



Rialtas na hÉireann  
Government of Ireland

# Action Plan

## For Online Safety

### 2018-2019

## 2018 Progress report

[gov.ie/besafeonline](https://gov.ie/besafeonline)

## 1. Introduction:

The Government's Action Plan for Online Safety 2018-2019, was launched by the Taoiseach in July 2018 and is currently being implemented.

New and emerging technologies have the potential to bring enormous benefits to society and it is important that all members of society can responsibly avail of these benefits without compromise to their safety and privacy online. Addressing issues related to online safety involves a wide range of stakeholders and a number of Government Departments. Recognising that responsibility for addressing the various issues relating to online safety requires collaboration between many stakeholders including Government, parents, children, the EU and online platforms the Action Plan is framed to ensure close collaboration for effective delivery of the range of actions. In terms of Government responsibility, no one Department has overall responsibility and therefore, to ensure that all relevant policy areas are included, the Action Plan involves a wide range of activities across six Government Departments:

- Departments of Communications, Climate Action and Environment (DCCAE) leads on structured engagements by Departments with online platforms; and review of the Audio Media Visual Services Directive
- Education and Skills (DES) leads on schools policy development; Webwise; support for National Parents Council (primary) helpline
- Department of Justice and Equality (DJE) leads on oversight of hotline.ie; legislative changes to criminal law; liaison with an Garda Síochána on implementation/enforcement issues; and disbursement of EU funding
- Department of Children and Youth Affairs (DCYA) leads on consultative engagement with children and young people, including through Comhairles, and Children First guidance
- Department of Health (D/Health) leads on the development of online mental health tools that augment existing services and implementation of Healthy Ireland
- Department of Business, Enterprise and Innovation (DBEI) leads on oversight of the E-commerce Directive (2000/31/EC) and coordination of the EU Digital Single Market strategy.

A Sponsors Group, representative of the six Departments, and chaired by the Department of Education & Skills, has been established to drive the implementation of the Action Plan. Functional responsibility for the relevant policy issues remains with the lead Minister/Department who will be accountable to the Oireachtas for implementation of assigned actions.

The six key Departments work together and engage with stakeholders to implement all actions, over the 18 month timeframe of the Action Plan. The primary objective is to build safeguards and awareness for all users so that they can enjoy the benefits of the internet and what it can offer while ensuring that activities do not give rise to the risks associated with online safety.

Progress on implementation of the Action Plan is reviewed on an ongoing basis with publication of bi-annual progress reports to demonstrate implementation of the plan.

This is the first progress report, prepared by the Sponsors Group, and is covering the first 6 months of implementation of the Action Plan (July to December 2018). It outlines progress made on actions, and constituent elements, due for delivery in 2018 and details achievements made during this period. The report also provides an update on a small number of 2018 actions not achieved but where significant progress has been made. The target date for delivery of those actions has been extended into 2019.

The Action Plan for Online Safety 2018-19 is based around five goals and sets out 25 specific actions (with 48 constituent actions), to be progressed over the period of the Plan and commenced in July 2018. The five overarching goals are:

1. Online Safety for All
2. Better Supports
3. Stronger Protection
4. Influencing Policy and Building our Understanding
5. Improve national planning and support services

In line with Goal 5 of the Action Plan, a new National Advisory Council for Online Safety (NACOS) which includes representatives from An Garda Síochána; Office of the Ombudsman for Children; Office of the Data Protection Commissioner; Age Action Ireland; ISPCC; Internet Providers and others has also been established to provide advice to Government on online safety policy issues with stakeholder input and engagement. The Council is replacing the Internet Safety Advisory Committee. There is close co-operation between NACOS and the Sponsors Group to ensure that emerging issues are considered for appropriate action(s). The Council is preparing a progress report which will be published in February 2019.

## 2. Actions due for delivery during 2018:

This Progress Report centres on actions due for delivery in 2018.

A **Table of Actions for 2018**, together with their current status, is contained at Appendix A below.

