





Fact sheet

CYBER SAFETY top ten tips for youth

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The internet and mobile phones provide great ways to express yourself and communicate with others. It's important to make sure they're used responsibly so that everyone has an enjoyable online experience.

It's all about respecting yourself and others.

1. Use a **strong password**, a combination of upper and lower case letters, numbers and symbols, eg P@\$w0rd!
2. Use **secure web browsers**, those with https at the start of the URL and a padlock or other indication that it is secure, when sharing sensitive information.
3. Update your **operating system** regularly and make sure you have **antivirus** software installed on your computer and other devices – phones too!
4. Avoid opening or responding to emails from people you do not know and aren't expecting – They could contain a virus or malicious software.
5. Don't give out **private information** over the internet or mobile phones about you, your family and friends. Also think about what information might be contained in photos you share.
6. Only accept **friend requests** from people you know and trust. When it comes to friends and followers online it is not a popularity contest!
7. **Think before you post!** Once you've pressed 'Send' you can't get that back. Who might see that photo, video or comment? Where might it end up?
8. Make sure your social media accounts are set to **private or friends only!** Also make sure you check your privacy settings regularly as they can change without you knowing.
9. Tell your friends to ask for **your permission** before uploading or tagging you in a photo – Make sure you do the same!
10. Don't post **inappropriate or illegal** content - It is impossible to permanently delete digital content once it has been shared.

Most importantly, know where you can go for help! Speak to an adult you trust if something makes you feel uncomfortable online or on a mobile phone. You can also contact:

- Reach Out: www.reachout.com.au
- Bullying. No Way!: www.bullyingnoway.com.au
- Kids Helpline: 1800 55 1800
- Youth Beyond Blue: www.youthbeyondblue.com
- The **website, application or phone carrier** that you were using at the time

For more information visit www.thinkuknow.org.au





Fact sheet

CYBERBULLYING

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Cyberbullying is the repeated use of the internet, mobile phones and other technologies to bully, intimidate and humiliate others. It differs from other bullying because it often continues outside of school and school hours. It can be 24/7 and sometimes you may not know who is behind it.

What does cyberbullying look like?

Cyberbullying might occur over the internet, in instant messaging (IM), social networking sites, blogs or through online gaming. It can also occur over the phone, by SMS or MMS, or voice and video calls.

Why do people cyberbully?

There are a number of reasons why people might cyberbully others, including:

- think it's amusing
- don't like the person
- don't consider it to be a big deal, "it's just words"
- don't believe there are any consequences
- think they can be anonymous

None of these reasons, or any others, can justify cyberbullying.

What are the effects of cyberbullying?

Things that happen on the internet or mobile phones can have offline consequences. Some of the effects of cyberbullying may be:

- anger
- embarrassment
- fear
- poor performance at school
- loss of confidence and self-esteem
- revenge cyberbullying or retaliation
- self-harm, even suicide

Cyberbullying hurts people. It can ruin lives. There could even be legal consequences for harassing or threatening someone online.

Most importantly, know where you can go for help! Speak to an adult you trust if something makes you feel uncomfortable. You can also contact:

- Reach Out: www.reachout.com.au
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- The website, application or phone carrier that you were using at the time

What can you do about cyberbullying?

Don't start it! Cyberbullying is never acceptable. Think before you post something mean, or send someone a hurtful message.

Don't be a part of it! As a bystander, you can do something to stop cyberbullying. If someone tries to get you involved in cyberbullying, say NO.

Don't let it get out of control! You need to tell someone if you are being cyberbullied so that they can help you to make it stop.

Stand up! Be an active bystander and tell a trusted adult if you see cyberbullying occurring.

How can you stay in control?

- learn how to block and report unwanted communications
- find out your school's policy on cyberbullying
- research what policies your Internet Service Provider (ISP) and any online sites and applications you are using have on cyberbullying
- tell someone!

How can you help your friends?

- support the person who is being bullied - you never know when you might need help too
- encourage them to speak to a trusted adult
- don't forward or pass on any cyberbullying materials such as links to humiliating videos or gossip texts
- create a positive culture in your school and community which doesn't tolerate bullying in any form

For more information visit www.thinkuknow.org.au





Frequently Asked Questions: Parents

INSTAGRAM



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What is Instagram?

Instagram is a photo-sharing app which allows users to take photos, apply a filter and share content with either followers or the general public. Users are able to 'like' and comment on photos as well as send these images directly to individual followers. Instagram also allows users to post short videos.

What is the age classification for Instagram?

Instagram is recommended for users aged 13 years and above, however there are many underage users.

How are young people using Instagram?

Instagram is being used by young people to share photos, occasions and situations with their friends. The ability to like and comment on photos provides a useful communication function for young people as they explore and express their personality.

