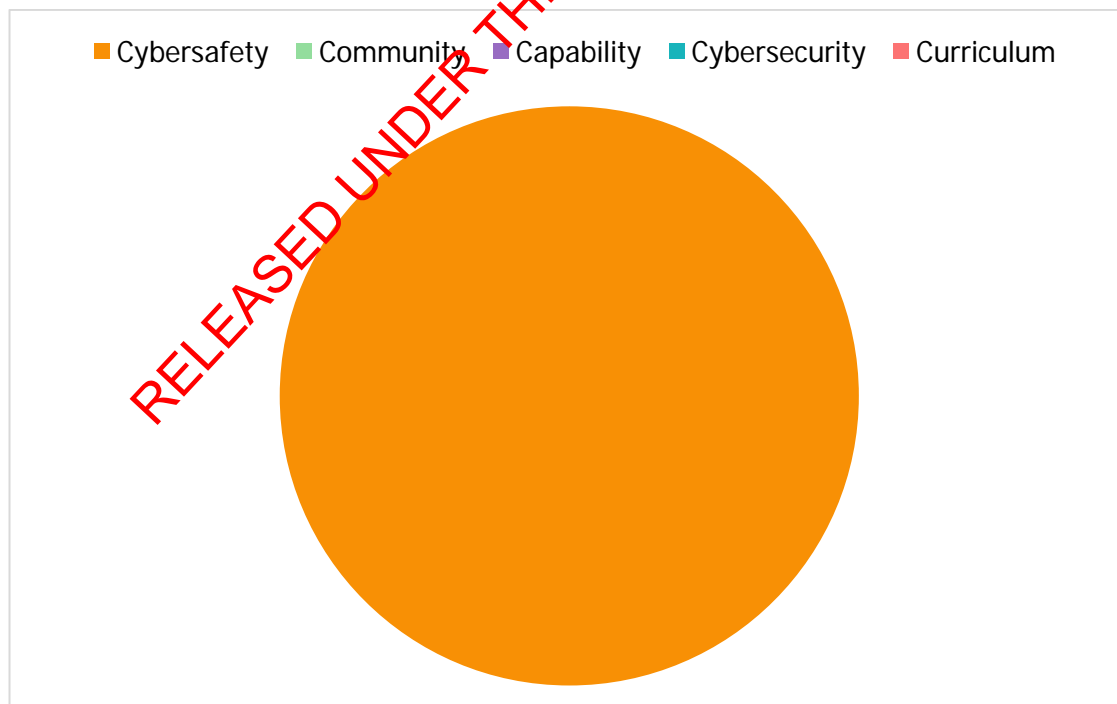


Chart 5: Questions from schools/kura by category

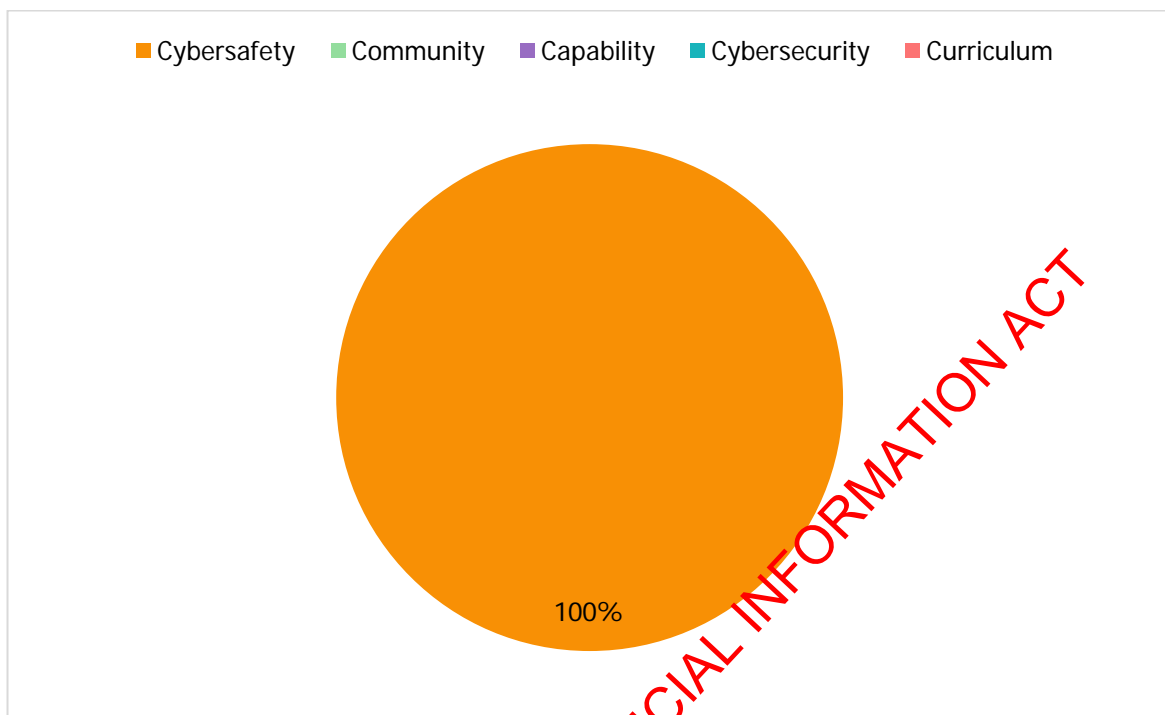


Chart 6: Requests for presentations from schools/kura by category

2. Educate

2a. Direct services | How many?

Netsafe has provided direct advice to 94 schools in response to queries, requests or reports made to its contact centre and to 4 via customised face-to-face services delivered to schools and their communities. Refer to Appendix B for examples of face-to-face activity in schools.

Direct support | Volumes and types of request

In total, Netsafe provided direct support (via emails, phone calls and presentations) to 122 schools, kura and other institution types in April - June 2020. Table 6 shows the breakdown of contact by type. Table 7 provides an initial look at the frequency with which schools requested support during this quarter.

Table 6: Direct engagements by type (April – June 2020)

Contact centre	# contacts	# schools ⁶	Total # schools ⁷
Questions	29	21	94
Request for presentation/workshop	11	9	
Incident reports	82	64	
Face-to-face	# locations	# schools	Total # schools
Customised F-2-F delivery	4	4	4
Netsafe LIVE	0	0	0
			98

⁶ Note, some schools contacted Netsafe more than once, and sometimes, for different reasons. This counts the number of schools that contacted Netsafe at least once in each of the categories. This means that some schools will be counted more than once. Therefore, this total may not equal the *Total # schools*

⁷ Note, this is the total number of schools that contacted Netsafe at least once. This counts each school only once. Therefore, the total may not equal the sum of *# schools* for the contact centre categories.

	Number of times schools contacted Netsafe				
	x1	x2	x3	x4	x5
Number of schools	94	18	4	0	0
% of schools	100%	19%	4%	0	0

Table 7: Indication of the number of times schools contacted Netsafe (April – June 2020) (n=94)

Chart 7 shows the number of questions directed at Netsafe by school type and the focus of that contact.

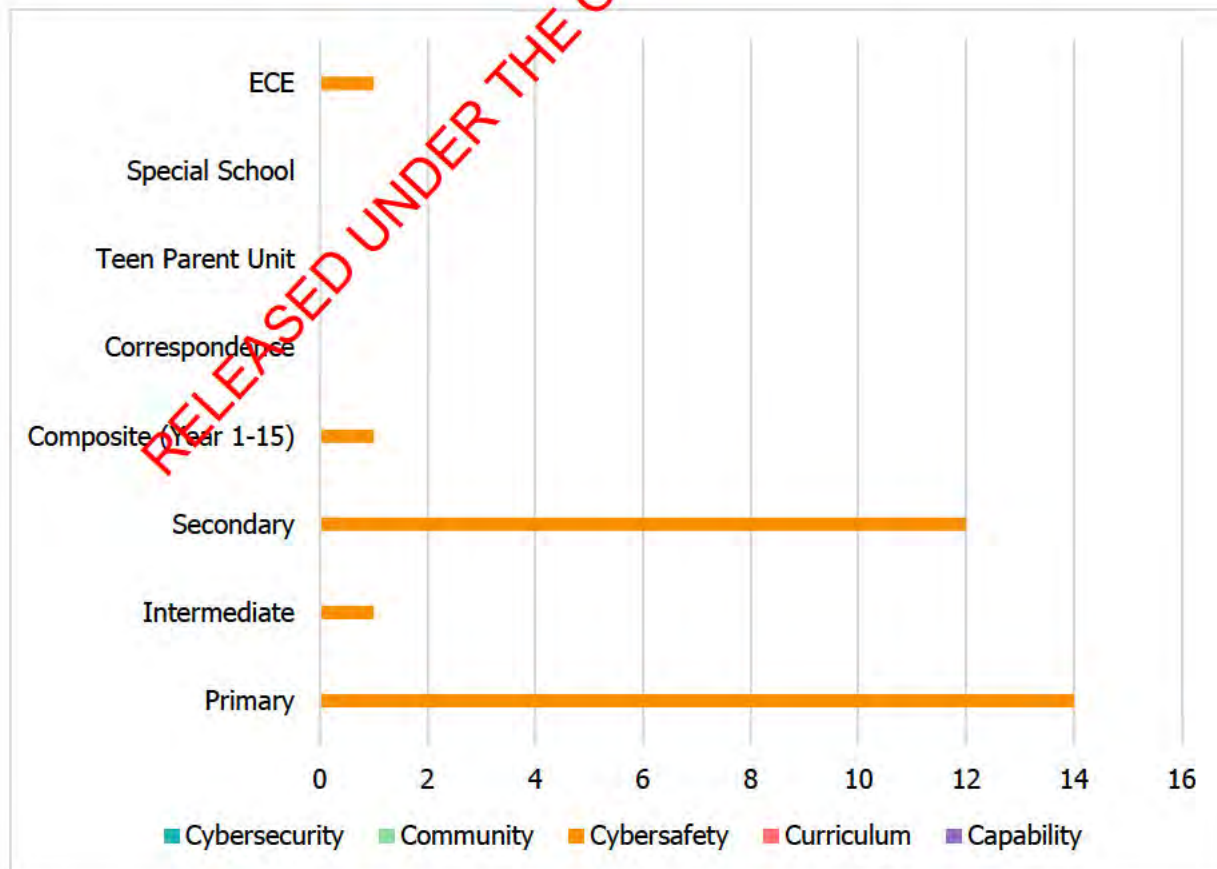


Chart 7: Number of questions by school type and focus of their enquiry (n=29)

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2b. Direct services / How well?

In this quarter, 4 schools who received customised face-to-face services (excluding Netsafe LIVE) from Netsafe responded to its 'immediate satisfaction' survey.

General feedback from the survey and follow-up emails included:

The advice given was very helpful to me and to our parents. Thank you.

[...] offered prompt and accurate advice and support.

Your presentation was fantastic and there were some great questions and discussion.

Our day school team said it was the 'best PD they've had in a long time'. So hats off to you.

... thank you very much for your superb presentations, so full and informative and dramatic enough to make a difference. I think the top ten tips for the parents was very helpful.

The timing [...] was perfect - getting families set up and more aware for the holiday period.

Staff certainly appreciated all the points you covered for us.

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Indirect services / How many?

Online engagement - The Netsafe Schools Website

The total page views for the Apr – Jun quarter was 27,182 which is up from the last quarter, and the total number of users was 7760. Visitors to the Netsafe Schools website spent an average of 2.39 minutes on the site with each user visiting an average of 2.59 pages.