The 2018-2019 Action Plan for Online Safety contains 26 constituent actions due for delivery by the end of 2018. Of these, 22 have been achieved. Some of these actions will be further built on in 2019. In a small number of instances the status of the actions is recorded as “*ongoing*” because of the nature of the activity. While work has commenced on these actions, and significant progress has been made, their completion date has been extended into 2019. A supporting narrative on their current status is provided.

The report also contains details of progress on some actions which, while due for delivery in 2019, have progressed substantially in 2018.

More detailed information on the implementation of the 2018 actions is set out as follows:

### Goal 1: Online Safety for all

- Create a single online access point for all Information and Resources
  - Consolidate and augment resources to support online safety (children, young people, parents & guardians, teachers)
  - Equip teachers to embed digital awareness and digital citizenship in their practice
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- To coincide with the launch of the Action Plan for Online Safety, a new Online Safety Hub, **Be Safe Online**, was launched by Government in July 2018, and is accessible through a single online access point on [www.gov.ie/besafeonline](http://www.gov.ie/besafeonline). This Hub is a repository providing links to all online safety resources and information available across the six key Government Departments. The launch was accompanied by a national communication campaign directed at all users including children and young people, parents and guardians and the general population. This Hub will be reviewed periodically and the objective is that any additional resources developed or new updates will be reflected in the links provided.
- The functions of the Office for Internet Safety (OIS) have been refocused and incorporated into a new Cybercrime area of responsibility within the Crime and Security Directorate of the DJE. This new area will deal with issues of law enforcement in relation to online safety and coordination of EU funding proposals. The existing OIS website is being reviewed with a view to incorporating relevant material on the DJE's main website and other suitable locations.
- Guidelines on screen time for early childhood will be produced under *First 5 – The Whole-of-Government Strategy for Babies, Young Children and their families*. The timeframe for delivery will be set out in the implementation plan for this Strategy
- **Webwise**, an internet safety initiative co-funded by DES and the EU, is one of the key educational resources, identified in the Action Plan, for teachers/schools/students and parents on online safety. It promotes the autonomous, effective and safer use of the internet by young people through a sustained information and awareness strategy targeting school leaders, teachers, parents and children themselves with consistent and relevant messages. Under the remit of DES it reviewed, consolidated and augmented educational resources as provided for in the Action Plan. The information and resources can be accessed through the single access point [www.gov.ie/besafeonline](http://www.gov.ie/besafeonline) or directly from webwise at <https://www.webwise.ie>. Resources available through Webwise include:
  - **Webwise Youth Hub** - launched in September 2018 to provide practical information and advice for young people on key issues, popular apps and platforms and details of ongoing youth work and campaigns. Also launched in September 2018, a new awareness campaign targeting teenagers on the topics of online coercion and extortion. Created to compliment the Be in Ctrl teaching resource, created in partnership with An Garda Síochána, the film depicts the stories of two teenagers subjected to online sexual coercion and extortion. The purpose of the #BeinCtrl campaign is to inform young people that this behaviour is a crime and raise awareness of how to protect themselves and where to find help and support. The video can be viewed at <https://video.com/289090948>.
  - **Webwise Parents Online Hub** – this resource was developed by Webwise to give parents support and advice on a range of topics including cyberbullying, sexting, social media and online pornography and forges a link between home and school. In 2018 Webwise provided information and support to parents on emerging issues including popular apps and sites used by Irish teens including Fortnite, Roblox and Tik Tok. Additional content includes information for parents on the Houseparty app.
  - **Webwise Teachers Online Hub** provides free education resources and advice for teachers. In 2018 a range of new material was developed to include material to help teachers plan internet safety campaigns and lessons through the academic year and also to access information and advice on how teachers can protect themselves online. Webwise also provided face-to-face Continuous Professional Development (CPD) programme at the annual Féilte Teaching Council event through a workshop format for primary and post primary teachers. The workshop highlighted the new talks for parents (ref Goal 2: Better Supports) and how to engage teachers and students in

Safer Internet day. To continue to equip teachers to embed digital awareness and digital citizenship in their practice, where appropriate, all Continuous Professional Development (CPD) programmes for teachers, funded by the DES Support Services, reference Webwise and its resources.

