Working together for better online 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 is 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.

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 below will be able to point you in the right direction.

Your concern or issue	Where to get help or report these
Phishing, cyber-attacks, ransomware and Distributed Denial of Service (DDoS)	As we proactively monitor school networks, we'll notify you of any discovered vulnerabilities or incidents. We suggest informing your cybersecurity insurance provider, as they can help collect logs and manage any legal notifications.
Email spam and harmful online content	Refer these to **Netsafe and the Department of Internal Affairs (DIA)**. If your school uses N4L's Email Protection, please contact us.
Any privacy breaches	Report these to the **Office of the Privacy Commissioner**. Also consider informing your cybersecurity insurance provider, as they can help collect logs and manage legal notifications.
Concerns regarding online safety	Report these to **Netsafe**. Also check out DIA's Keep It Real, which provides information on a range of online harms such as bullying, grooming and misinformation.
Needing to block access to websites or apps	Check your school's **Internet Safety & Security Services** recommended settings. N4L can block certain websites and apps with our web filtering service, but not specific content within a website. **Schools** should also review their Google, Microsoft and YouTube settings to help block specific inappropriate content.
If you think someone is in immediate danger, or a crime has been committed	Reports made to the NCSC and Netsafe can be raised to the police. **If you think someone is in immediate danger, or 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 next page for online safety and security resources and support.

Network for Learning

We help protect schools and kura by proactively monitoring the network for 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, Email Protection and Secure Access, as well as guidance to help improve your security posture.

Contact us to:
- Understand your school's safety and security settings
- Change what your school's Web Filtering is blocking
- Add an additional layer of protection to your email
- Discuss a security incident or threat your school has been exposed to

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Te Tāhuhu o te Mātauranga
Ministry of Education

education.govt.nz
If you have any questions, please email cyber.security@education.govt.nz

Ministry of Education

For tips and advice on cyber security, sign up to receive the Ministry of Education's Digital Download newsletter. You can also check out previous issues.

Contact them for:
- ICT risk management
- Data and information management
- Authentication
- Advice on dealing with ICT incidents

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netsafe

0508 NETSAFE (0508 638 723) | netsafe.org.nz

Netsafe
Online safety for New Zealand

Netsafe is an independent non-profit organisation with an unrelenting focus on online safety. Netsafe helps schools establish, develop and promote online safety, citizenship and wellbeing, and to respond to issues as they arise. Their free Helpline can help resolve reports of online bullying, abuse and harassment.

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

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National Cyber Security Centre

0800 114 115 | ncsc.govt.nz

National Cyber Security Centre

NCSC focuses on the cybersecurity of nationally significant organisations. It works to support organisations that are affected by cybersecurity incidents. NCSC provides trusted and authoritative information and advice while collating a profile of the threat landscape in New Zealand.

Contact them when:
- You need up-to-date information on cybersecurity issues and how to prevent them

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Privacy Commissioner
Te Mana Matapono Matatapu

0800 803 909 | privacy.org.nz

Office of the Privacy Commissioner

If your school has a privacy breach that has caused or is likely to cause anyone serious harm, you must notify the Privacy Commissioner and any affected people as early as possible.

Contact them when:
- You want to understand your privacy obligations
- You need to report a potential breach of privacy. You can do this using the NotifyUs tool