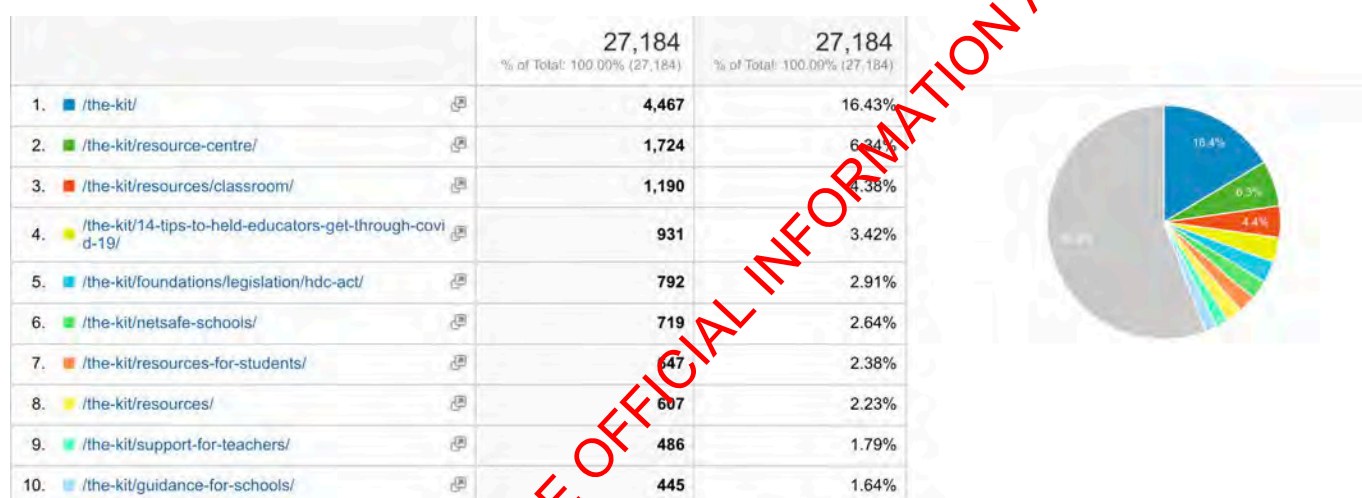


Chart 8: Most-accessed content on The Kit by page view (Apr - Jun 2020)

Media coverage involving stories about schools

This quarter Netsafe was mentioned in 70 media items reaching an audience of approximately 1,577,137 with an Advertising Space Rate equivalent of \$192,140. Most of the media coverage was online and in newspapers but the figures represent all broadcasting and publication media that includes aspects of Netsafe's work. Listed below are examples of online safety media specifically related to the education sector.

Selected examples of media items relevant to school aged children:

April:

- [Be safe from weirdos: Netsafe offers free digital parenting tool kit](#)
- [Switching on Safety for students learning at home](#)
- [Facebook launches kids version of Messenger app](#)
- [Staying safe online](#)
- [It's school but not as you know it](#)
- [Online safety filter available for kids at home learning remotely](#)
- [Cyber criminals use coronavirus lockdown as opportunity to groom children](#)

May:

- [Online child victimisation referrals up during lockdown, DIA says](#)

June:

- [‘We were in tears a lot’: Kiwi mum and dad’s crusade against porn](#)
- [Head of Netsafe recommends creating a 'treaty' with kids to manage online safety](#)
- [Confronting NZ sex education ad praised online](#)
- [What's your child up to online? Netsafe is there to help](#)
- [Worried about what your child is doing online? The Government is here to help](#)
- [Pros and cons of new Crown tool that lets parents control their kids' online habits](#)

3. Respond

3a. Response services / How many?

Incidents vary in their complexity and their mode of reporting. They are often fast-moving and urgent, with schools, parents, and sometimes students seeking fast redress. Those who contact us can be upset, stressed or angry; not all leave contact details, preferring to remain anonymous.

In this quarter, Netsafe received 82 incident reports of digital challenge from across the education sector. Chart 9 shows the incident reports directed at Netsafe by school type and the focus of that contact.

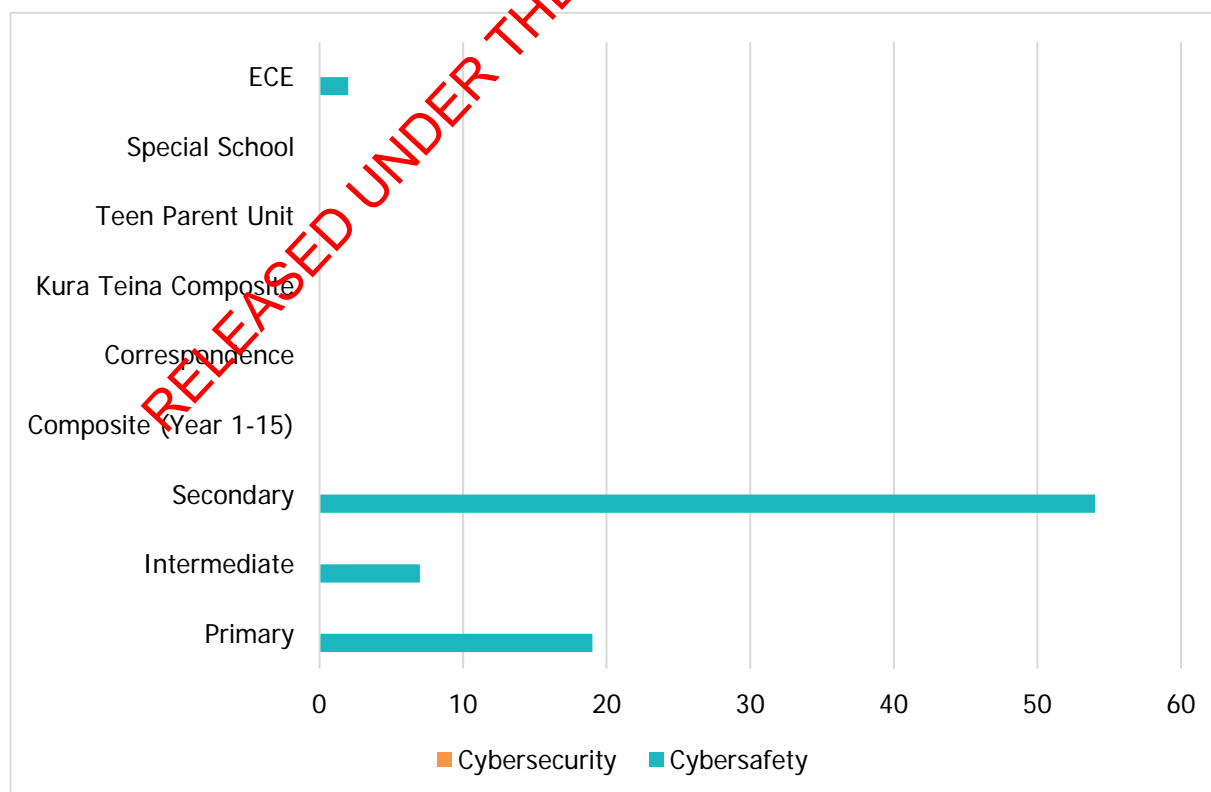


Chart 9: Types of incidents by schools reported (n=82)

In line with the established pattern, the secondary sector is disproportionately represented in the number of reported cybersafety incidents (66% of incidents reported compared to 14% of schools in the total population).

The types of incident reported can be broken down further into categories, see table 8a. Examples of the subjects of incident reports in this quarter are provided in table 8b.

Incident type	# of incident type	% of total
Cybersecurity		
Fraud	0	0
Information security	0	0
System security	0	0
Cybersafety		
Copyright	0	0
Access to content (e.g., sexual, violent or gore)	2	4%
Creation of content (e.g., sexual, violent)	11	22%
Communication related content (e.g., threats, sexual harassment)	36	73%
Total	49	100%

Table 8a: Types of cybersecurity and cybersafety incident report to Netsafe (April - June 2020) (n=82)

Table 8b: Examples of the subjects of incidents reported to Netsafe (April - June 2020)

<p>Creation of content</p>	<ul style="list-style-type: none"> • An anonymous Instagram page is using the school's name and posting harmful content about teachers and the principal. • Instagram account created to share rumours about students • An anonymous Instagram account has been created and is sharing content harmful to students • Anonymous Instagram account created and sharing rumours and confessions about students which are harmful and targeting vulnerable students • Anonymous Instagram account created to shame students and instigate school fights • Fake Instagram account created by ex-student using teachers name • Instagram accounts using the school name created and sharing harmful posts about students • Facebook page established closely resembling the official school one and is posting harmful comments and encouraging violence • Anonymous Instagram account set up using school logo and name and posting harmful content about teachers and students • Anonymous Instagram account established using personal photos of a staff member and labelling the principal as a paedophile • A TikTok has been created about a student without consent causing that student embarrassment and distress • 12-year-old student creating and sharing intimate content on TikTok and Instagram • Several meme and gossip pages created and linked to the school and sharing harmful content
<p>Communication related content</p>	<ul style="list-style-type: none"> • Account posting about students and staff at the school • Instagram account sharing school fights • Underage students sharing intimate images for money with an unknown person overseas who has onshared the images • Harmful comments about the Principal's daughter and nepotism • ex-student of the school posting racist and offensive content on Instagram

- Year 8 and 9 students engaged in sharing intimate and threatening content on Instagram
- Anonymous Instagram page spreading rumours about students
- Anonymous page on Instagram using school name and encouraging fights and violence between schools
- A teacher received a video of an explicit sex act on Instagram and it is believed to be from a student
- Year 10 students receiving dick pics on Instagram
- Harmful comments being posted on Facebook about the school and staff
- Student encouraged to take his own life in Instagram group chat
- Anonymous page on Instagram using the school name and sharing harmful content about students
- Class Zoom session 'bombed' with inappropriate content by unknown person
- Personal information and offensive comments made about students online
- Concerns about inappropriate emails being sent to staff by a student with special needs
- Students sending harmful messages to one another via Instagram
- School fight recorded and shared on school meme page
- Instagram account using school name and posting harmful content
- Anonymous Instagram account sharing harmful content about student
- Multiple students contacted by an unknown man on Instagram wanting to share dick pic
- Anonymous confessions page on Instagram sharing harmful posts resulting in a student attempting to take their own life
- Anonymous Instagram accounts sharing naked images of students from the school
- High school Zoom class 'bombed' and pornography shared
- Year 9 hostel student sharing intimate images with unknown people via snapchat
- School fights videos being shared on Instagram

- Intimate images of a vulnerable student being shared on Instagram
- Student with special learning needs being bullied and threatened on SnapChat
- Vulnerable young person shared intimate images of herself and these were on-shared with others
- Email containing explicit photos of an ex-student sent to school community
- Ex-student sending repeated and explicit emails to teachers from numerous email accounts
- An Instagram account has been set up using school name and logo and contains offensive content of students in school uniform
- An Instagram account is using the name and a photo of a teacher without consent and is posting harmful comments
- Student receiving messages from an anonymous account on Instagram encouraging them to kill themselves
- A video has been posted of a student who had recently taken their own life being bullied
- Anonymous user accessed class Discord account posting footage of Chch shootings
- An anonymous Instagram account posting rumours and harmful messages about students
- Student received death threats and threats of violence from a school meme Instagram account
- Student coercing another student to share naked images via AirDrop
- Possible grooming - student asked to send nudes images which were then on shared
- 14yr student sharing naked images with person overseas. Images have been shared on Instagram and viewed by otehr students
- Harmful comments posted about a student on YouTube who is feeling suicidal as a result
- Two Instagram accounts using school name, logo and principal's photo sharing harmful posts about students
- Unknown people joined school zoom class and shared pornographic content

	<ul style="list-style-type: none"> • Student stalking staff online, sending unwanted emails and making posts about staff • Students sharing offensive comments and videos on Instagram • Parent posting harmful content on social media about the school, teachers and BoT members • 14 yo coerced to share intimate content from someone she met on Snapchat • Intermediate students communicating with a high school student who is sharing inappropriate and threatening content • Student made inappropriate comment to teacher during Google Meet session • Student receiving unsolicited pornographic images from an unknown person • possible grooming of 13yr old student on Omegle • Teacher receiving inappropriate text messages from family member of a student • Two 12 yo students receiving explicit sexual material from an unknown person on Instagram • Pornographic and violent content shared with student via TikTok and has since been onshared and discussed with other students • Student bullying another student on TikTok • 11 yo student communicating inappropriately with an unknown person • 6yr old student approached by stranger while playing Shell Shockers • Student sending threatening messages to other students on Instagram • 11yo student shared intimate images with 3 other students who took screenshots and onshared. • Student's Roblox account has been hacked and student is engaging in harmful and offensive communications via school email • Parent sending harmful emails repeatedly to school making claims about the Principal and BOT and beginning to target students • Ongoing online bullying occurring between primary aged students on social media
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	<ul style="list-style-type: none"> • Parent sending inappropriate images and content to a teacher • Student's intimate images accessed and shared on TikTok by other students • Two students forced another student to shared naked images of a Year 5 girl on TikTok • Student report about a school anonymous confessions page posting harmful content
Access to content	<ul style="list-style-type: none"> • School concerned about content being accessed despite filtering systems in place
Misc	<ul style="list-style-type: none"> • Scam iTunes email sent to school staff supposedly from the principal • When the school is searched for on Google, the business panel links to drug information • Teacher's account possibly compromised. Private information and documents shared • Teacher's personal IG, eBay and email accounts compromised and is seeking advice around how to manage this

3.b Response services | How well?