## Goal 2: Better Supports

- Curriculum Development
  - Collaboration with parents
  - Student participation in safer internet day activities
  - Mental Health supports
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- The Digital Learning Framework, which is currently being disseminated to all schools, supports the Digital Strategy for Schools and other DES policies including curriculum reform/development and implementation, skills development, teacher education and learning outcomes. Online safety is one of the components of the Digital Learning Framework which commenced dissemination to all schools in Q4 2018 – online safety was specifically referenced in the extensive CPD that accompanied the dissemination process.
  - To continue to forge the link between home and school and to encourage further collaboration with parents, the DES issued a circular in May 2018 requiring schools to consult with parents, students and teachers on if and how smart phones and other digital devices should be used in schools. The Webwise resource was specifically referenced in this communication. The requirement to collaborate will be underpinned in law once the Parents and Students Charter is enacted. This bottom-up approach will ensure all parents, teachers and school communities are involved in development of the smart phone policy in place in their school. It will also mean that parents will be able to adopt a complimentary approach at home to what they know is in place in their child's school, if they wish to do so. Webwise also provided information and best-practice examples to assist schools in implementing policies in this area.
  - In 2018, the DES provided the National Parents Council (primary) with funding of €30,420 for the provision of training sessions on anti-bullying including cyberbullying.
  - In September 2018, Webwise published a free internet safety resource which can be used by primary and post primary schools to host their own internet safety talks. The talks can be accessed at <https://www.webwise.ie/internet-safety-talks-for-parents>. The Webwise Parents Presentations are designed to assist schools who wish to host parent internet safety evenings. The information included in the presentations covers key topics for parents including social media, screen time, cyber-bullying, image-sharing and features expert advice and support. The talks are supported by a script and best-practice guidelines and are supported by the National Parents Council (primary).
  - The HSE has redeveloped 'yourmentalhealth.ie' to provide a significantly improved experience for those seeking mental health information, supports and services in the Republic of Ireland. People can now find personalised support options through an integrated search tool that generates information on online resources, telephone and face-to-face supports and services relevant to a wide range of mental health issues including depression, anxiety and stress.
  - There are a number of mental health services available in Ireland and it can be difficult to find the most suitable service to address an individual's needs. The D/Health and the HSE are working to establish a 24/7 signposting telephone mental health line. The new service will act as a single point of contact to assist people locate and be referred to appropriate mental health services in their area. Following an options appraisal it was agreed to

engage with the National Ambulance Service (NAS) with a view to their hosting of this service on a pilot basis. In order to recruit and train additional NAS staff the revised target date for implementation is second half of 2019.

- Significant evidence exists to suggest that engaging with mental health therapies via the internet can be beneficial to those who are experiencing mild to moderate mental health difficulties. Online therapies offer benefits to both the service user and service provider including improved accessibility, real-time customisation of service, reduction in service delivery costs, and the potential removal of a source of stigmatisation and inhibited help seeking. The HSE, working in close collaboration with an existing HSE partner provider of online counselling is currently undertaking a national project exploring the potential to develop the use of online therapies through the conducting of two pilot studies in Cork/Kerry and Wicklow. In both pilots, the service user will be given the option to text the counselling service which in turn will provide information in relation to scheduling counselling session(s) with their fully accredited counsellors, and provide guidance through an online process to complete same.
- Recent research indicates that young people in particular, are choosing to communicate in greater numbers via text and image-based messaging services such as SMS, WhatsApp, Snapchat, and Facebook Messenger. HSE Mental Health has engaged with Crisis Text Line, a leading US-based provider of instant text messaging support services, with a view to establishing their service in Ireland. The board of Crisis Text Line has recently approved the application made to extend service licensing arrangements to Ireland. It is expected that the service will be operational in early 2019.
- In the D/Health work is progressing to develop pilot tele-psychiatry services in acute hospital Accident and Emergency Departments. Use of this technology could create additional capacity and reduce travel time for consultants working with A&E Departments. The pilot projects will be identified in 2019 and will work to create additional capacity, reduce travel time for professionals and patients and create more accessible unit.
- The HSE are putting plans in place to launch advertising and media campaigns to promote positive mental health. These will include press, radio, print and social media. Similar to the 'Little Things' campaign, there are plans to create a new awareness campaign that will focus on resilience building that will be launched in 2019.

