Parents and carers survey

eSafety Toolkit for Schools

Creating safer online environments

This survey can be used to find out how much parents and carers know about online safety within your school community. These results will help identify possible gaps in their online safety knowledge and the school's approach to online safety. This valuable information can be used to identify areas that can strengthen the capabilities and confidence of all school community members to help create a safe online environment.

Parents and carers in your school community

The survey consists of 12 statements. Parents and carers are asked to consider aspects of their online safety knowledge and to assess their understanding of the school's approach to online safety.

For each statement, they can choose one of the following:

- **Always**: indicates they agree with the statement, and they are confident this happens all the time.

- **Often**: indicates they agree with the statement and think this happens most of the time.

- **Sometimes**: indicates they agree with the statement but feel it only happens sometimes.

- **Not at all**: indicates they don't understand what the statement means, or they have never done or felt what it describes.

Content

The survey is organised into three sections:

1. Online safety, me and my family: these statements relate to the participant's general understanding of online safety and keeping their family safe online.

2. Online safety education: these statements relate to the online safety learning experiences of parents, carers and their families. They ask them to think about what they have learnt and how they access online safety information.

3. Online safety at our school: these statements relate to the school's policies and procedures. They ask parents and carers to think about their understanding of the school's approach to online safety.

Administering the survey

To help with collecting and analysing the responses, you may prefer to enter the survey into a spreadsheet or use online survey tools.

The survey should be completed regularly to obtain an ongoing assessment of your school's approach to online safety from a parent and carer perspective. For example, you could use it at the beginning or end of the school term or year. The survey is designed to be completed anonymously so parents and carers feel comfortable expressing their own thoughts.

There are many ways to distribute the survey. You can:

- ask parents and carers to complete the survey at school events such as a parent-teacher night or open day

- put the survey in a school newsletter

- make an online version and email the link to parents or carers.

Survey instructions

Participants should:

- remain anonymous and not write their name on the survey sheets

- respond on their own without checking with other parents or carers

- tell the truth and remember there are no right or wrong answers.

All of the responses will help to improve the school's approach to online safety.

The Resource table below provides additional information about each statement, which may be helpful in explaining and discussing the various points.

Analysing and using the results

Collated results should reveal a trend to either end of the scale, indicating areas where the school community is currently supporting a safe online environment, as well as the areas where improvements could be made.

To assist in the planning and implementation of continuous improvement, the Resource table provides a list of suggested resources (categorised by trend) that will help build online safety knowledge and skills within the school community.

Important note

Schools are encouraged to have processes and support services in place for managing parent and carer disclosures. Prior to using the survey, it's important to think about how the responses will be handled by the school and ensure this process aligns with your school's policies. Always consider the wellbeing, confidentiality, privacy and disclosure of personal information, and ensure appropriate safeguards are in place.

Resource table

Once the survey has been completed, the results will provide you with a snapshot of the perspective of parents and carers about online safety, and their thoughts on the school's approach to the issue. To assist you in analysing the surveys, we have explained what the scores show in this table. We have also provided a list of suggested resources to help you learn more about online safety issues and how to tailor online safety practices to meet the needs of your school community.

Section 1: Online safety, me and my family		
Statements	**Average scores of A or B**	**Average score of C or D**
1. I regularly speak to my children about the importance of being safe, respectful and responsible online.	**These results show that parents and carers may not regularly speak with their children about the importance of being safe online.** Consider regularly sharing advice from the eSafety Parents webpages about <u>online safety basics</u> and <u>good habits start young</u>. You can distribute this information through your communication channels to parents via newsletters, information days or social media. <u>eSafety resources to start the chat</u> are available in many languages. Encourage parent and carers to sign up to our <u>newsletter</u> to keep up to date with the latest eSafety news.	**These results show that parents and carers often communicate with their children about the importance of being safe online.** To build on this knowledge, you may like to share news of up-and-coming <u>eSafety parent webinars</u> to keep up-to-date with the latest research and emerging online safety issues. To find out when these webinars are being offered, <u>sign up</u> for our educator newsletters.

