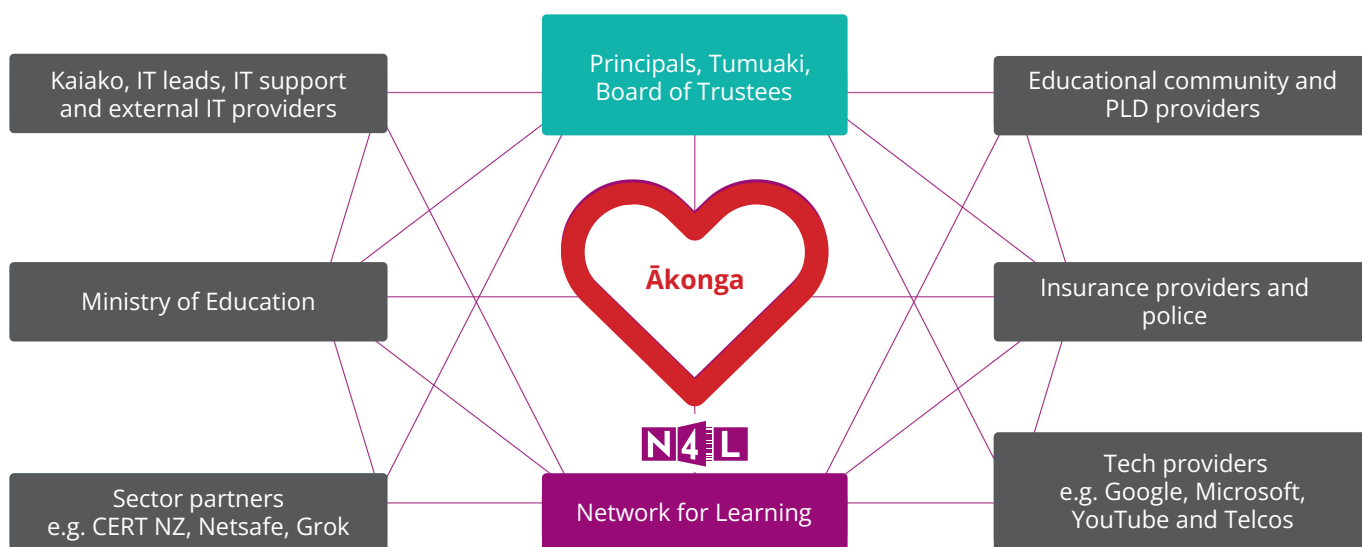


# Working together for better online safety and security



**We can all collaborate to support online learning, safety and security for schools and kura.**

Online threats are constantly evolving, so we all need to ensure that safety and cybersecurity awareness are top of mind for ākonga and kaiako, and that our technology, expertise and processes continue to be fit-for-purpose. Fortunately, there is a whole network of organisations that support schools and kura to help them keep ākonga safer online. After all, it's a collective effort.



## Available support

There are a range of organisations your school can contact for online safety or cybersecurity-related advice and resources, who are also available to help if you've experienced an online safety incident or been targeted by cyber criminals.

**Remember, the information below is to help you find the right support as quickly as possible. However, there is no 'wrong door'. Any of the organisations above will be able to point you in the right direction.**

- **Phishing, ransomware and Distributed Denial of Service (DDoS)** are frequent types of cyber incidents targeting schools. It's important these get reported to **CERT NZ** to help provide better visibility of security incidents.
- **Email spam and harmful online content** can be referred to **Netsafe and the Department of Internal Affairs**. If your school uses N4L's Email Protection, please contact us.
- Check your school's **Internet Safety & Security Services** recommended settings. N4L can block certain websites and applications as part of our web filtering service, but not specific content within a website. Schools also need to proactively review their Google, Microsoft and YouTube settings to help **block specific inappropriate content**.
- Report any **privacy breaches** to the Office of the Privacy Commissioner.
- **Concerns regarding online safety, including bullying, grooming, and illegal content**, should be reported to **Netsafe**.
- Reports made to CERT NZ and Netsafe can be raised to the police, too. **If you think someone is in immediate danger, or if a crime has been committed, call 111**. Call 105 to report crimes that don't require an urgent response.

Check the websites of the organisations on the reverse for online safety and security resources and support.

## Network for Learning

### Faster, safer internet for learning

We help protect schools and kura in Aotearoa by proactively monitoring the network for any cybersecurity risks or issues and work with them to resolve these. We also offer access to a suite of fully-funded safety and security services, from web filtering, firewall and DDoS protection to Email Protection, remote access and segmented networks, as well as guidance to help improve your security posture. We're here to answer your threat and incident management questions.

#### Contact us when:

- You want to understand your school's safety and security settings
- You'd like to change what your school's Web Filtering is blocking
- You're interested in adding an additional layer of protection to your email
- Your school has been exposed to a security incident or threat

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

If you have any questions please email [cyber.security@education.govt.nz](mailto:cyber.security@education.govt.nz)

## Ministry of Education

The Ministry of Education website has an online security hub for schools and kura. Here you will find all the information you need to help you to ensure that your school or kura is cyber secure and protected from potential cyber attacks.

For tips and advice on cyber security, sign up to receive the Ministry of Education's Digital Download newsletter - you can [subscribe to Digital Download](#) and [read previous issues](#) on their website.

#### Contact them for:

- ICT risk management
- Data and information management
- Authentication
- Advice on dealing with ICT incidents



0508 NETSAFE (0508 638 723)  
[education.netsafe.org.nz](https://education.netsafe.org.nz)

## Netsafe

### Online safety for New Zealand

Netsafe is an independent non-profit organisation with an unrelenting focus on online safety. They keep people of all ages safe on the internet by providing free support, advice and education. Netsafe helps schools establish, develop and promote online safety, citizenship and wellbeing in their community and to respond to issues as they arise. Their free Helpline can help resolve reports of online bullying, abuse and harassment under the Harmful Digital Communications Act 2015.

#### Connect with them when you need:

- Support responding to online safety incidents in your school and kura
- Support developing digital citizenship, online safety and staff capability
- Online safety resources, planning tools and community engagement resources



0800 CERT NZ (0800 2378 69)  
[cert.govt.nz](https://cert.govt.nz)

## CERT NZ

### New Zealand's Computer Emergency Response Team

As part of the National Cyber Security Centre (NCSC), CERT NZ works to support businesses, organisations and individuals who are affected (or may be affected) by cyber security incidents. CERT NZ provides trusted and authoritative information and advice, while also collating a profile of the threat landscape in New Zealand.

#### Contact them when:

- You experience a cyber security incident
- You need up-to-date information on cyber security issues and how to prevent them