### Goal 3: Stronger Protections

- Legislation and Regulation
- Child Safeguarding Statement
- Strengthen links and processes with industry for removing illegal and harmful material
- Work with Online platforms based in Ireland to advance online safety measures
- Work with Industry to develop a guide for online platforms and interactive services to support best practice in online safety in design
- DCCAE regularly engages with the online platforms in respect of certain files in order to advance online safety, including the revised Audiovisual Media Services Directive. It also facilitates engagement by the other Departments with the platforms as required, for example in the case of Cybercrime Division of D/JE who are preparing Ireland's position in respect of the Draft Regulation on Online Terrorist Content and the engagement by the National Office of Suicide Prevention (HSE) with the platforms in respect of self-harm material.
- DCCAE has prepared a draft approach to developing a practical guide for online safety in design in consultation with the Guidance Subgroup of the National Advisory Council for

Online Safety and a detailed analysis of the UK Council for Child Internet Safety (UKCCIS) guide. The wider Council indicated that it has concerns about how quality guidance material could be produced in the timeframe associated with this action. DCCAE raised the Council's concerns regarding the timeline associated with this action at the meeting of the Sponsor's Group on 4 December 2018 and it was agreed to extend the timeline for delivery of this action (15.1) to Q4 2019

- DJE fully participated in the negotiations on the proposed Regulation on Preventing the Dissemination of Terrorist Content Online. A General Approach on the Regulation was agreed by Ministers at the Justice and Home Affairs Council in early December. The Regulation will now be negotiated by the Parliament, Commission and Council in in early 2019 before final adoption. DJE is preparing for implementation of the Regulation which will require all hosting service providers to regularly publish annual transparency reports on action taken against the dissemination of terrorist content as well as setting out in their terms and conditions their policy to prevent such content. Such measures in relation to terrorism content may potentially serve as a model to be extended to other forms of illegal content at a future point.
- Work has been ongoing on the Harassment, Harmful Communications and Related Offences Bill 2017. DJE officials have met with Labour Party officials and have provisionally agreed certain amendments to the Bill, pending final advices from the Office of the Attorney General. The Department will continue to engage with the Labour Party, the Attorney General's Office and other stakeholders to support the progress of this important legislation at the earliest possible opportunity.
- Discussions are taking place between DJE and the head of hotline.ie in order to progress the actions regarding enhancing measures to support improved cooperation between hotline.ie and industry for taking down child abuse and other illegal material and to increase ISP sign up to the code of practice and ethics from 90% to 95% of the market.
- DJE are discussing with An Garda Síochána the Garda Blocking Initiative with a view to resolving any potential legal difficulties and extending the initiative to additional providers.
- The first quarterly report of the Inter-Agency Implementation Group on the Garda Inspectorate's report "Responding to Child Sexual Abuse – a follow-up review" has been completed and is expected to be published on DJE's website during Q1 2019. DJE met with the chair of the group on 3<sup>rd</sup> December to discuss the recommendations in Chapter 4 relating to online child sexual abuse and child sexual exploitation and continue to work closely with An Garda Síochána in relation to the recommendations.
- *Children First* operates on the premise that it is the responsibility of everyone in society to keep children and young people safe from harm. This responsibility includes keeping children safe from harm online. Under the Children First Act 2015 providers of relevant services to children are required to conduct a risk assessment and to prepare a Child Safeguarding Statement that outlines the policies and procedures that are in place to manage risks identified. As part of the Action Plan, the Child and Family Agency, Tusla, has revised its template for the completion of child safeguarding statements to include a specific reference to online safety.
- DBEI senior officials consult with industry and industry trade associations on an ongoing basis in the context of their work on the Digital Single Market strategy. Since the launch of the Action Plan in July 2018 and during the course of these consultations DBEI officials have highlighted the contents and the importance of the Action Plan to platforms on occasions. Officials have also outlined the Plan's governance structure to, and directed queries from, industry outlining the relevant lead Departments for further assistance.

