

## **MOE's Approach to Address Hurtful Behaviours and Bullying**

MOE and schools take a firm stance against **all forms of hurtful behaviours, including bullying.**

### **Definition of Hurtful Behaviours and Bullying**

Hurtful behaviours include once-off insensitive comments and physical fights, while bullying involves persistent and intentional hurtful acts. Hurtful behaviours and bullying can take on various forms, including verbal, social, physical and cyber. This understanding guides schools in managing different forms of hurtful behaviours.

### **Response and Intervention Process**

Schools will be provided with clearer guidelines on their anti-bullying policy, to address hurtful behaviours and bullying in a timely and consistent manner.

When bullying incidents occur, schools will adopt an educative approach and follow a structured process to ensure students' safety and well-being whilst addressing root causes. Throughout this process, schools will keep parents informed at key stages, collaborate on safety measures, and prioritise the well-being of all students involved. Schools will:

- Implement **immediate safety measures** for all students involved, including individualised safety plans for affected students;
- Conduct thorough investigations by engaging all students involved to establish facts and gain a **comprehensive understanding of the incident**. The time needed for investigation depends on the complexity of each case - some cases may be resolved within days, whilst others may require more time;
- Apply appropriate disciplinary measures, counselling and restorative actions, that focus on learning, behaviour change, and relationship repair, with **stricter disciplinary measures for serious student misconduct** (refer to Annex C) to ensure greater consistency across schools; and
- **Maintain timely communication with parents** throughout the entire process, keeping them informed and partnering them to ensure the safety and well-being of their child.

Schools will progressively implement these enhanced measures from 2026.

### **Cyber-related incidents**

MOE has collaborated closely with IMDA since 2023 to have harmful online content (including cyberbullying content) reviewed and removed by Social Media Services. When the Online Safety Commission (OSC) is operational by the end of June 2026, victims of specified online harms (e.g. online harassment, doxxing, intimate image abuse), including students and teachers, would also be able to seek timely relief.

Victims are encouraged to first report harmful content to the relevant social media platform<sup>1</sup>. If the platform does not take appropriate action within 24 hours, victims<sup>2</sup> may then file a report with the OSC. The OSC can issue directions to the communicator, administrator, or platform to address the online harm, such as taking down the harmful content. Schools will continue to focus on students' social and emotional well-being while maintaining partnership with parents at every stage. When schools are alerted to incidents about students posting inappropriate online content, they will work with the students and their families to address the behaviour and provide appropriate guidance.

---

<sup>1</sup> Victims of doxxing and intimate image abuse may file a report to the OSC directly without going to the platform first.

<sup>2</sup> Victims can authorise another person to file a report to the OSC on their behalf. Parents or guardians can also file a report for their children under 18 years old.