Statements	Average scores of A or B	Average score of C or D
2. Our family talks about new technology and how it can have either a positive or negative impact on us.	**These results show that parents and carers may not regularly keep up-to-date with new and emerging technologies that may be used by members of their family.** Consider sharing <u>The eSafety Guide</u> with them to learn about the latest games, apps and social media their children may be using. Encourage parents to attend one of eSafety's <u>parent webinars</u>.	**These results show that parents and carers often keep up-to-date with new and emerging technologies that may be used by members of their family.** To build on this knowledge, share the link to <u>The eSafety Guide</u> as part of your regular school newsletter or communication to parents and carers when a new app or online safety issue emerges or is being discussed in the media.
3. We follow set family rules about how technology is used at home.	**These results show that parents and carers may not use family rules on how technology should be used at home.** Developing a <u>family tech agreement</u> is a great way for families to establish a consistent approach to how technology is used at home. eSafety's Parent page <u>are they old enough</u> also provides helpful advice that can be used when developing an agreement.	**These results show that parents and carers often use family rules on how technology should be used at home.** To build on these skills, share advice from eSafety's Parents pages on <u>taming the technology</u> and <u>privacy and your child</u> to help maximise online safety at home.

Statements	Average scores of A or B	Average score of C or D
4. **My child knows what to do if they have a negative online experience. For example, they know how to report or block a user, or tell a trusted adult.**	**These results show that parents and carers may not feel they are confident enough to give advice to their children if they experience a negative situation online.** Consider sharing the school's policies and procedures in responding to an online safety incident. You can also suggest they visit eSafety's Parents pages on <u>cyberbullying</u>, <u>unwanted contact and grooming</u>, and <u>sending nudes and sexting</u>. Read eSafety's list of <u>The big issues</u> to create articles for your school newsletters and community communication. Encourage parents and carers to visit eSafety's <u>reporting pages</u> to help them better understand how to report serious online abuse or illegal and restricted online content their child may experience or be exposed to.	**These results show that parents and carers are often confident to give helpful advice to their children if they experience a negative situation online.** To build on these skills, share <u>The eSafety Guide</u> with parents and carers so they can learn more about the safety settings of the latest games, apps and social media their children may be using. Encourage parent and carers to sign up to our <u>newsletter</u> to keep up to date with the latest eSafety news. Parents and carers can also visit eSafety's <u>reporting pages</u> to better understand reporting processes.
5. **I am confident I can speak to my child about tricky online subjects such as cyberbullying, unwanted contact, grooming, and pornography.**	**These results show that parents and carers may not be comfortable talking about tricky online subjects with their children.** Consider sharing eSafety's advice on the <u>hard-to-have conversations</u> about tricky online subjects. Let parents know that <u>eSafety Kids</u> and <u>eSafety Young People</u> pages provide information at an age appropriate level using age appropriate language.	**These results show that parents and carers are often confident to speak with their children about tricky online subjects.** To build on this knowledge, encourage parents and carers to look at <u>eSafety's Young People</u> pages to learn about the range of challenges young people face online.

Section 2 - Online safety education

Statements	Average scores of A or B	Average score of C or D
6. My child's school provides me with regular online safety information to help keep my family safe. (They might share material via newsletters or tip sheets, webinars or information nights for example).	**These results show that parents and carers may not be receiving regular online safety tips.** Check out our Toolkit for Schools <u>School community engagement plan</u> for tips on how to communicate regularly with parents. Use <u>eSafety's tips for parent and carer education and engagement</u> for your school newsletters or as part of your social media posts.	**These results show that parents and carers are often provided with regular online safety tips.** To build on this, consider reviewing the school's communications to-date and identify opportunities to share new online safety tips or helpful information. The Toolkit for Schools <u>School community engagement plan</u> may be helpful to achieve this.
7. My child's school tells me about online safety lessons being taught in the classroom.	**These results show that parents and carers may not be aware of the online safety lessons their children are learning in the classroom.** Consider developing factsheets that can be sent home or emailed to parents and carers about the online safety topics their children are learning about in class. You can use eSafety's <u>Parents</u> pages to help develop your factsheets.	**These results show that parents and carers are often aware about the online safety lessons their children are learning at school.** To build on this, consider inviting parents and carers to join group lessons in online safety at school. This will give students a chance to share their own skills and experiences to help develop those of their parents and carers.

