



## Every online safety conversation matters

The eSafety Commissioner (eSafety) and the Australian Federal Police-led Australian Centre to Counter Child Exploitation (ACCCE) have created this resource to help families have important conversations about online safety.

Having open and honest conversations can help your child confide in a trusted adult when they are faced with unsafe situations online. These cards cover topics about online interests, handling uncomfortable or unsafe situations, getting help and reporting abuse.

The cards are numbered and should be asked in order as they build on the previous questions.

To learn more about online safety or reporting abuse, go to:

 [www.accce.gov.au](http://www.accce.gov.au)

 [www.eSafety.gov.au](http://www.eSafety.gov.au)

 [www.thinkuknow.org.au](http://www.thinkuknow.org.au)



## What do you like to do online?

### Related questions

What games are you and your friends playing? What social media apps do you use?  
What's the best and worst thing about social media?

### Why this question matters?

Regularly talking with your child about what they are doing online helps create a safe, trusting environment to talk about more serious online safety topics, and can help you work out how best to support your child.

### Take action together

Choose an online activity to do together, such as watching videos or playing an online game. This is a great way to connect as a family and learn together. Talk about how the apps or games work, if there is a chat option and what makes them fun.



## Do you share your thoughts and ideas online?

### Related questions

Do you think everyone can share their ideas and thoughts equally online?

How do you express yourself differently online?

### Why this question matters?

Everyone has a right to share ideas and thoughts online, but not if it makes someone else unsafe or uncomfortable. Sometimes people online can be unkind. If someone is being targeted online for things they can't change, it is not their responsibility to educate others at the expense of their own wellbeing or safety.

### Take action together

Look at how to report abuse on a few favourite games or social media services. A quick online search of 'report abuse on ...' will usually take you to the instructions or you can search in the game or app.



## How can you keep information private online?

### Related questions

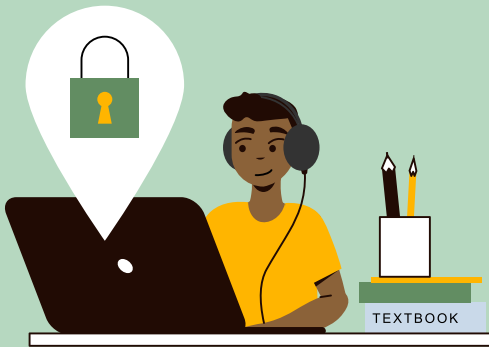
Do you have privacy settings on your social media accounts? Do you know how to change the privacy settings? Would you tell me if you decided to have a public account?

### Why this question matters?

Privacy settings include private, friends only, approve new requests/friends, or public. If your child's account settings are public this means anyone can see what they are posting. Privacy settings can help your child be more in control of who can see their posts and the information they share online.

### Take action together

Talk about what's OK and not OK to share, for example there are risks in sharing information about your location, school or age. If your child is open to it, you could offer to help them review and change their privacy settings.



## Do you know all your social media friends and followers in-person?

### Related questions

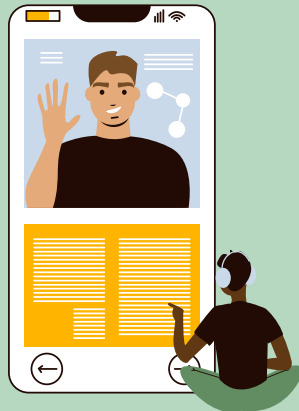
Are they friends from school? Or did you meet them online? If you've only met them online, how do you know they are who they say they are? What do you talk about?

### Why this question matters?

Having regular conversations with your child about who they are talking to can help make it easier to notice if they are in trouble or something isn't right. It's also important to talk about the risks that come with talking to people who you've only met online. For example, someone can pretend to be someone else online, to trick or harm your child.

### Take action together

Talk regularly about who is in your child's contact list and how they interact with them. Investigate together how to 'block' someone who might be unsafe or acting in an inappropriate way.



## What are some things you could do if someone you don't know in-person sent you a direct message?

### Related questions

Have you ever received a direct message from someone you don't know in-person? What did they want? How did you know if they were a safe person to talk to?

### Why this question matters?

It's common to receive direct messages from people online, and not all messages are harmful.

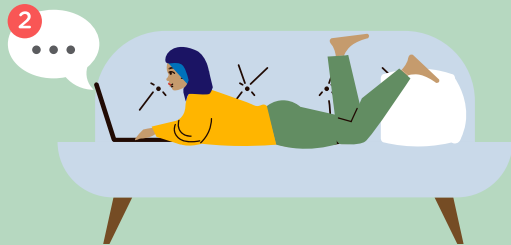
But, sometimes young people can be pressured or tricked into sending photos or videos with no clothes on. The image is then used to blackmail them for money or more photos or videos.