## Goal 4: Influencing Policy

- European Union & international partners
  - Regulation of on-Demand Services
  - Digital Safety Commissioner Bill
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- The Minister for Communications, Climate Action and Environment has asked his Department to consider the Private Members' Digital Safety Commissioner Bill in detail and has sought the urgent advice of the Office of the Attorney General in relation to the legal issues which it presents. The Joint Oireachtas Committee's (JOC) timeline for the completion of its detailed scrutiny has yet to be confirmed.
- The final text of the Audiovisual Media Services Directive was published on 29 November 2018. DCCAE intends to commence the public consultation on the implementation in Ireland of the revised directive shortly. The 21 month timeframe for implementation is challenging and this has been flagged to the European Commission.
- DJE is actively engaged in the negotiations on the EU regulation regarding online terrorist content and the EU Internet Forum. Consideration will be given to the extension of any models or solutions which may arise at EU level in relation to terrorist content, to other forms of illegal content.
- Work is in progress within DJE on the *WePROTECT* Global Alliance report and it is anticipated that the report will be published within the given timelines of this action plan
- The D/Health is working with the EU Compass project which gathers mental health activity data for over 15 countries. Priority areas are evaluated and scored and quarterly reports published. The Report ensures that the work Ireland is engaged in is promoted at European level.

## Goal 5: Building Our Understanding

- Publish an annual safer internet report
  - Establishment of new National Advisory Council for Online Safety
  - Consult with Children and Young People
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- In order to ensure the greatest exposure for all material related to online safety, the Annual Safer Internet Report will be combined in 2019 with the progress report of the National Advisory Council for Online Safety, and in future years with the Council's Annual Report.
- In 2018, the new National Advisory Council for Online Safety was established by DCCAE who are acting as its secretariat. Terms of Reference have been agreed and work programme of the Council is being progressed. The first meeting of the Council was held on 4 October 2018, the second meeting on 22 November 2018 and the third is scheduled for 23 January 2019. The Council will be publishing its progress report to coincide with Safer Internet Day on 5 February 2019.

- The Webwise Safer Internet Day Ambassador 2019 Programme has commenced. Some 110 second level students from across Ireland have been selected for the programme. To date the students have received free online training from the Webwise team on ways they can lead/host an event or internet safety campaign in their school for Safer Internet Day. The participants also attended a full day of peer-led training in Google HQ in January 2019 which was provided by members of the Webwise Youth Panel and facilitated by the Webwise team.
- Webwise work with a dedicated Youth Panel made up of around 30 second-level students from across Ireland. The Youth panel assist and provide feedback on education resources at various stages of development, the Youth Panel also assist in development of campaign messages and videos and assist the Webwise team in long-term project and topic planning. The Webwise Youth Panel were instrumental in the development and creation of the Webwise Youth Hub. The students assist in creating videos to help parents understand popular social media apps and sites and also offer tips and advice to peers on managing their online lives.

### Other key developments during 2018 but for delivery in 2019 include:

- During Q4 of 2018 Webwise commenced a promotion campaign to drive increased participation by schools in the Safer Internet Day (SID) with the aim of increasing participation in the programme by a minimum of 20%. A SID Awards Planning scheme is underway with a target launch date of mid-January 2019. A SID Awards online hub is also in development.
- In order to meet the ever-changing needs of pupils and address emerging and current issues faced by children online, Webwise will, on Safer Internet Day 2019, launch a new education programme for Primary level. The new SPHE Resource aimed at 3<sup>rd</sup> and 4<sup>th</sup> class pupils is titled *HTML Heroes: An Introduction to the Internet*. The programme contains 8 lessons and is supported by 3 animations which centre around two USB characters, Archie and Ruby, who perform catchy internet safety raps. This free resource will assist and support educators when teaching students about the safe and responsible uses of the Internet in primary schools. The programme is linked to the SPHE curriculum and other areas within the Primary curriculum. *HTML Heroes* will address new areas of technology use and concerns including screen time, gaming, online advertising and social media. As an online only resource, the new programme very much promotes the embedding of digital technology throughout the programme. The resource will also forge links between home and school by introducing take home activities and parental engagement. Following the launch on February 5<sup>th</sup> 2019, all Primary schools in Ireland will receive information about the new resource, a copy of the animations and a copy of the Webwise Primary Parents internet safety talk.
- A Webwise Youth Panel member was shortlisted in an EU wide internet safety competition. The #SaferInternet4EU Awards Final was hosted at the Safer Internet Forum in Brussels in November 2018. A second level student from Borrisokane Community College was awarded a prize by the Commissioner for Digital Economy and Society for his work for Safer Internet Day 2018. The student also participated on the European Better Internet for Kids Youth Panel, also hosted in November in Brussels. Participants were given the opportunity to voice their opinions to a range of Better Internet for Kids stakeholders while reflecting on, and providing specific guidance for, public sector and industry commitments.
- A new area with responsibility for cybercrime has been established in DJE and continues to liaise with **Hotline.ie**. Hotline's annual report 2017 was published in October 2018 and sets

