

Module 1: Protect children from online harm

1.1 Take action to keep children and young people safe online

Reflecting on current practices	How often do you do this?	Make it a focus?	Ideas for improving practices	Resources and support
<p>In your work with children, young people and families, do you talk about online safety and listen to their concerns?</p>	<p>Always <input type="checkbox"/></p> <p>Often <input type="checkbox"/></p> <p>Sometimes <input type="checkbox"/></p> <p>Never <input type="checkbox"/></p>	<p><input type="checkbox"/></p>	<p>Keeping children and young people safe online starts with listening to the issues that matter most to them.</p> <ul style="list-style-type: none"> • Understand online risks to children and young people and how to protect them from harm. • Regularly talk about online safety with children, young people and their parents or carers. • Listen to and believe children and young people when they talk about their online experiences. • Take online harms seriously and help children and young people report and get support. • Let children and young people know that you are safe to talk to about online safety. 	<p>Online risks to children in your community</p> <p>How you can protect children from online harm</p> <p>Youth Aspirational Statement</p> <p>Make your commitment to online safety visible using our commitment poster and badge</p> <p>Subscribe to child and family sector professionals news</p>

<p>Do you consider the safety of children and young people when using organisation-provided devices (including computers, phones and smartwatches) as part of your work?</p>	<p>Always <input type="checkbox"/></p> <p>Often <input type="checkbox"/></p> <p>Sometimes <input type="checkbox"/></p> <p>Never <input type="checkbox"/></p>	<p><input type="checkbox"/></p>	<p>Organisations sometimes provide shared devices for communicating with children and young people. This approach can make it easier to follow policies and keep children and young people safer.</p> <ul style="list-style-type: none"> • Use app and device features to restrict the use of services and monitor content. Where these are applied at the organisational level, check that they are appropriate for the maturity of the child or young person, and the context of the online activity. • Use devices in supervised spaces, for example in open or public spaces or with another responsible adult present, except where a specific organisational policy provides direction. • Explain to children, young people and parents or carers how and why devices will be used. • Ensure devices are locked in a safe space when not in use. • Ensure a responsible team member records the use of devices and/or audits and checks them regularly for child safety. <p>Using personal devices can put both children and staff/volunteers at risk of serious consequences if online harm occurs while using them. If personal devices must be used follow these protocols:</p> <ul style="list-style-type: none"> • Create a device-use plan in line with organisational or best practice approaches to meet the safety and wellbeing needs of children and young people. For example, staff/volunteers working one-on-one with a child may need a safety plan that meets the online safety requirements of that child and context. 	<p>Online tools and features and how to safeguard children</p> <p>The eSafety Guide - learn about platforms apps and social media services</p>
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<p>Do you help build a culture of consent around taking and sharing photos and videos of children?</p>	<p>Always <input type="checkbox"/></p> <p>Often <input type="checkbox"/></p> <p>Sometimes <input type="checkbox"/></p> <p>Never <input type="checkbox"/></p>	<p><input type="checkbox"/></p>	<p>Children and young people are safer when the adults around them are careful about taking and sharing photos and videos of them. Individual circumstances might vary and, in some contexts, it might be safest not to take photos or videos of children and young people. When photos or videos are taken follow these protocols:</p> <ul style="list-style-type: none"> • Consider the digital rights, safety and comfort of the child before taking photos or videos. • Ensure appropriate permissions have been granted, including from the child or young person and their parent/carer or guardian. Check these permissions before taking or sharing photos or videos of children. • Consider the developmental maturity and ability of the child to understand what they are consenting to and what that means. • Take photos and videos in supervised spaces, for example in open or public spaces or with another responsible adult present, except where a specific organisational policy provides direction. • Consider what children and young people are wearing, such as swimming costumes, and if they are in a vulnerable situation, such as a healthcare situation. • Where children and young people are taking photos or videos of each other, provide online safety information about asking for consent. 	<p>Photo and video sharing</p> <p>Children’s rights in the digital world</p>