Schools' satisfaction with SERVICE

When an incident is resolved an 'immediate satisfaction' survey is sent to the school. In this quarter, 12 schools who reported incidents responded to the survey, representing 12% of engagements; lower than the previous quarter. Survey results indicate a Net Promoter Score⁸ of +83.

Feedback comments in the survey include:

You provide such an essential service for our young people in schools. Thank you.

⁸ Global Benchmark is +38

I appreciate the support greatly when dealing with giants like facebook. I would like to acknowledge Sarah who provided the assistance despite being in lockdown and I understand with netsafe fielding many concerns.

*Thank you for your kindness with this traumatic event. While we didn't get any closer to identifying who did this, I did really appreciate your support.
Thank you*

Netsafe is such an essential service. Easy for teachers and students to use and refer to. Thank you

Great service -- keep doing the great mahi you do :-)

Both times I have contacted Netsafe the response has been very helpful, prompt and clear. It's an excellent resource and very reassuring to have it available when working with teenagers.

Efficient and high quality response

When I rang the Educator's phone number it didn't ring at her end. We ended up emailing. Not sure where the fault was as it seemed I had the right number.

Impressed by the swift and sound support provided in difficult circumstances in my school, while trying to create added safety for staff and students at King's High School in Dunedin. Thank you!!!

The service is essential to high school. Its easy to refer students to Netsafe as well.

It would be good if you were able to track people down better using information readily available online. Given the issue I raised, it would have been good for the person responsible to have been spoken to in an official capacity warning them of the dangers of posting their classes zoom meetings online.

4. Advise

4a. Advisory services / How much?

Collaborations with third-party partners and organisations

During the quarter, Netsafe presented to/met with the following organisation(s) that support young people:-

- Working alongside N4L on the Switch on Safety campaign
- Working with the DIA, Classification office and MoE on the Keep it Real Campaign

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Impact: Is anyone better off?

This section describes how Netsafe's advice and support helped schools and kura to make sustainable improvements to how they manage digital safety and security.

Educate

In terms of the impact of Netsafe's services to the sector, sampling surveys sent out between 6-12 months after face-to-face engagements indicate that Netsafe's intervention encouraged all responding schools to take new actions towards planning for safe learning environments

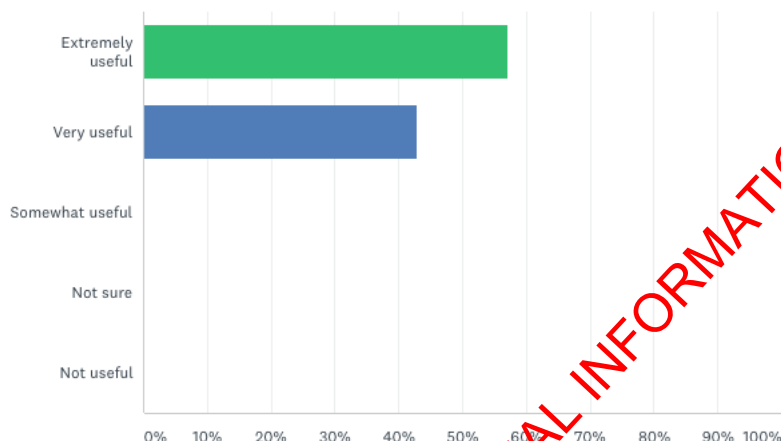


Chart 10: How useful was Netsafe's support/resources in helping your school take new actions towards a safer learning environment?

ANSWER CHOICES	RESPONSES
undertaken a school wide review using the Netsafe Schools Review Tool	14.29% 1
reviewed and updated our school's strategic plan to include online safety, citizenship and wellbeing	42.86% 3
integrated online safety, citizenship and wellbeing across the curriculum	14.29% 1
identified and/or provided professional learning opportunities for staff	57.14% 4
engaged with our wider school community, especially our families and whānau	85.71% 6
actively involved our students in online safety initiatives and approaches	85.71% 6
reviewed and updated our online safety policies and procedures	57.14% 4
reviewed and developed our student use agreements	57.14% 4
Other (please specify)	Responses 0.00% 0
Total Respondents: 7	

Respond

In terms of the impact of our incident management service, 12 schools replied to the 'immediate satisfaction' survey (also see *3.b Response services / How well?*). Of these:-

- 92% indicated that after Netsafe's support they felt confident what to do next.

Looking ahead (July - Sept 2020)

Looking ahead to the next quarter (July - Sept 2020), there are a number of areas in which Netsafe will focus its support for the education sector:

Educate

- Creation of resources to compliment current Netsafe Schools resources to support schools as they move to remote learning including guidance for staff, students and families and whanau.
- Complete second wave of YAS recruitment for 2020 with the onboarding of 35-40 new members.
- Continue to develop resources to support schools, educators, young people and their families, including resources specifically to support professional development for teachers and peer-learning resources for students.
- Continue to provide face to face Netsafe LIVE events across the country, including Hurunui, Cheviot, Marlborough.
- Pilot a Netsafe LIVE online event in collaboration with the VLN School in order to reach those more remote schools around the country.
- Share Netsafe messaging for schools and those who work with young people through conference and other speaking opportunities including Women in Educational Leadership, School Community Officer Training (Kapiti and Auckland) and the University of Otago College of Education final year students.
- Continue to work in collaboration with other agencies who support schools, young people and their families including the School Community Officers, regional MoE offices and N4L.
- Continue to update information and resources on the Netsafe Schools website including 'spotlighting' schools who have joined the Netsafe Schools programme and who are trialing new initiative and approaches.

Respond

- Ongoing support for schools using the Netsafe Schools programme resources.
- Ongoing support for schools as they respond to and manage online incidents.

Appendix B | Example of support provided to schools

1. Respond.

This example highlights how Netsafe works with schools providing support and information to help them navigate online safety challenges that can occur after hours, but which impact student wellbeing and in turn, impact the learning environment. It also highlights that while Netsafe can support as much as possible, there also requires a desire by the young person to engage in the process.

THE CONTEXT

Netsafe was contacted by a school social worker on behalf of a 16-year-old female student. The student had reached out for support after being repeatedly contacted by a man who had sexually abused her a year earlier. The man had created a number of different accounts on Facebook, Instagram and Snapchat and was inundating her with messages which included images of self-harm, threats to commit suicide and professions of love. Every time the student blocked an account, the man created another one using different aliases. The student believed the man might have naked images of her and expressed concern that these could be shared online without her consent.

NETSAFE'S SUPPORT

Netsafe offered a range of support over a period of time. The student was encouraged to continue to block and report all accounts and to collect screenshots of messages and account details. Netsafe checked on the wellbeing of the student who was not wanting to inform her parents, and ensured she was receiving full support from the school. Given the age of the student, the history of the relationship and the content of the messages, Netsafe strongly suggested that the school and the student connect with the Child Protection Team, highlighting how Netsafe can work in parallel to the NZ Police. Netsafe reported the accounts to both Facebook and Instagram, citing harassment as well as the possibility that the person sending the messages did appear to be at risk of self-harm. Both platforms reviewed the accounts and took "appropriate action". Subsequent searches showed that the accounts were no longer on either platform. Netsafe said that they could connect with the man directly with consent from the student, however this was highlighted as being risky given the man's threats of self-harm. The student was encouraged to review their privacy settings, consider changing their account names and profile photos to increase their anonymity and so as not to appear in searches.

OUTCOMES

With the student's consent the school counsellor continued to be the contact for Netsafe and to act on the student's behalf. During the beginning of the process, the student engaged directly, but over time, direct interaction lessened. Despite repeated contact from Netsafe the student became less responsive and would not give consent for Child Protection or NZ Police to be involved.

Netsafe continued to connect with the school counsellor, but once schools moved to emergency learning, emails were returned with an “out of office” reply. The incident was closed with the accounts having been removed from Facebook and Instagram but without having achieved any long term resolution for the student.

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Appendix C | Definitions of terms

1. Education services: Definitions

- **Direct delivery:** Netsafe delivers directly to identifiable clients. Includes liaison with individual schools to provide them with educational support via face-to-face/online presentations; in-community facilitation; response to queries via contact centre; direct provision of resources to support needs. Excludes educational provision to community groups not associated with schools/kura (aka “wider community”)
- **Indirect delivery:** Netsafe delivers to clients through channels where it cannot identify individuals, or through third parties. Includes visitors to the Netsafe website; use of social media channels; or third-party resources e.g., Education Council’s social media for teachers.
- **Meaningful engagement with students and community:** Defined as active engagement with these groups in the strategic planning processes for digital citizenship and cybersafety processes in school/kura.
- **Higher order strategies:** Defined as going beyond protective mediation (e.g., filtering, monitoring, policies, user agreements) and/or short-term responses (e.g., one-off presentations) to establish sustained capability building approaches (curriculum design; teacher professional development; community capability) i.e., “active and ongoing”.

2. Response services: Definitions

- **Incidents:** Include requests for support in managing harm, via the contact centre.
- **Referral:** Includes incidents in which Netsafe has involved a third-party organisation to support the school/kura manage the situation e.g. a social media platform to request material is removed.
- **A resolved incident:** If the HDC no longer is harmful and/ or all actions are completed. This is often determined by the school, reflecting their perception that they are now in a position to manage the situation.

3. Advise services: Definitions

- **Ministry managed projects and work streams:** Includes initiatives in which Netsafe works to achieve outcomes agreed with Ministry teams. This includes this agreement which might be informed via meetings, exception reports and emails.
- **Cross-sector projects and work streams:** Includes initiatives in which Netsafe works to achieve defined outcomes agreed with third-party organisations and partners.
- **Partners/organisations collaborated:** Includes those Netsafe works in order to provide advice to the sector with and on behalf of the Ministry. They include:

- Collaboration with peak bodies e.g. OSAG; BPAG; N4L; Education Council;
- Collaboration with those who provide content and services to the sector e.g., Google; YouthAid; and
- Representatives from the sector who work with/in the sector e.g. NZPF, Sticks and Stones.

4. Other definitions

Māori-medium: Netsafe currently uses the Ministry of Education's list of schools⁹ as the reference point for its contacts. This list provides a limited view of the Māori Medium School sector (cf. the Māori Medium Schools directory¹⁰). This means that Netsafe could be providing support to schools offering Māori medium education that it is currently unable to track due to the separation across the Ministry's key datasets¹¹.

Communities of Learning: Netsafe's work with the communities of learning is in the context of providing face-to-face services. As noted previously, while Netsafe may receive reports and questions from schools that are part of a CoL they do not identify themselves as such in the context of seeking assistance from Netsafe.

Subject matter categories

Across all services, Netsafe categorises the focus of professional learning and incident response as follows:

- **Capability:** strategic planning; review and evaluation; guidance to grow staff capability; advice to Boards and lead teams; understanding Harmful Digital Communications; policy and use agreements.
- **Curriculum:** provision of resources; curriculum design; learner engagement; students as partners; pedagogy.
- **Community:** Requests to engage community, parents and whānau; engagement with third party agencies.
- **Cybersafety:** Behavioural challenges such as cyberbullying, harmful digital communications. We sub-categorise this by **content** that is *accessed*, *created*, *communicated* and *breaches copyright*.
- **Cybersecurity:** Technical challenges includes network breaches, scams, ransomware, password breaches etc.