out the volume and importance of the work which Hotline undertakes to combat child sexual abuse online.

- In December 2018, the Department of Rural and Community Development (DRCD) and Local Authorities invested €8m to support the establishment of public libraries as digital learning centres and enablers of digital services. The funding is ensuring the upgrade of digital capacity in public libraries and establishing them as important enablers of digital services and facilitators of digital skills development. Digital Learning Centres in libraries can provide an environment for the community to come together to learn, work and create in an interactive, collaborative way. They also offer a space for less confident users in the community to try out technology, explore its functions and become comfortable in its use. The equipment and learning centres are expected to be in place and operational from Q3 2019. Following this they will be available, in collaboration with local and national partners, to provide users with access to training in the latest technologies.

## Appendix A - TABLE OF ACTIONS FOR 2018

Goal 1: - Online Safety for All						
Action		Constituent elements	Responsible Departments	Timeline	Achieved/ Not achieved	Comment
1		<b>We will create a single online access point on gov.ie through which all available online safety resources can be accessed</b>				
	1.1	We will create a single online access point on gov.ie signposting information on online safety and through which all available resources can be accessed targeted appropriately for different users – and updated regularly in light of emerging trends	All departments through Sponsors Group	Q4 2018	Achieved	
	1.2	Roll out a single brand associated with the new online platform	All departments through Sponsors Group	Q4 2018	Achieved	
	1.3	National communications campaign directed at all users, with key messages targeted at specific user groups. Including children and young people; parents and guardians	All departments through Sponsors Group	Q4 2018	Achieved	
2.		<b>We will review, consolidate and augment resources to support online safety</b>				
	2.2	Review, consolidate resources and content for parents and guardians and address gaps including helping to:	DES  DCYA	Q4 2018	Ongoing	Parenting Hub developed – will continue to be updated as new technologies emerge and as the need arises

Goal 1: - Online Safety for All						
Action		Constituent elements	Responsible Departments	Timeline	Achieved/ Not achieved	Comment
		Develop resources for parents of pre-school age children and develop guidance on appropriate amounts of 'screentime' for each age group				
	<b>2.3</b>	Review and consolidate resources and content for teachers	DES	Q4 2018	Achieved	
	<b>2.4</b>	Continue to forge the link between home and school through the ongoing review and update of supports for parents through the Webwise parenting hub	DES	Q4 2018	Achieved	
<b>3.</b>		<b>Equip teachers to embed digital awareness and digital citizenship in their practice</b>				
	<b>3.1</b>	Highlight the need for online safety and raise the awareness for Webwise amongst teachers	DES	Q3 2018	Achieved	

## Goal 2 - Better Supports

Action	Constituent elements	Responsible Departments	Timeline	Achieved/ Not achieved	Comment
5.	<b>Curriculum Development</b>				
5.2	Online safety will be a key component of the national seminars planned for the dissemination of the digital learning framework for schools which will commence from Q4 2018	DES	Q4 2018	Achieved	
6.	<b>Collaboration with parents</b>				
6.1	Schools will be required to consult with parents, students, and teachers on if and how phones and other devices should be used in schools	DES	Q2 2018	Achieved	
6.2	Provide funding to the national parents council for the provision of 65 training sessions on anti-bullying, including cyberbullying	DES	Q4 2018	Achieved	
6.3	Develop and publish a resource on Webwise.ie for use by primary and post-primary schools to deliver internet safety awareness evenings to parents.	DES	Q3 2018	Achieved	
8.	<b>We will develop online and telephone signposting tools and explore the provision of remote online supports for mental health.</b>				
8.1	Develop online signposting tools for mental health supports	D/Health	Q3 2018	Achieved	The HSE website 'www.yourmentalhealth.ie' has been updated to include up-to-date contact information for all HSE funded services based on geographical location.