1.2 Create and manage safe online environments for children and young people

Reflecting on current practices	How often do you do this?	Make it a focus?	Ideas for improving practices	Resources and support
<p>Do you assess any benefits and risks before introducing new online platforms or technologies as part of your work or service?</p>	<p>Always <input type="checkbox"/></p> <p>Often <input type="checkbox"/></p> <p>Sometimes <input type="checkbox"/></p> <p>Never <input type="checkbox"/></p>	<p><input type="checkbox"/></p>	<p>Children and young people are safer when organisations only use software, online products and collaboration tools with the highest safety, privacy and security standards possible.</p> <ul style="list-style-type: none"> • Conduct a risk assessment to identify child safety or security concerns prior to using any new platform or technology. Set up new technology so that they are age-appropriate and safe for children. • Seek permission and advice from leadership before using new technologies. • Talk as a team about new technologies and safety protocols for them. Support other team members to use selected technology safely. • Communicate with children, young people and parents or carers about how digital technologies will be used in your services and activities and what safeguards are in place. 	<p>How you can protect children from online harm</p> <p>Toolkit for Schools: Prepare</p> <p>Online tools and features</p> <p>The eSafety Guide – learn about platforms apps and social media services</p>

<p>Do you ensure any games, social media, apps or websites managed or used in your work or service are appropriately supervised and moderated?</p>	<p>Always <input type="checkbox"/></p> <p>Often <input type="checkbox"/></p> <p>Sometimes <input type="checkbox"/></p> <p>Never <input type="checkbox"/></p>	<p><input type="checkbox"/></p>	<p>Children and young people are safer when online spaces, especially those with social media features like chat, image sharing, or video are appropriately supervised and moderated</p> <ul style="list-style-type: none"> • Understand the organisation’s policies and guidelines for using social media. • Adopt a two-deep model – make sure to include the organisation and a parent or carer in all electronic or online communication. • Know who in your team will be able to address misconduct, including reporting to child safety authorities and getting support from the police and eSafety for critical incidents. • Learn about reporting in games, apps and social media. 	<p>How you can protect children from online harm</p> <p>Toolkit for Schools: Prepare</p> <p>Online tools and features and how to safeguard children</p> <p>The eSafety Guide – learn about platforms apps and social media services</p>
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1.3 Support your community to report online harms

Reflecting on current practices	How often do you do this?	Make it a focus?	Ideas for improving practices	Resources and support
<p>Do you know how to support children and young people who have experienced online safety incidents (and their parents or carers) - including serious cyberbullying, image-based abuse or online sexual abuse?</p>	<p>Always <input type="checkbox"/></p> <p>Often <input type="checkbox"/></p> <p>Sometimes <input type="checkbox"/></p> <p>Never <input type="checkbox"/></p>	<p><input type="checkbox"/></p>	<p>Children and young people are safer online when they know easy and confidential ways to get help if they experience online harm. All staff, volunteers and community leaders should know how to help children, young people and parents or carers to make a report about online harm.</p> <ul style="list-style-type: none"> • Provide information about reporting online harm – you can use your social media channels, posters in physical locations and opportunities during registrations/intake. • Tell children, young people and parents or carers how to report online abuse such as cyberbullying to the game, app or social media service where it occurred. Use The eSafety Guide to help. • Report online child sexual abuse by contacting the Australian Centre to Counter Child Exploitation using the Report Abuse button. • You should also refer to your organisation’s policies and state and territory jurisdiction mandatory reporting requirements. • Help remove intimate images shared without consent and other seriously harmful online content by completing the online form at eSafety.gov.au/report. A responsible adult can help the child or young person make a report. 	<p>How to help a child experiencing online abuse</p> <p>The eSafety Guide - learn about platforms apps and social media services</p> <p>Report abuse to eSafety</p> <p>Report to the Australian Centre to Counter Child Exploitation</p>

			<p>This is usually their parent or carer, but could also be an appropriate support person.</p> <ul style="list-style-type: none">• Advise on where to get support such as counselling when an incident happens, for example by contacting Kids Helpline, Headspace or Parentline, or by checking Raising Children Network's list of state based support helplines and services for child sexual abuse.	
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