⁹ <http://www.educationcounts.govt.nz/data-services/directories/list-of-nz-schools>

¹⁰ <http://www.educationcounts.govt.nz/data-services/directories/maori-medium-schools>

¹¹ Specifically, the 'Type of Māori Medium Education School' data field in the Māori Medium directory

Customised face-to-face delivery

Customised face-to-face activity relates to delivery of professional services (e.g., strategic meetings, workshops, presentations to staff or parents) deliver to schools at their request. This activity is delivered on a nominal fee-only basis. For more details:

<https://www.netsafe.org.nz/the-kit/our-services/consultancy-and-workshops/>

Information about customised face-to-face delivery is provided using the following terms:-

- Locations – A place visited to delivered one or more face-to-face activity
- Sessions – Any type of professional service activity delivered face-to-face
- Types of activity – Either Workshop (workshop or presentation) or Meeting (leadership planning meeting)

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Digital Safety and Security Services

QUARTERLY REPORT 5 2020

JULY - SEPTEMBER 2020



Digital Safety and Security Services |

Quarterly Report 5 2020

Programme outcomes

The overarching outcome for the Netsafe agreement is to ensure that:

All New Zealand Māori medium kura and schools and their communities have access to quality advice and support for digital safety and security.

To achieve this, Netsafe provides the following three types of services directly and indirectly to kura and schools:

1. To educate

Result | Increased kura and schools' online capability and awareness.

Approach description:

- a) Delivering Netsafe educational content and services directly to kura and schools as well as their communities;
- b) Working with partners to support the development of the partners' content and services for kura and schools (i.e. Netsafe delivers indirectly).

2. To respond

Result | Harm is reduced when negative incidents occur.

Approach description:

- a) Receiving, assessing and investigating online safety and security queries;
- b) Providing direct assistance through advice/referral to other agencies.

3. To advise

Result | Strong online safety support to kura and schools

Approach description:

- a) Providing advice to the Ministry on policies and guidance related to digital safety issues;
- b) Providing cross-sector subject matter expertise on tackling digital challenges;
- c) Collaborating to develop or exchange educational resources

Executive summary

This report describes the activities and outcomes under the agreement between Netsafe and the Ministry of Education during July – September 2020. In this quarter:

Overview

- Netsafe had 200 requests for direct support from a total of 122 schools/kura and ECE, across all services (i.e., requests for presentations, advice and incident response), a significant rise from last quarter.

Educate

- Netsafe continues to work alongside the NZ Police and Core Education to ensure that the online safety themes and guidance provided to schools in the Police Keeping Ourselves Safe program is in line with what Netsafe understands to be best practice in online safety education for young people

Respond

- Secondary schools continue to represent significantly in incident report figures with 61% of incidents reported by secondary schools (cf. population of 14%).
- Overall response numbers are stable and in line with the equivalent quarter in 2019.
- Both Incident reports and questions from schools were in the majority focused on cybersafety issues, reversing a trend over previous quarters which showed a significant rise in capability enquiries. We will continue to monitor this.
- 12 schools contacted us for incident response services this quarter who did not wish identify the school they were calling from.

Advise

- Netsafe continues to collaborate with N4L, CERT NZ and the Police Youth Education Service as cross-sector partners / agencies.
- Netsafe has provided advice and guidance to the N4L as part of the development of their Safe and Secure program

Narrative report: 'How many' and 'How well'

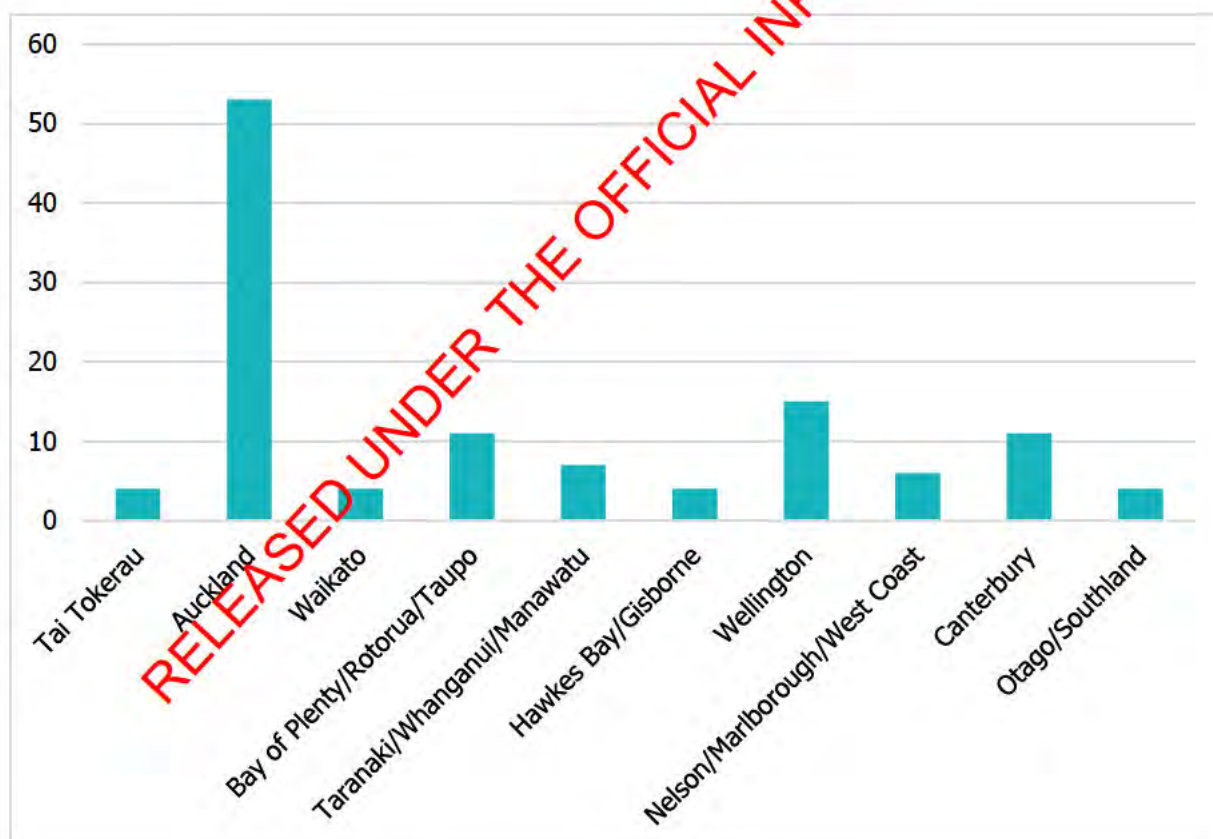
1. Overview^[PS1]

This narrative section of the report summarises the trends, success and impacts from the period including partners with whom Netsafe has worked. It is organised around the three key services in the agreement - Educate, Respond and Advise. It describes **how many** trackable interactions¹ we have had with the sector, **how well** we provided various services and **how the schools are better off**.

Incident reports, questions and requests

Across New Zealand, in this quarter, Netsafe engaged² with a total of 146 schools across New Zealand. Of these, Netsafe received 200 requests for direct support³ from a total of 122 schools/kura.

Chart 1 shows the total number of contact types received from schools by region, and Chart 2 by sector. Note that separate charts are provided later in this report for the different types of contact with schools.



¹ This excludes schools accessing online resources.

² Responding to questions, requests for presentations and incidents; providing customised workshops, and attending Netsafe LIVE events.

³ Request for presentation, advice or incident response support.

Chart 1: Incidents, questions and requests; number of engagements with schools/kura across Ministry regions (N=122)

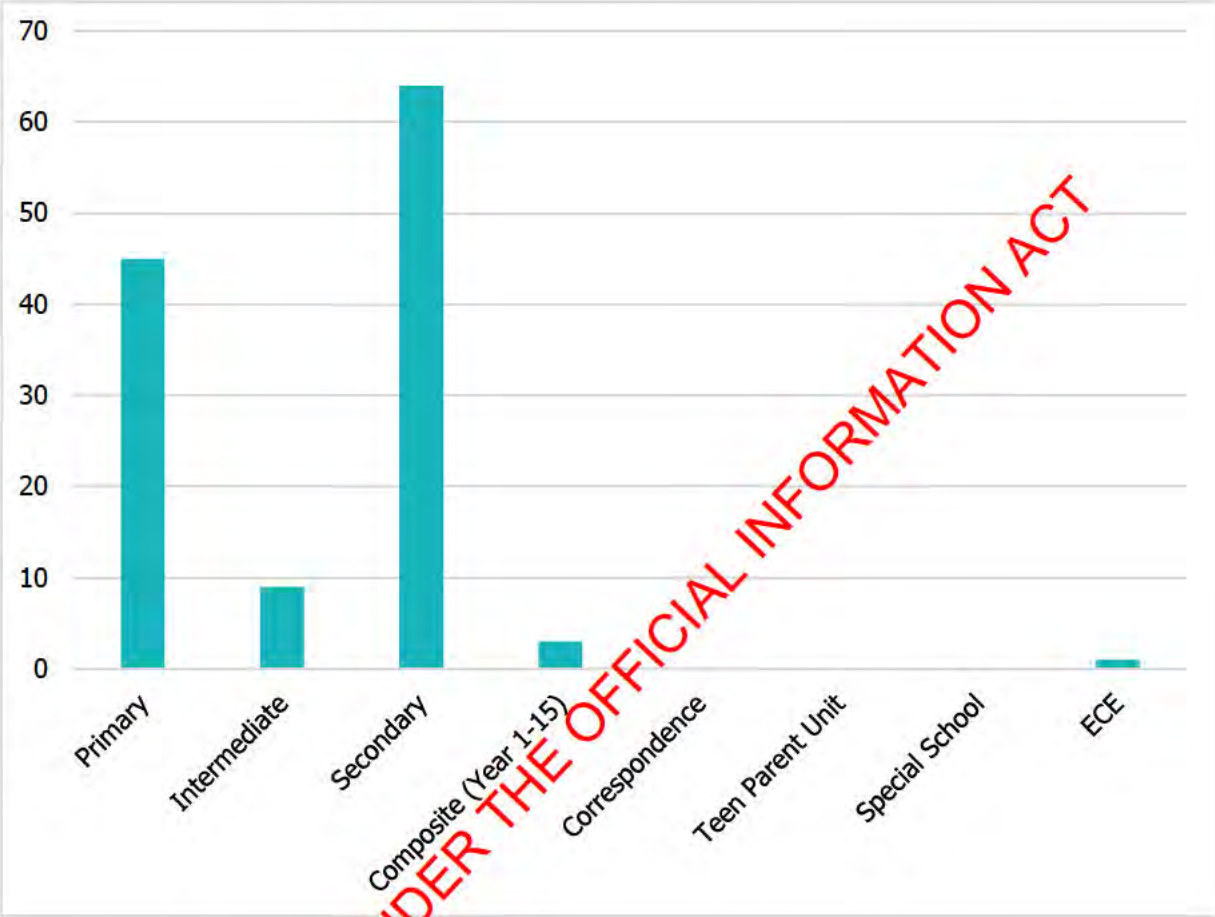


Chart 2: Incidents, questions and requests for presentations; engagements with schools/kura by school type (n=122)

Chart 2a shows a comparison of the percentage of different school types contacting Netsafe with the total population.