## Goal 2 - Better Supports

Action		Constituent elements	Responsible Departments	Timeline	Achieved/ Not achieved	Comment
	8.2	Support the establishment of a single point of telephone contact for HSE mental health services information.	D/Health	Q3 2018	Ongoing	This initiative commenced in late 2018 and the signposting telephone line is being developed with HSE and National Ambulance Service. In order to recruit and train additional NAS staff the revised target date for implementation is second half of 2019.
	8.3	Explore the provision of additional online supports for people with mental health concerns and will; • Examine the feasibility of hosting online therapeutic interventions; • Create a pilot mental health hub in a primary care Centre to provide remote online counselling services	D/Health	Q4 2018	Achieved	A pilot project has started in Wicklow and others are scheduled for early 2019. In addition plans are well underway to develop a crisis text line, tele-psych services in A&Es and online CBT training.
9.		<b>Develop awareness training to build resilience and peer support</b>				
	9.1	Develop website content that will focus on resilience building and peer support training.	D/Health DCYA	Q4 2018	Ongoing	The HSE have updated and redesigned several online content and are in the process of redesigning the 'Little Things' website to include a greater focus on resilience building. The new site should be ready for Q4 2019.

Goal 3 - Stronger Protections						
Action		Constituent element	Responsible Departments	Timeline	Achieved/ Not achieved	Comment
12.		<b>We will ensure that on-line safety is specifically accounted for in statutory child safeguarding statements</b>				
	12.1	We will include a specific reference to the need to consider online safety in the template for the completion of the child safeguarding statement	DCYA	Q3 2018	Achieved	
14.		<b>We will work with online platforms based in Ireland to advance online safety measures</b>				
	14.1	We will establish a process of structured engagement by Departments with online platforms, including to: <ul style="list-style-type: none"> <li>• Improve and update child online safety mechanisms; and</li> <li>• Encourage platforms to monitor where, when and how children might encounter potentially harmful advertising messages; • Encourage best practice in reporting around self-harm behaviour.</li> </ul>	DCCAE DBEI D/HEALTH DES DJE DCYA	Q3 2018	Achieved	
15.		<b>We will work with industry to develop a practical guide for online platforms and interactive services to support best practice in online safety in design</b>				
	15.1	We will work with industry to produce a practical guide for online platforms and interactive services, similar to that produced by UKCCIS, to encourage a standardised approach to best practice in online	DCCAE	Q4 2018	Ongoing	DCCAE has prepared a draft approach following consultation with the Guidance Subgroup of the National Advisory Council for Online Safety and a detailed analysis of the UKCCIS guide. The wider Council

### Goal 3 - Stronger Protections

Action		Constituent element	Responsible Departments	Timeline	Achieved/ Not achieved	Comment
		safety at all stages of design, development and roll out.				<p>indicated that it has concerns about how quality guidance material could be produced in the timeframe associated with this action.</p> <p>DCCAE raised the Council's concerns with the Sponsors' Group and a new timeline for delivery of Q4 2019 was noted.</p>