Should I be worried if my child is using Instagram?

Any application when used incorrectly, has the potential to cause harm. It is important that you openly communicate with your child about how they may be using an application and the legal and ethical ramifications of inappropriate use. They also need to be aware the dangers of communicating with people they don't know via any mobile application.

What are the privacy settings on Instagram?

Accounts on Instagram can be shared with anyone, or with those you approve as followers only. This can be done via the Instagram app on your mobile device. First select the **Profile** option on the lower right-hand side of the screen. In the **Edit Your Profile** section scroll to the bottom of the screen and ensure **Photos Are Private** is in the **On** position and select **Save**.

What could be revealed through an image?

A concern with photos which are taken and shared via a mobile device is that they may contain geolocation information. Geotagging refers to the embedding of location data, such as GPS coordinates, in images taken on smartphones and some digital cameras. When these images are shared online, the location data is often also shared. This may allow others who have access to the file to determine where the image was created, potentially revealing your home address.

How can my child limit geolocation information?

It is important for your child and you to know how to disable the geolocation function for the camera on the smartphone or mobile device your child utilises. For iOS devices, this can be disabled by accessing **Settings>Privacy>Locations** and disabling for Camera. On Android devices, users need to open the **Camera** app, access **Settings** and **disable GPS tagging**. If you are unsure how to do this on your device, please access the online user guide for the model of device.

It is also useful to discourage children and young people from using the Photo Map function on Instagram. This capability plots users' photos on an interactive map and could reveal sensitive location information.

What are the potential problems with Instagram?

It is important that young people only allow people they know and trust to access their photos and learn how to block and report inappropriate users. You can block users via the Instagram app on your mobile device. Open the profile page of the offensive user and select the **Further Options** icon on the upper right-hand side of the screen. Select the **Block User** option and when prompted by the dialog box, select **Yes, I'm sure**.

Sharing images that are rude, offensive or sexualised can see young people in breach of State and Commonwealth legislation that carry serious legal consequences. Ethically, young people need to be aware of the impact that their online behaviour has on others as well as their own reputation.

How can I delete my child's account?

If after talking with your child about the ethical use of Instagram and your family's rules around technology, you may think it's appropriate to delete the Instagram account.

To delete an Instagram account log into the account at [instagram.com](https://www.instagram.com), click the account username in the top right and select **Edit Profile**, click **I'd like to delete my account** in the bottom right.

Note: Accounts can not be reactivated and photos may be lost. Open and supportive discussions around technology usage are vital in ensuring your child understands their responsibilities when using technology. Simply removing the technology is not the best response as it could potentially drive your child's usage underground where there are fewer opportunities for you to support them.

For more information visit www.thinkuknow.org.au



What is Snapchat?

Snapchat is an application which is free to download on iOS and Android devices that allows users to send images ('snaps') to each other. Operating the app requires use of the device's data plan or wireless internet connection. Images can be drawn on using a whiteboard-style tool and can be given a caption. Images can be sent to other users for up to 10 seconds before they 'dissolve'.

What is the age restriction for Snapchat?

The age classification for Snapchat is 13 years old, although much of the content may be inappropriate for that age group. If children under the age of 13 sign up for an account they are given access to 'SnapKidz' which is a limited version of the app where users are not able to send images to other devices. It is important to note that these classifications are set by the app's creator and are not overseen by an independent body.

How are kids using Snapchat?

Snapchat is used by many young people to keep up with their friends and to send photos to each other. Snapchat can, however, be used for inappropriate purposes and it is important to sit down with your child and explain to them that it is not okay to share images that are rude, offensive or sexualised.

Should I be worried if my child is using Snapchat?

Any application when used incorrectly has the potential to cause harm. It is important that you communicate openly with your child about how they may be using an application and the legal and ethical ramifications of inappropriate use. Children and young people also need to be aware of the risks of communicating with people they don't know via any mobile application.

Does an image really delete on Snapchat?

There are many ways an image can be saved, even on Snapchat. iOS and Android devices have a feature which allow the device to take a photo of what is on the screen ('screenshot'). Snapchat notifies the sender if an image they have sent has been captured, however you are not always notified. There are also many other ways images can be saved without the sender being notified so it is important to encourage children to think before they post.

What are the privacy settings on Snapchat?

Snapchat has very limited privacy settings and it is important to monitor your child's usage of the application. One privacy setting that is available is the ability to restrict who can send your child snaps. This can be enabled by going into the **Settings** menu, under **Who can send me snaps...**, then select **My Friends**. This will ensure that only users on your child's contact list can send images.

Is Snapchat a 'safe sexting' application?

It is important to know that there is no such thing as 'safe sexting' and Snapchat is no exception. Young people need to be aware that as soon as they send an image they have lost control over where it ends up. Sending sexually explicit images of someone under the age of 18, with or without their permission, could be an offence under State and Commonwealth legislation.