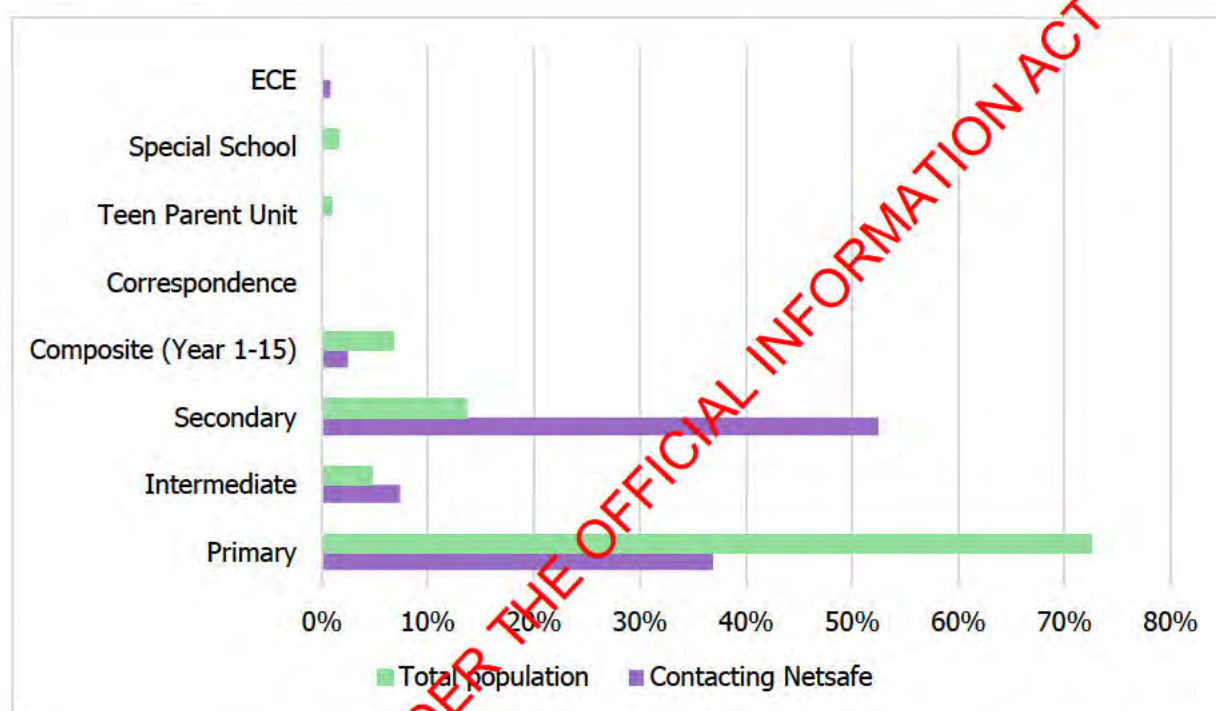


Chart 2a: Percentage of different school types contacting Netsafe compared to the total population of those types of schools (n=2529⁴)

⁴ Total number of schools/kura in July 2017 roll return

netsafe live

The Netsafe LIVE request events are delivered in response to an approach from clusters of schools, while the scheduled events are planned to be delivered to the regional areas that are less likely to engage with Netsafe. Both types are free to attend. The attendance at these events is reported separately to customised face-to-face services.

In Q5 there were 2 Netsafe LIVE events hosted in schools. While other events were scheduled during the quarter, these were postponed due to COVID-19 restrictions.

Table 1a: Locations visited by Netsafe LIVE and the number of schools, staff and parents attending

	# Schools	# Staff	# Parents
LIVE: Requested			
2	6	61	247
LIVE: Scheduled			
0	0	0	0
Total			0

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Customised Face-to-face services

This section provides information on the customised face-to-face activity requested by and delivered to schools. See Appendix C for definitions.

This quarter saw the second round of school closures due to the Covid-19 pandemic. As a result, Netsafe's direct face to face work in schools was halted once again, with the focus again shifting to providing online sessions for schools and staff, and the development of free resources and advice to support during this time.

Table 1b: Number of locations hosting Netsafe events, and sessions completed for schools and other organisations

	# Locations	# Sessions
Schools	14	23
Other organisations	1	1
Total	15	24

Table 2: Number of organisations represented, staff and/or parents attending sessions delivered to schools and other organisations

	# Organisations	# Staff	# Parents
Schools	18	149	467
Other	1	0	47
Total	19	149	514

Table 3: Breakdown of sector of the hosting schools (n=14)

Sector	# Locations
Primary	6
Intermediate	0
Secondary	8

Special School	0
Composite (TKKM)	0

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Table 4: Breakdown of the region locating the host school

Region	# Locations	% of regional locations visited by Netsafe	% population of schools in regional locations visited
Auckland	13	93%	22%
Canterbury	0	0	11%
Otago/Southland	0	0	9%
Taranaki/Whanganui /Manawatu	0	0	9%
Wellington	1	7%	11%
Tai Tokerau	0	0	6%
Waikato	0	0	11%
Hawkes Bay/Gisborne	0	0%	7%
Nelson/Marlborough/ West Coast	0	0	5%
Bay of Plenty/Rotorua/ Taupo	0	0	7%
Total	14		

Breakdown of direct contacts by category

[PS2]

Chart 3 highlights the continued focus on cybersafety concerns across direct contacts with schools. Charts 4-6 show the breakdown of category by contact type.

The focus of the direct contact that Netsafe has with schools continues to be around schools cybersafety concerns⁵.

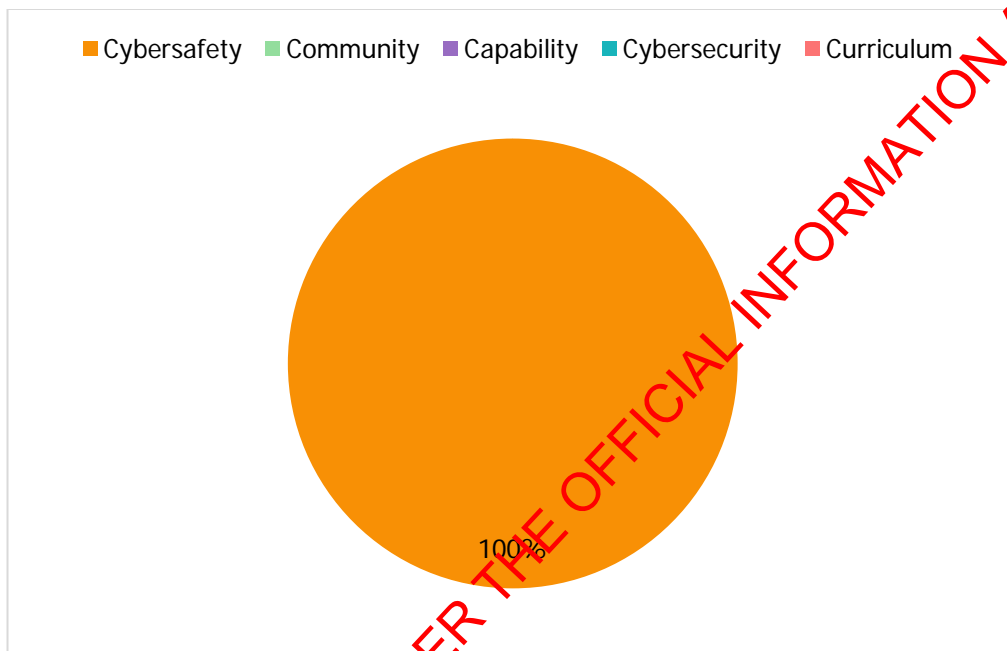


Chart 3: Total Incident reports, questions and requests for presentations from schools/kura by category

⁵ Notes supporting interpretation of the categorisation in this section can be found in Appendix C.