Goal 4: Influencing Policy						
Action		Constituent elements	Responsible Departments	Timeline	Achieved/ Not achieved	Comment
16.		<b>We will work with EU and international partners to actively promote online safety</b>				
	<b>16.1</b>	Recognising that many of the legal and jurisdictional challenges in the online space require EU or wider international approaches, we will seek to ensure in conjunction with our EU partners, that regulatory, technological and self-regulatory responses developed in respect of illegal content, are applied where appropriate to harmful content	DJE DCCAIE DBEI	ONGOING	Achieved	<p>DCCAIE is achieving 16.1 in respect of the revisions to the Audiovisual Media Services Directive (Action 17). Where responses are developed in respect of illegal content (for example transparency reports in respect of illegal content) consideration will be given as to how they might be applied to harmful content as well.</p> <p>DJE is actively engaged in the negotiations on the EU regulation regarding online terrorist content and participates in the EU Internet Forum.</p> <p>DBEI provided formal observations to DJE on COM (2018) 640 on preventing the dissemination of terrorist content online on 2 November 2018. DBEI will continue to assist our colleagues on the illegal content agenda given our oversight for the eCommerce Directive 2000/31/EC.</p>
18.		<b>We will work with the Joint Oireachtas Committee in relation to the Digital Safety Commissioner Bill 2017</b>				
	<b>18.1</b>	We will work with the Joint Oireachtas Committee on Communications, Climate Action and the Environment to explore the issues arising in relation to the Digital Safety Commissioner Bill 2017.	DJE DCCAIE DBEI	ONGOING	Achieved	The Minister has asked DCCAIE to consider the Private Members' Bill in detail and has sought the urgent advice of the Office of the Attorney General in relation to the legal issues which it presents. The JOC's timeline for the completion of its detailed scrutiny has yet to be confirmed.

Goal 5 - Building our Understanding						
Action		Constituent elements	Responsible Departments	Timeline	Achieved/ Not achieved	Comment
20.		<b>Establish a National Advisory Council for Online Safety</b>				
	20.1	Establish a National Advisory Council for Online Safety <ul style="list-style-type: none"> <li>• Replace the ISAC with a new national advisory council for online safety</li> <li>• Assign clear Terms of Reference to the new advisory council, including to provide advice to Government on online safety policy issues and to identify emerging issues where Government intervention may be warranted</li> <li>• Membership of the council will be broad based and will include representatives of industry, academia, voluntary sector, children, parents</li> </ul>	Government	Q3 2018	Achieved	

Making It Happen						
Action/ Sub-action		Constituent element	Responsible Departments	Timeline	Achieved/ Not achieved	Comment
22.		<b>We will ensure that off-line and on-line responsibilities are aligned with effective whole of government coordination</b>				
	22.1	Establish a sponsors group to drive implementation of the Action Plan • Comprising the six key departments which will lead on individual goals/actions • A progress report on implementation of the action plan will be published bi-annually	DES DCYA DCCA DJE D/HEALTH DBEI	Q3 2018	Achieved	
23.		<b>We will ensure political oversight of the implementation of this plan</b>				
	23.1	Reporting on action plan via a Cabinet Committee chaired by the Taoiseach  • A Minister of State will be tasked with ensuring an effective link between the political system, Government Departments, and external stakeholders. • Oversight of Action Plan implementation by a Cabinet Committee chaired by the Taoiseach	SPONSORS GROUP	Q3 2018	Ongoing	
24.		<b>We will reconstitute government and stakeholder structures to support delivery of this action plan</b>				
	24.1	Establish a National Advisory Council for Online Safety	GOVERNMENT	Q3 2018	Achieved	

## Making It Happen

Action/ Sub-action		Constituent element	Responsible Departments	Timeline	Achieved/ Not achieved	Comment
		<ul style="list-style-type: none"> <li>Replace the ISAC with a new national advisory council for online safety</li> <li>Assign clear Terms of Reference to the new advisory council, including to provide advice to Government on online safety policy issues and to identify emerging issues where Government intervention may be warranted</li> <li>Membership of the council will be broad based and will include representatives of industry, academia, voluntary sector, children, parents</li> </ul>				
	<b>24.2</b>	The Department of Justice and Equality will retain responsibility for hotline.ie and the criminal aspects on online safety	DJE	ONGOING	Achieved	
<b>25.</b>		<b>We will ensure appropriate funding and resourcing targeted at online safety initiatives is in place</b>				
	<b>25.1</b>	Ensure appropriate funding and resourcing targeted at online safety initiatives is in place	DPER  SPONSORS GROUP	Q3 2018	Achieved	