### Take action together

Talk about some of the things your child can do if someone tries to contact them through an online game, messaging or social media app.

They can:

- Take a minute to think 'What do they really want?'
- Avoid replying, even if the offer seems tempting
- Block and report the account
- Tell a parent/carer or a trusted adult



## What would you do if someone online asks you to do something that makes you feel uncomfortable?

### Related questions

What would you do if they asked for a photo or video of you without clothes or cultural attire on?  
What about if they asked you to go to a private chat, video call or another platform?

### Why this question matters?

People online can ask children and young people to do things that they might not be ready for, that are unsafe or make them feel uncomfortable. Thinking about how to respond to these situations is an important skill that can help in lots of online situations.

### Take action together

Talk about some online scenarios and strategies to respond. Examples of the scenarios may include:

- A friend is asking you to participate in a dangerous challenge
- Someone is saying inappropriate things in a group chat
- Someone is asking you to send photos with no clothes on

Talk to your child about how they could say 'no' if they are feeling uncomfortable or unsafe. Tell them it's okay to say no, and to keep saying no, even if they feel like they are being pressured.





## What are some signs that someone online is not safe?

### Related questions

Have you ever been in a situation that made you uncomfortable?  
Has anyone asked you or your friends for photos or videos with no clothes on?

### Why this question matters?

Offenders use social media, online games, messaging and chat rooms to contact children and young people, with the intention to cause them harm. They can be friendly and try to build trust with the child or young person, eventually tricking them to send photos or videos with no clothes on, or even meeting with them in-person. This can start by:

- Giving them compliments
- Offering them something like online gaming credits, gift cards or money
- Pretending they have common interests and like the same things

This is called online grooming and it is illegal. If someone is being groomed online they may be manipulated into keeping a secret or feeling ashamed.

### Take action together

Talk about recognising the signs (sometimes called 'red flags') someone online might be unsafe. Remind your child they can come to you for help at any time and not be in trouble, even if they have sent photos or videos to someone.



## Do you feel comfortable coming to me or another trusted adult if you ever feel unsafe or unsure online?

### Related questions

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Is there anything adults can do to help you feel more comfortable asking for help when feeling unsafe online?

### Why this question matters?

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Sometimes children and young people are scared to talk to their parents and carers if they think they are going to get in trouble or have their device taken away. It is important children and young people know that if something happens to them, they won't get into trouble, and there are people to support and help them.

### Take action together

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Come up with five trusted adults your child can talk to if they have an issue online. This might include family, teachers, or sporting coaches. Visit [kidshelpline.com.au](https://www.kidshelpline.com.au) and look at how to use the webchat as another way to get support, if they don't want to speak to an adult they know.





## Reporting

### Make a report

- If you are in Australia and a child is in **immediate danger**, or at risk of harm call Triple Zero (000).
- If you need to **report a crime** call your local police on 131 444 or call Crimestoppers on 1800 333 000.
- If you suspect a child or young person is at **risk of harm, abuse or neglect** you can contact your relevant state or territory child protection agency.

### Report online child exploitation

To **report online child exploitation**, please contact the Australian Centre to Counter Child Exploitation using the Report Abuse button at

 [www.acce.gov.au/report](http://www.acce.gov.au/report)

You can also **report illegal and harmful online content and online abuse**, to the eSafety Commissioner using the online form at

 [www.eSafety.gov.au/report](http://www.eSafety.gov.au/report)

## Learn more about online safety

The eSafety Commissioner has advice to help parents and carers be positive role models and keep young people safer online.

For online safety information for parents and carers, visit:

 [www.eSafety.gov.au/parents](http://www.eSafety.gov.au/parents)

For advice on how to set parental controls across home wi-fi, devices, software and more, visit:

 [www.esafety.gov.au/parents/issues-and-advice/parental-controls](http://www.esafety.gov.au/parents/issues-and-advice/parental-controls)

For online safety information for children under 12, visit:

 [www.eSafety.gov.au/kids](http://www.eSafety.gov.au/kids)

For online safety information for young people, visit:

 [www.eSafety.gov.au/young-people](http://www.eSafety.gov.au/young-people)

## Learn more about online child exploitation

Advice and support for parents and carers about how they can help protect children online can be found at [thinkuknow.org.au](http://thinkuknow.org.au), an AFP-led education program designed to prevent online child exploitation.

For resources for parents, carers and for educators, visit:

 [www.thinkuknow.org.au/resources-tab/parents-and-carers](http://www.thinkuknow.org.au/resources-tab/parents-and-carers)

For information on booking a presentation for your school or community group, visit:

 [www.thinkuknow.org.au/request-presentation](http://www.thinkuknow.org.au/request-presentation)