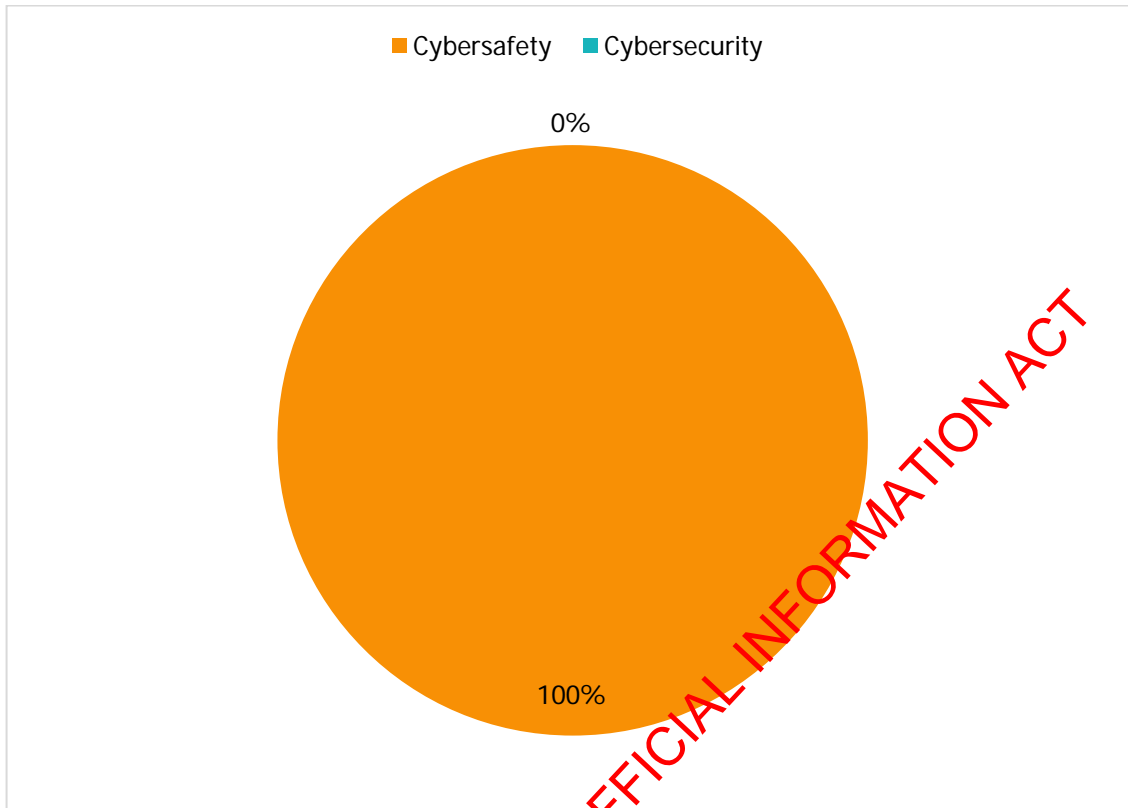


Chart 4: Incident reports from schools/kura by category

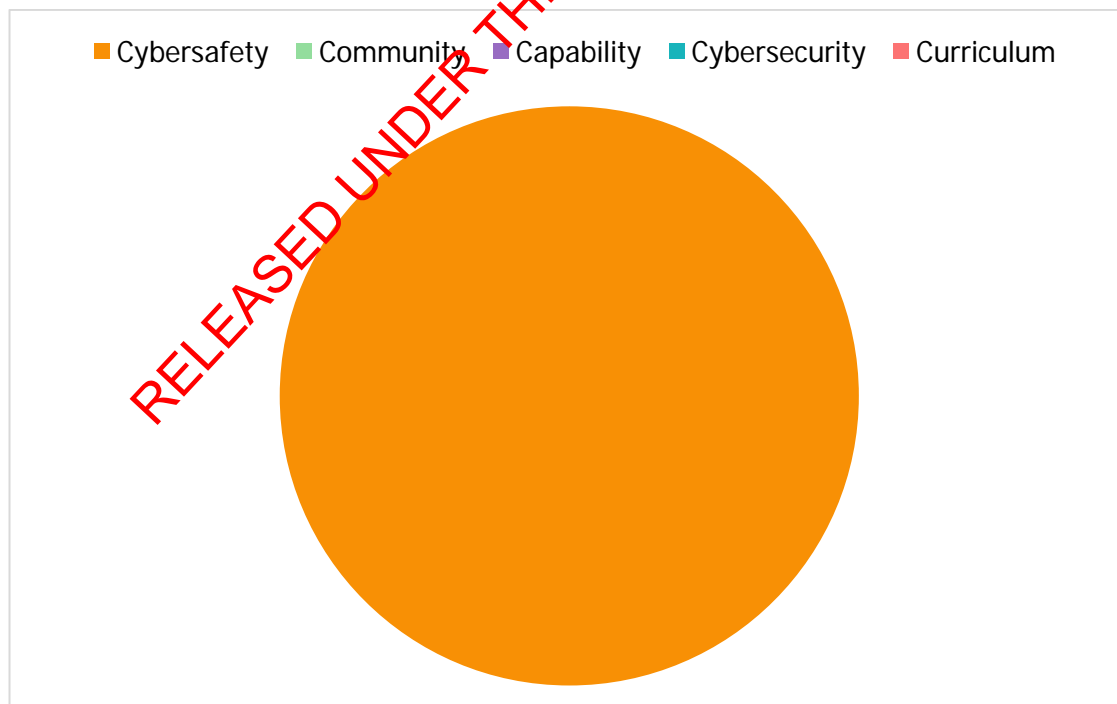


Chart 5: Questions from schools/kura by category

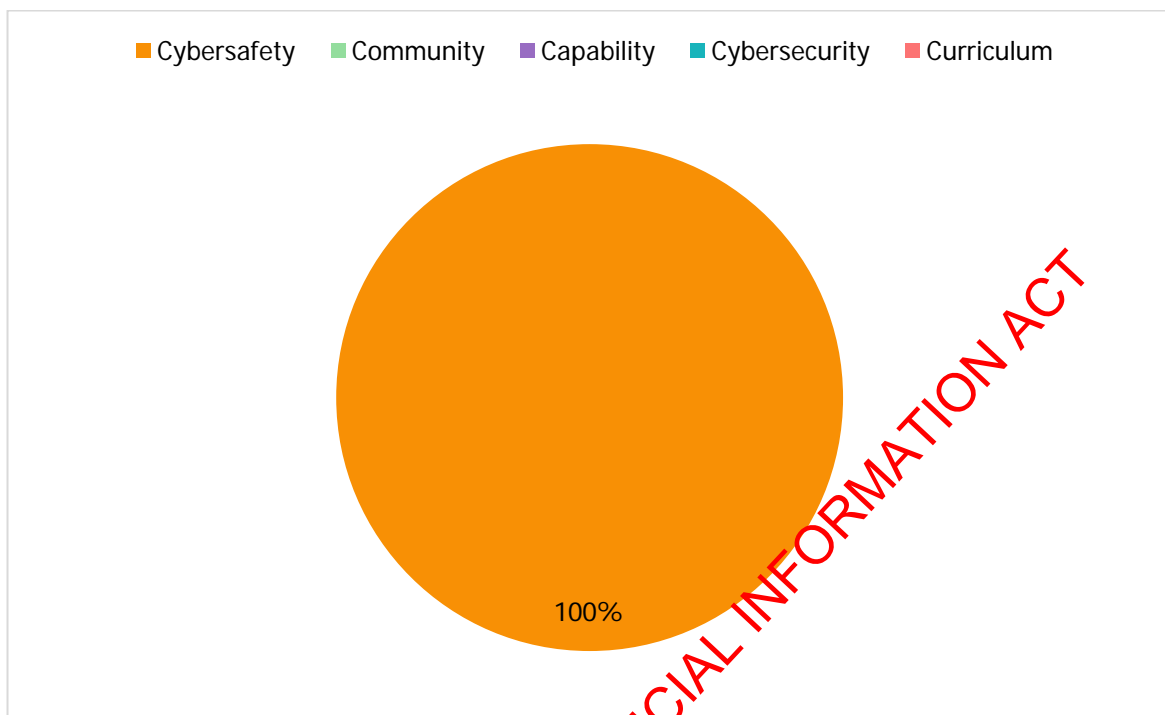


Chart 6: Requests for presentations from schools/kura by category

2. Educate

2a. Direct services / How many?

Netsafe has provided direct advice to 122 schools in response to queries, requests or reports made to its contact centre and to 18 via customised face-to-face services delivered to schools and their communities. Refer to Appendix B for examples of face-to-face activity in schools.

Direct support | Volumes and types of request

In total, Netsafe provided direct support (via emails, phone calls and presentations) to 111 schools, kura and other institution types in July - September 2020. Table 6 shows the breakdown of contact by type. Table 7 provides an initial look at the frequency with which schools requested support during this quarter.

Table 6: Direct engagements by type (July – September 2020)

Contact centre	# contacts	# schools ⁶	Total # schools ⁷
Questions	31	14	122
Request for presentation/workshop	20	23	
Incident reports	149	85	
Face-to-face	# locations	# schools	Total # schools
Customised F-2-F delivery	14	18	18
Netsafe LIVE	2	6	6
			146

⁶ Note, some schools contacted Netsafe more than once, and sometimes, for different reasons. This counts the number of schools that contacted Netsafe at least once in each of the categories. This means that some schools will be counted more than once. Therefore, this total may not equal the *Total # schools*

⁷ Note, this is the total number of schools that contacted Netsafe at least once. This counts each school only once. Therefore, the total may not equal the sum of *# schools* for the contact centre categories.

	Number of times schools contacted Netsafe				
	x1	x2	x3	x4	x5
Number of schools	122	22	3	0	0
% of schools	100%	18%	2%	0	0

Table 7: Indication of the number of times schools contacted Netsafe (July - Sept 2020) (n=122)

Chart 7 shows the number of questions directed at Netsafe by school type and the focus of that contact.

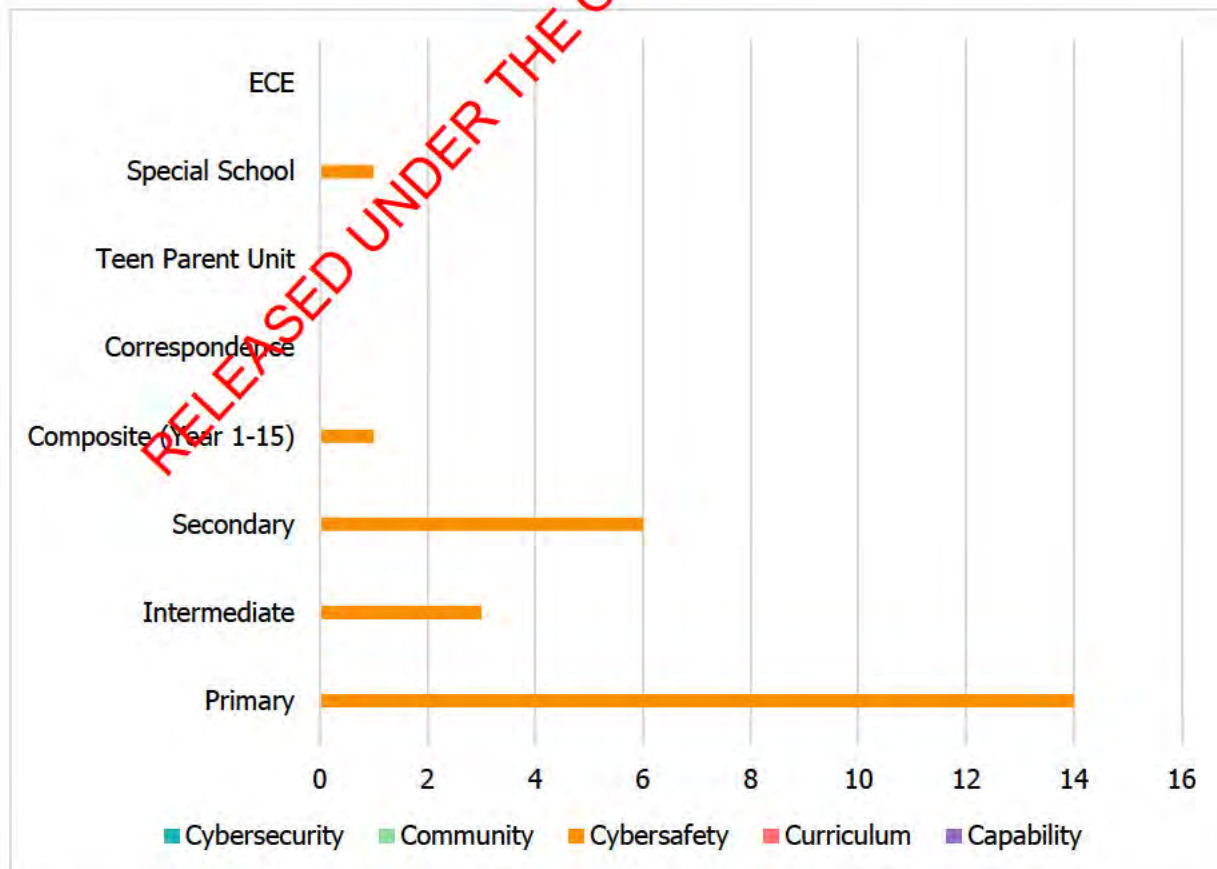


Chart 7: Number of questions by school type and focus of their enquiry (n=31)

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2b. Direct services / How well?

In this quarter, 14 schools who received customised face-to-face services (excluding Netsafe LIVE) from Netsafe responded to its 'immediate satisfaction' survey.

General feedback from the survey and follow-up emails included:

The advice given was very helpful to me and to our parents. Thank you.

[...] offered prompt and accurate advice and support.

Your presentation was fantastic and there were some great questions and discussion.

Our day school team said it was the 'best PD they've had in a long time'. So hats off to you.

... thank you very much for your superb presentations, so full and informative and dramatic enough to make a difference. I think the top ten tips for the parents was very helpful.

The timing [...] was perfect - getting families set up and more aware for the holiday period.

Staff certainly appreciated all the points you covered for us.

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Indirect services / How many?

Online engagement - The Netsafe Schools Website

The total page views for the July – Sept quarter was 32,174 which is up from the last quarter and a significant rise from this period last year, and the total number of users was 8512. Visitors to the Netsafe Schools website spent an average of 2.15 minutes on the site with each user visiting an average of 3.05 pages.



Chart 8: Most-accessed content on The Kit by page view (July - Sept 2020)

Media coverage involving stories about schools

This quarter Netsafe was mentioned in 243 media items reaching an audience of approximately 7,329,963 with an Advertising Space Rate equivalent of \$898,095. Most of the media coverage was online and in newspapers but the figures represent all broadcasting and publication media that includes aspects of Netsafe's work. Listed below are examples of online safety media specifically related to the education sector.

Selected examples of media items relevant to school aged children:

July:

Netsafe warns parents about TikTok, as under 11s jumping on board despite 13+ rating
Fighting the scourge of cyberbullying
Action on bullying
Instagram apologises after Christchurch attack video 'meme' left online despite multiple reports

August :

Fight at Kamo High School posted on social media - it could breach Harmful Digital Comms Act

Wellington school newsletter republished with adult advertising
Youth Action Squad: empowering young people to stay safe online
Te Puke High School bans students from bringing phones to school
Opinion: Parents or porn - who's teaching our youth today? · Tech savvy parents means safe kids

September:

Online obsession: This 'blows my mind' says overwhelmed parent
Former students plead for change after explicit photos traded 'like Pokemon', fuelling culture of revenge porn and blackmail
Schools warn about TikTok video
Students' association's Zoom meeting hacked, bombarded with offensive images TikTok working to remove a distressing video from its platform
Netsafe's warning to parents over distressing video circulating social media
Online safety parent toolkit · Suicide video goes viral on TikTok, children warned off
Schools act fast over disturbing content
Schools issue warning to parents about graphic death on social media
Porn stars showing up on your doorstep? You're joking, right?

3. Respond

3a. Response services / How many?

Incidents vary in their complexity and their mode of reporting. They are often fast-moving and urgent, with schools, parents, and sometimes students seeking fast redress. Those who contact us can be upset, stressed or angry; not all leave contact details, preferring to remain anonymous.

In this quarter, Netsafe received 149 incident reports of digital challenge from across the education sector. Chart 9 shows the incident reports directed at Netsafe by school type and the focus of that contact.

