



## **How to support someone who is experiencing online bullying, hate, or trolling**

**If you are the trusted person/confidant for someone experiencing online bullying, hate, or trolling, here's how you can help.**

1. Please just listen and don't interrupt.
2. Don't make it about your experience. Focus on their current situation.
3. They will ask for advice if they want it. Sometimes, they just need to be heard. Offer advice only if they request it.

**If they seek your help, follow this plan.**

Encourage them to take a break from social media and maintain a journal to record their feelings, which can be discussed with a professional if needed.

**Suggest a meditation app to help with stress and anxiety.**

- Encourage them to collect screenshots of the negative activity as evidence or ask friends to do so.
- If they are a child, inform their school to ensure the issue is addressed on campus. If they are an adult, suggest talking to HR or a lawyer if it's happening at work.
- Report the issue to the police or relevant government agency if necessary.
- Remind them that this will pass and everything will be okay.
- Help them create a Self Care Action Plan and a vision board (either physical or on a secret Pinterest board) to set goals and envision a positive future.

**Ask some of their friends to make a video clip or write a note that can be sent to the person who is having a hard time, sharing their thoughts using the questions below.**

- How would you describe [person] to someone who doesn't know them?
- What is something you think they are really good at? Tell them!
- Share a positive/kind memory of them or something you have done together, or something they have done for someone else.
- Any other positive thoughts you'd like to share?

**If they need immediate help, they can contact the following helplines.**

**Australia:**

- Lifeline: 131114
- Beyond Blue: 1300 22 4636
- Kids Helpline: 1800 55 1800
- Mensline: 1300 78 9978
- Australian Centre for Grief: 1800 642 066

**New Zealand:**

- Lifeline: 0800 543 354
- Youthline: 0800 376 633

**United Kingdom:**

- Samaritans: 116 123
- Childline: 0800 1111
- National Bullying Helpline: 0845 22 55 787

**Ireland:**

- Samaritans: 116 123
- Childline: 1800 66 66 66

**Hong Kong:**

- The Samaritans: +852 2896 0000

**Europe (general):**

- European helpline for emotional support: 116 123 (available in most European countries)  
Please remember that every effort has been made to ensure the accuracy of the information provided, but the nature of social media is constantly changing. Safe on Social Media Pty Ltd cannot guarantee the completeness or accuracy of this guide's content.

**[www.safeonsocial.com](http://www.safeonsocial.com)**

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