Statements	Average scores of A or B	Average score of C or D
8. I use information from the eSafety website to learn more about online safety.	**These results show that parents and carers may not use the eSafety website to learn more about online safety.** Consider sharing a range of eSafety's <u>downloadable resources</u> as part of take home packs or school newsletters, to help introduce our website and services to parents and carers.	**These results show that parents and carers often use the eSafety website to learn more about online safety.** To build on this, encourage parents and carers to <u>sign up</u> for our parent newsletters to get the latest information from our website.

Section 3 - Online safety at my child's school

Statements	Average scores of A or B	Average score of C or D
9. My child's school informs me about its online safety policies and procedures.	**These results show that parents and carers may not be informed about the school's policies, procedures and approaches to online safety.** Consider making online safety policies and procedures publicly available by publishing them on the school website, or providing parents and carers with a physical copy. You can also host an online safety information night that explains strategies and tips to promote online safety as well as an explanation of the schools policies and procedures.	**These results show that parents and carers are aware of the school's policies, procedures and approaches to online safety.** To build on this, schools can engage with parents and carers when reviewing their online safety policies and procedures. Our Toolkit for Schools <ins>Checklist for developing effective online safety policies and procedures</ins> provides guidance for schools on how to engage parents and carers when developing these policies.
10. My child's school lets me know about any emerging online safety issues happening in or outside of school.	**These results show that parents and carers might not be informed about emerging online safety issues that could have an impact on their child, family or the school community.** Consider reviewing your school's communication channels and identify strategies to inform and help raise awareness of online safety issues that are impacting your community. Our Toolkit for Schools <ins>Tips for Parent/Carer education and engagement</ins> and <ins>School community engagement plan</ins> provides guidance on communication with parents and carers.	**These results show that parents and carers are often informed about emerging online safety issues that could have an impact on their child, family, or the school community.** To build on this, consider surveying parents and carers as part of an annual review of your school's communication channels. This can help identify the preferred way parents and carers would like to receive online safety information, as well as opportunities for new methods of delivery.

Statements	Average scores of A or B	Average score of C or D
11. My child's school provides me with information about services my family can use if we are involved in an online safety incident.	**These results show that parents and carers may not be aware of the support services available to their family if they are involved in an online safety incident.** Consider sharing a list of community organisations or individuals that offer support for online safety issues or provide wellbeing services. eSafety's website provides a list of **support services** across states and territories that can be helpful for parents and carers. Our Toolkit for Schools **Respond** resources also provide guidance on providing parents with clear communication and support if an online safety incident occurs.	**These results show that parents and carers are often aware of the services available to them when an online safety incident occurs.** To build on this, continue communicating to parents and carers by promoting the support services available. This can be done at online safety information nights and through communication channels such as school newsletters and social media.
12. My child's school listens to my views about online safety and the issues that are important to me.	**These results show that parents and carers may feel that they haven't been consulted in the development of the school's online safety policies and procedures.** Consider using Our Toolkit for Schools **Checklist for developing effective online safety policies and procedures** to engage parents and carers on online safety policies and procedures at your school.	**These results show that parents and carers are often consulted about the school's approach to online safety.** To build on this, use our Toolkit for Schools **Online safety self-assessment tool** when annually reviewing your whole school approach to online safety. This will help your school identify opportunities to improve school online safety practices.