What are the potential problems with Snapchat?

Sharing images that are rude, offensive or sexualised can see young people in breach of State and Commonwealth legislation that carry serious legal consequences. Ethically, young people need to be aware of the impact that their online behaviour has on others, as well as their own, reputations.

Sexting is commonly defined as the sharing of sexualised or naked images via the internet or mobile phone, this includes mobile applications like Snapchat. Children and young people need to realise that as soon as that image is sent they have lost control of it. Quite often we see images uploaded to the internet, including on various social networking sites, that had originally been shared between two people privately. Taking, sending and saving these sorts of images can also constitute child pornography offences and can have long term legal ramifications on a child's future.

If these images become public, the child in the image can be subject to bullying and cyberbullying. This may happen face-to-face at school or even online with people posting and sharing the image on social networking sites or instant messenger applications. It is extremely important that parents and carers are aware of the issues associated with various apps and websites so that they can openly communicate with their child about safe and responsible usage.

How do I delete my child's Snapchat account?

After talking with your child about the ethical use of Snapchat and your family's rules around technology, you may think it's appropriate to delete the Snapchat account.

To delete a Snapchat account you can go to <https://support.snapchat.com/delete-account> and enter your child's account username and password. If you do not have your child's password you can put a deletion request into Snapchat.

Open and supportive discussions around technology usage are vital in ensuring your child understands their responsibilities when using technology. Simply removing the technology is not the best response as it could potentially drive your child's usage underground where there are few opportunities for you to support them.





What is Kik Messenger?

Kik Messenger (Kik) is a free smartphone messenger application that allows users to send texts, pictures, videos and sketches. Kik uses a wireless connection or mobile data to send and receive messages.

What is the age restriction for Kik?

The age classification for the messenger function is 13 years old. Kik also has a feature called 'Kik cards' which allows users to find images, videos and play games. This feature is restricted to users 17 years and older due to the inappropriate nature of some of the content available. It is important to note that these classifications are set by the app's creator and are not overseen by an independent body.

What are the potential problems with Kik?

Kik is a popular application amongst people of all ages. Issues arise when this app is used to transmit messages that are menacing, harassing or offensive. In some cases this can see young people in breach of State and Commonwealth legislation. Ethically, young people need to be aware that the messages they send can have a significant impact on other people.

As Kik also has the capability for users to share images it is important your child is aware of the legal and ethical ramifications of sharing sexualised, provocative and nude images.

It is extremely important that parents and carers are aware of the issues associated with various apps and websites so that they can openly communicate with their child about safe and responsible usage.

How can I limit who can contact my child on Kik?

Kik has a setting that allows users to ignore new people who may communicate with them. It's a good idea for your child to enable this feature before they start using Kik to prevent people they don't know from communicating with them.

To enable this feature select [Settings > Notifications](#) and turn [Ignore New People](#) to **ON**. This will hide any messages sent to your child from people who aren't on their contact list.

How can I block someone on my child's Kik account?

It is really important that children and young people know how to block and report on every social networking site or app that they might use. To block a user in Kik select [Settings > Privacy > Block List](#), click the + to select the username of the person you want to block and select **Yes** or **Block** to confirm. This will make sure that all messages from this user will be hidden.

Note: A user will not be notified when they have been blocked.

How can my child delete a user on Kik?

We recommend that you monitor your child's use of Kik and be aware of who they are communicating with. This might mean going through your child's contact list together to identify who they are talking to. It is important to ensure that their contacts are people whom your child has met in real life, trust and want to communicate with on a regular basis. To delete a contact, select the **Talk** icon to see your list of contacts. Select the person you wish to delete, swipe or press and hold and select [Delete](#) or [Remove From List](#).

How do I delete my child's Kik account?

After talking with your child about the ethical use of Kik and your family's rules around technology, you may think it's appropriate to delete the Kik account.

To delete a Kik account you require your child's username and password. To delete the account select [Settings > Your Account > Reset Kik Messenger](#). You then need to delete the Kik application from your child's device. Ask a friend with Kik to send a message to your child's old account and within a few days your child will receive an email (sent to the email address used to sign up for the account) from Kik saying you have unread messages. At the bottom of this email will be a deactivation link – click on this and within a few days your account will be deleted.

Note: If your child logs into their Kik account before you have clicked on the deactivation link the request will be cancelled and the account will remain active. It is important that you and your child agree to delete the account and understand the reasons behind that decision.

Open and supportive discussions around technology usage are vital in ensuring your child understands their responsibilities when using technology. Simply removing the technology is not the best response as it could potentially drive your child's usage underground where there are fewer opportunities for you to support them.