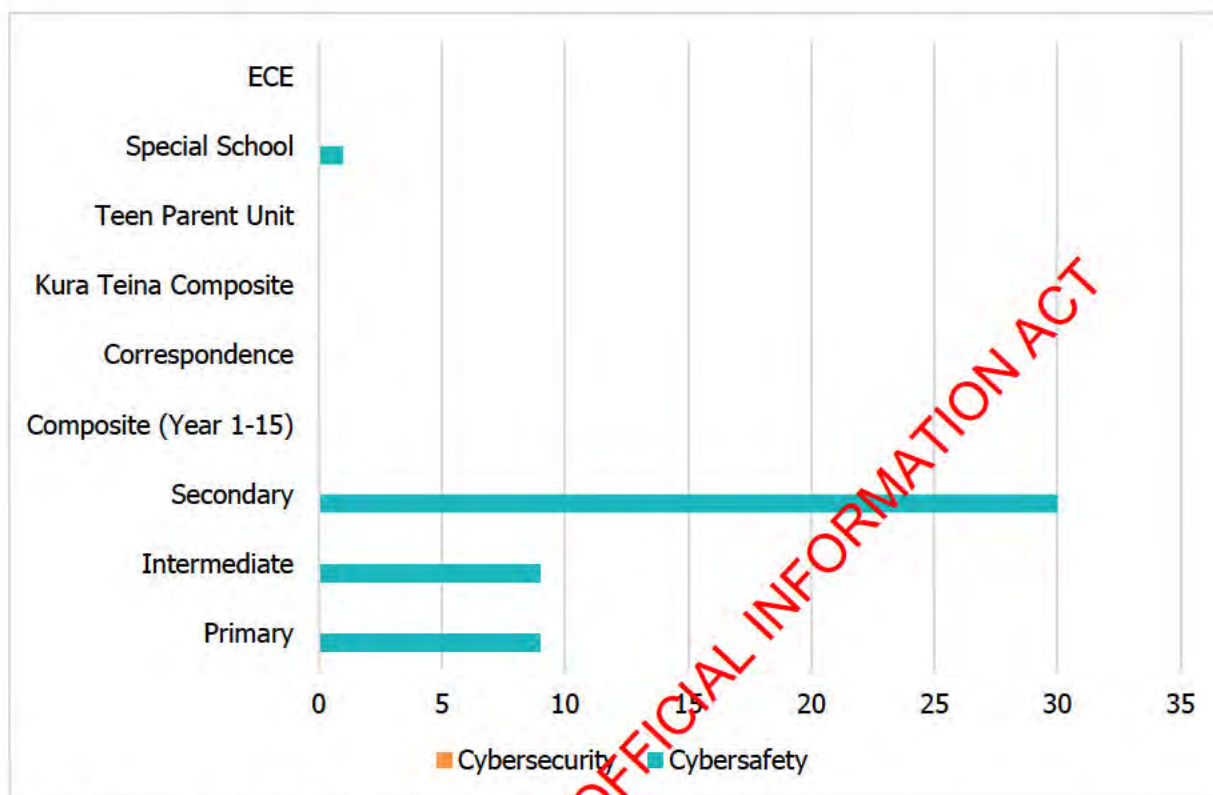


Chart 9: Types of incidents by schools reported (n=149)

In line with the established pattern, the secondary sector is disproportionately represented in the number of reported cybersafety incidents (61% of incidents reported compared to 14% of schools in the total population).

The types of incident reported can be broken down further into categories, see table 8a. Examples of the subjects of incident reports in this quarter are provided in table 8b.

Incident type	# of incident type	% of total
Cybersecurity		
Fraud	0	0
Information security	0	0
System security	0	0
Cybersafety		
Copyright	0	0

Access to content (e.g., sexual, violent or gore)	7	5%
Creation of content (e.g., sexual, violent)	8	5%
Communication related content (e.g., threats, sexual harassment)	116	78%
Self Management (e.g. screentime and addiction)	18	12%
Total	149	100%

Table 8a: Types of cybersecurity and cybersafety incident reported to Netsafe (July - Sept 2020) (n=149)

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Table 8b: Examples of the subjects of incidents reported to Netsafe (July - Sept 2020)

Creation of content	<ul style="list-style-type: none"> • An anonymous Instagram page is using the school's name and posting harmful content about teachers and the principal. • Anonymous Instagram account created and sharing rumours and confessions about students which are harmful and targeting vulnerable students • Anonymous Instagram account created to shame students and instigate school fights • Facebook page established closely resembling the official school one and is posting harmful comments and encouraging violence • Anonymous Instagram account set up using school logo and name and posting harmful content about teachers and students • A TikTok has been created about a student without consent causing that student embarrassment and distress • 12-year-old student creating and sharing intimate content on TikTok and Instagram • Several meme and gossip pages created and linked to the school and sharing harmful content
Communication related content	<ul style="list-style-type: none"> • Account posting about students and staff at the school • Instagram account sharing school fights • Underage students sharing intimate images for money with an unknown person overseas who has onshared the images • Harmful comments about the Principal's daughter and nepotism • Year 8 and 9 students engaged in sharing intimate and threatening content on Instagram • Anonymous page on Instagram using school name and encouraging fights and violence between schools • Harmful comments being posted on Facebook about the school and staff • Anonymous page on Instagram using the school name and sharing harmful content about students • Personal information and offensive comments made about students online

	<ul style="list-style-type: none"> • Students sending harmful messages to one another via Instagram • School fight recorded and shared on school meme page • Instagram account using school name and posting harmful content • Anonymous Instagram account sharing harmful content about student • Anonymous Instagram accounts sharing naked images of students from the school • School fights videos being shared on Instagram • Intimate images of a vulnerable student being shared on Instagram • Vulnerable young person shared intimate images of herself and these were on-shared with others • Student stalking staff online, sending unwanted emails and making posts about staff • Students sharing offensive comments and videos on Instagram • Intermediate students communicating with a high school student who is sharing inappropriate and threatening content • Student made inappropriate comment to teacher during Google Meet session • Student receiving unsolicited pornographic images from an unknown person • Student bullying another student on TikTok • 11 yo student communicating inappropriately with an unknown person • Student sending threatening messages to other students on Instagram • Student's Roblox account has been hacked and student is engaging in harmful and offensive communications via school email • Ongoing online bullying occurring between primary aged students on social media
Access to content	<ul style="list-style-type: none"> • School concerned about content being accessed despite filtering systems in place

3.b Response services / How well?

Schools' satisfaction with SERVICE^[PS3]

When an incident is resolved an 'immediate satisfaction' survey is sent to the school. In this quarter, 40 schools who reported incidents responded to the survey, representing 27% of engagements; lower than the previous quarter. Survey results indicate a Net Promoter Score⁸ of +100.

Impact: Is anyone better off?

This section describes how Netsafe's advice and support helped schools and kura to make sustainable improvements to how they manage digital safety and security.

Educate

In terms of the impact of Netsafe's services to the sector, sampling surveys sent out between 6-12 months after face-to-face engagements indicate that Netsafe's intervention encouraged all responding schools to take new actions towards planning for safe learning environments

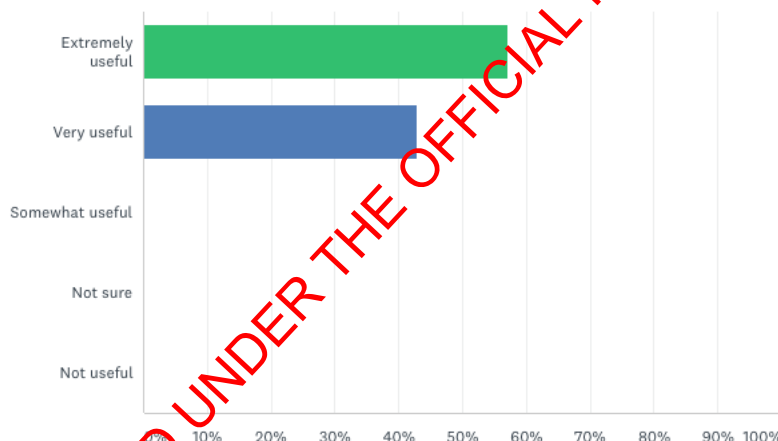


Chart 10: How useful was Netsafe's support/ resources in helping your school take new actions towards a safer learning environment?

⁸ Global Benchmark is +38

ANSWER CHOICES	RESPONSES
▼ undertaken a school wide review using the Netsafe Schools Review Tool	14.29%
▼ reviewed and updated our school's strategic plan to include online safety, citizenship and wellbeing	42.86%
▼ integrated online safety, citizenship and wellbeing across the curriculum	14.29%
▼ identified and/or provided professional learning opportunities for staff	57.14%
▼ engaged with our wider school community, especially our families and whānau	85.71%
▼ actively involved our students in online safety initiatives and approaches	85.71%
▼ reviewed and updated our online safety policies and procedures	57.14%
▼ reviewed and developed our student use agreements	57.14%
▼ Other (please specify)	Responses 0.00%

Respond

In terms of the impact of our incident management service, 40 schools replied to the 'immediate satisfaction' survey (also see *3.b Response services / How well?*). Of these:-

- 92% indicated that after Netsafe's support they felt confident what to do next. [PS4]

Looking ahead (Oct - Dec 2020)

Looking ahead to the next quarter (Oct - Dec 2020), there are a number of areas in which Netsafe will focus its support for the education sector:

Educate

- Creation of resources to compliment current Netsafe Schools resources to support schools as they move to remote learning including guidance for staff, students and families and whanau.
- Begin third wave of YAS recruitment
- Continue to develop resources to support schools, educators, young people and their families, including resources specifically to support professional development for teachers and peer-learning resources for students.
- Continue to provide face to face Netsafe LIVE events across the country
- Pilot a Netsafe LIVE online event in collaboration with the VLN School in order to reach those more remote schools around the country.
- Share Netsafe messaging for schools and those who work with young people through conference and other speaking.
- Continue to work in collaboration with other agencies who support schools, young people and their families including the School Community Officers, regional MoE offices and N4L.
- Continue to update information and resources on the Netsafe Schools website including 'spotlighting' schools who have joined the Netsafe Schools programme and who are trialing new initiative and approaches.

Respond

- Ongoing support for schools using the Netsafe Schools programme resources.
- Ongoing support for schools as they respond to and manage online incidents.

Appendix B | Example of support provided to schools

1. Respond.

This example highlights how Netsafe works with schools providing support and information to help them navigate online safety challenges that can occur after hours, but which impact student wellbeing and in turn, impact the learning environment. It also highlights that while Netsafe can support as much as possible, there also requires a desire by the young person to engage in the process.

THE CONTEXT

Netsafe was contacted by a school social worker on behalf of a 16-year-old female student. The student had reached out for support after being repeatedly contacted by a man who had sexually abused her a year earlier. The man had created a number of different accounts on Facebook, Instagram and Snapchat and was inundating her with messages which included images of self-harm, threats to commit suicide and professions of love. Every time the student blocked an account, the man created another one using different aliases. The student believed the man might have naked images of her and expressed concern that these could be shared online without her consent.

NETSAFE'S SUPPORT

Netsafe offered a range of support over a period of time. The student was encouraged to continue to block and report all accounts and to collect screenshots of messages and account details. Netsafe checked on the wellbeing of the student who was not wanting to inform her parents, and ensured she was receiving full support from the school.

Given the age of the student, the history of the relationship and the content of the messages, Netsafe strongly suggested that the school and the student connect with the Child Protection Team, highlighting how Netsafe can work in parallel to the NZ Police.

Netsafe reported the accounts to both Facebook and Instagram, citing harassment as well as the possibility that the person sending the messages did appear to be at risk of self-harm. Both platforms reviewed the accounts and took "appropriate action". Subsequent searches showed that the accounts were no longer on either platform.

Netsafe said that they could connect with the man directly with consent from the student, however this was highlighted as being risky given the man's threats of self-harm.

The student was encouraged to review their privacy settings, consider changing their account names and profile photos to increase their anonymity and so as not to appear in searches.

OUTCOMES

With the student's consent the school counsellor continued to be the contact for Netsafe and to act on the student's behalf. During the beginning of the process, the student engaged directly, but over time, direct interaction lessened. Despite repeated contact from Netsafe the student became less responsive and would not give consent for Child Protection or NZ Police to be involved.

Netsafe continued to connect with the school counsellor, but once schools moved to emergency learning, emails were returned with an “out of office” reply. The incident was closed with the accounts having been removed from Facebook and Instagram but without having achieved any long term resolution for the student.

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Appendix C | Definitions of terms

1. Education services: Definitions

- **Direct delivery:** Netsafe delivers directly to identifiable clients. Includes liaison with individual schools to provide them with educational support via face-to-face/online presentations; in-community facilitation; response to queries via contact centre; direct provision of resources to support needs. Excludes educational provision to community groups not associated with schools/kura (aka “wider community”)
- **Indirect delivery:** Netsafe delivers to clients through channels where it cannot identify individuals, or through third parties. Includes visitors to the Netsafe website; use of social media channels; or third-party resources e.g., Education Council’s social media for teachers.
- **Meaningful engagement with students and community:** Defined as active engagement with these groups in the strategic planning processes for digital citizenship and cybersafety processes in school/kura.
- **Higher order strategies:** Defined as going beyond protective mediation (e.g., filtering, monitoring, policies, user agreements) and/or short-term responses (e.g., one-off presentations) to establish sustained capability building approaches (curriculum design; teacher professional development; community capability) i.e., “active and ongoing”.

2. Response services: Definitions

- **Incidents:** Include requests for support in managing harm, via the contact centre.
- **Referral:** Includes incidents in which Netsafe has involved a third-party organisation to support the school/kura manage the situation e.g. a social media platform to request material is removed.
- **A resolved incident:** If the HDC no longer is harmful and/ or all actions are completed. This is often determined by the school, reflecting their perception that they are now in a position to manage the situation.

3. Advise services: Definitions

- **Ministry managed projects and work streams:** Includes initiatives in which Netsafe works to achieve outcomes agreed with Ministry teams. This includes this agreement which might be informed via meetings, exception reports and emails.
- **Cross-sector projects and work streams:** Includes initiatives in which Netsafe works to achieve defined outcomes agreed with third-party organisations and partners.
- **Partners/organisations collaborated:** Includes those Netsafe works in order to provide advice to the sector with and on behalf of the Ministry. They include:

- Collaboration with peak bodies e.g. OSAG; BPAG; N4L; Education Council;
- Collaboration with those who provide content and services to the sector e.g., Google; YouthAid; and
- Representatives from the sector who work with/in the sector e.g. NZPF, Sticks and Stones.

4. Other definitions

Māori-medium: Netsafe currently uses the Ministry of Education's list of schools⁹ as the reference point for its contacts. This list provides a limited view of the Māori Medium School sector (cf. the Māori Medium Schools directory¹⁰). This means that Netsafe could be providing support to schools offering Māori medium education that it is currently unable to track due to the separation across the Ministry's key datasets¹¹.

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Subject matter categories

Across all services, Netsafe categorises the focus of professional learning and incident response as follows:

- **Capability:** strategic planning; review and evaluation; guidance to grow staff capability; advice to Boards and lead teams; understanding Harmful Digital Communications; policy and use agreements.
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- **Cybersecurity:** Technical challenges includes network breaches, scams, ransomware, password breaches etc.

⁹ <http://www.educationcounts.govt.nz/data-services/directories/list-of-nz-schools>

¹⁰ <http://www.educationcounts.govt.nz/data-services/directories/maori-medium-schools>

¹¹ Specifically, the 'Type of Māori Medium Education School' data field in the Māori Medium directory

Customised face-to-face delivery

Customised face-to-face activity relates to delivery of professional services (e.g., strategic meetings, workshops, presentations to staff or parents) deliver to schools at their request. This activity is delivered on a nominal fee-only basis. For more details:

<https://www.netsafe.org.nz/the-kit/our-services/consultancy-and-workshops/>

Information about customised face-to-face delivery is provided using the following terms:-

- Locations – A place visited to delivered one or more face-to-face activity
- Sessions – Any type of professional service activity delivered face-to-face
- Types of activity – Either Workshop (workshop or presentation) or Meeting (leadership planning meeting)

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Appendix E - All communications between MoE and Netsafe from 1 January 2020 onwards regarding the delivery of Netsafe Schools under the contract between Netsafe and MoE, including any communications regarding the staffing levels during the delivery of the contract, and any communications in respect of any successes and/or failures in meeting the terms of the contract.

#	Date	Title	Decision on release
1	27 Jan 20	Email: Sean to Anne- Margaret Re: Netsafe Q2 Report	Release in part. Some information has been withheld under section 9(2)(a) of the Act.
2	31 Jul 20	Email: Re: Netsafe report and invoice	Release in part. Some information has been withheld under section 9(2)(a) of the Act.
3	12 Oct 20	Email: Josh to Sean Re: Quartley Report	Release in part. Some information has been withheld under section 9(2)(a) of the Act.
4	23 Oct 20	Email: Sean to Josh Re: Quartley Report	Release in part. Some information has been withheld under section 9(2)(a) of the Act.

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Charmaine McAra

From: Sean Lyons [s 9(2)(a) OIA]
Sent: Monday, 27 January 2020 6:55 AM
To: Anne-Margaret Campbell; Josh Cookson
Subject: Re: Netsafe Q2 Report
Attachments: Netsafe-MoE Milestone-2-oct-dec-2019-DRAFT.pdf; Invoice INV-00001279.pdf

Hello,

Please find attached our draft Milestone report for Q2 along with our invoice.

As always, any questions, please drop me a line.

Kind Regards,

Sean.

Sean Lyons | Director of Education & Engagement | [s 9(2)(a) OIA] | Netsafe | www.netsafe.org.nz

From: Anne-Margaret Campbell <AnneMargaret.Campbell@education.govt.nz>
Sent: Wednesday, 22 January 2020 12:10 PM
To: Sean Lyons [s 9(2)(a) OIA]; Josh Cookson <Josh.Cookson@education.govt.nz>
Subject: RE: Netsafe Q2 Report

Kia ora Sean and happy 2020 to you.
Thanks for the update and we look forward to receiving the report at the end of the week.
Ngā mihi
Anne-Margaret
Anne-Margaret Campbell | Manager School Support / Operational Delivery | SE&S
DDI +6444637704 | Mobile +64 27 836 2960

From: Sean Lyons [s 9(2)(a) OIA]
Sent: Wednesday, 22 January 2020 12:09 p.m.
To: Anne-Margaret Campbell <AnneMargaret.Campbell@education.govt.nz>; Josh Cookson <Josh.Cookson@education.govt.nz>
Subject: Netsafe Q2 Report

Hello to you both,
I trust you had a good break and that the re-entry to work has been a jolly one.
We made some changes to the way we capture data last quarter in order to simplify the reporting process, and while this has done that, we have experienced a couple of teething issues.
We are all sorted now, however, and the draft report should be with you by the end of the week (Close of business 24th)
Sorry for the delay, and if there are any questions, please give me a call.
Thanks again,
Sean.

Sean Lyons | Director of Education & Engagement | [s 9(2)(a) OIA] | Netsafe | www.netsafe.org.nz
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Appendix E - Doc 2

Charmaine McAra

From: Sean Lyons **s 9(2)(a) OIA**
Sent: Friday, 31 July 2020 3:22 PM
To: Josh Cookson
Subject: Re: Netsafe report and invoice
Attachments: Invoice INV-00001304.pdf; Netsafe-MoE Milestone-04-apr-jun-2020-DRAFT (1).docx

Good Afternoon Josh,

Please find attached the Netsafe milestone report and invoice.

Any questions, please don't hesitate to contact me.

Enjoy your weekend.

Sean.

Sean Lyons | Director of Education & Engagement **s 9(2)(a) OIA** | Netsafe | www.netsafe.org.nz



From: Josh Cookson <Josh.Cookson@education.govt.nz>

Sent: Wednesday, 29 July 2020 2:42 PM

To: Sean Lyons **s 9(2)(a) OIA**

Subject: Netsafe report and invoice

Kia ora Sean

I'm following up to see how you're going with the latest Netsafe report.

Martin phoned me while you were on leave, I let him know we were happy to wait until you got back.

Hope you got a good break!

Josh

Josh Cookson | Senior Adviser | School Support

DDI +6444395375

33 Bowen Street, Wellington

education.govt.nz

We shape an education system that delivers equitable and excellent outcomes

He mea tārai e mātou te mātauranga kia rangatira ai, kia mana taurite ai ōna huanga



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Charmaine McAra

From: Josh Cookson
Sent: Monday, 12 October 2020 9:34 AM
To: Sean Lyons
Subject: RE: Quarterly Report

Mōrena Sean

Appreciate that the focus is delivering to schools as they come back to class, we're happy to wait until the 21st.

I'm keen to catch up in person some time in the next month if you are free, Tara Campbell, who has been standing in for my manager would also like to meet up.

Ngā mihi
Josh

Josh Cookson | Senior Adviser | School Support
DDI +6444395375

From: Sean Lyons s 9(2)(a) OIA
Sent: Friday, 9 October 2020 17:06
To: Josh Cookson <Josh.Cookson@education.govt.nz>
Subject: Quarterly Report

Hello Josh,

I hope all is well with you.

According to our contract, our quarterly report is due with you on Saturday. I am writing to request an extension to the delivery date until the 21st of the month. As we return to the office as our primary workspace under COVID level 1, and we restart our programme of face to face delivery to schools I have a few competing priorities at the present, and the extension will allow me to prioritise the work of the team a little better.

If this isn't possible, please let me know, and I will endeavour to have the report with you as soon as possible.

Thanks in advance.

Kind Regards,

Sean.



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Charmaine McAra

From: Sean Lyons [s 9\(2\)\(a\) OIA](#) >
Sent: Friday, 23 October 2020 4:22 PM
To: Josh Cookson
Subject: Re: Quarterly Report

Thanks Josh,

I am just putting the final bits together now, so appreciate your flexibility.

Enjoy your break, speak soon.

Sean.

Sean Lyons | Director of Education & Engagement | [s 9\(2\)\(a\) OIA](#) | Netsafe | www.netsafe.org.nz



From: Josh Cookson <Josh.Cookson@education.govt.nz>
Sent: Friday, 23 October 2020 8:50 AM
To: Sean Lyons [s 9\(2\)\(a\) OIA](#)
Subject: RE: Quarterly Report

Hi Sean

Just checking into see how you're doing with this.

I'll be on leave for a week, returning 3 November, so if it's not sorted yet, no rush to get it done.

Ngā mihi

Josh

Josh Cookson | Senior Adviser | School Support
DDI +6444395375

From: Sean Lyons <seanl@netsafe.org.nz>
Sent: Friday, 9 October 2020 17:06
To: Josh Cookson <Josh.Cookson@education.govt.nz>
Subject: Quarterly Report

Hello Josh,

I hope all is well with you.

According to our contract, our quarterly report is due with you on Saturday. I am writing to request an extension to the delivery date until the 21st of the month. As we return to the office as our primary workspace under COVID level 1, and we restart our programme of face to face delivery to schools I have a few competing priorities at the present, and the extension will allow me to prioritise the work of the team a little better.

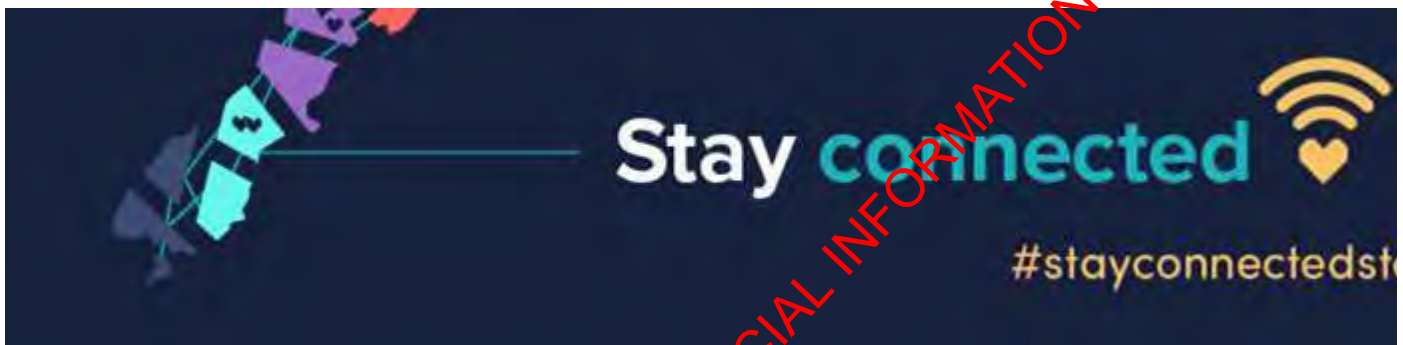
If this isn't possible, please let me know, and I will endeavour to have the report with you as soon as possible.

Thanks in advance.

Kind Regards,

Sean.

Sean Lyons | Director of Education & Engagement | s 9(2)(a) OIA | Netsafe | www.netsafe.org.nz



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