

# HA LI E AFE D HE CHILD HA A LI E BLE PARENTS AND CARERS GUIDE

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This information is for parents and carers whose child has an online problem.

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Digital technology provides children and young people with positive and interesting experiences. Sometimes things can go wrong online.

When things go wrong, children and young people need support and guidance from their parents / carers, other trusted adults and friends.

**Your child's school is there to work with you and your child when online problems relate to school relationships. Talk to them about what is going on and work together to find solutions.**

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## Online problems can be hard to talk about

Children and young people may find it hard to talk about problems they experience online. They may:

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- loss of interest in the activities that they normally enjoy
- poor grades or decline in the quality of their school work
- staying home or coming home from school early feeling 'sick'.

**Changes in their wellbeing and mental health:**

- self-harm
- poor physical health, low energy
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## Preserve evidence

Collecting and preserving evidence of online behaviour is important if you are wanting to report the problem to the South Australia police, eSafety or your child's school.

Preserving evidence may involve recording:

- a screen shot or taking a photo of the problem content
- the time and date the content was shared
- the time and date you collected the evidence
- who shared the content
- the webpage address, social media service or gaming site. Including individual account or profile usernames
- the details of any complaint made to the online service and outcome.

eSafety has more information about how to preserve evidence. Visit [www.esafety.com.au](http://www.esafety.com.au)

## Report

Report inappropriate and harmful content to the social media site, online gaming provider, other online service or mobile phone service provider.

You can also make a report to eSafety who receives complaints about image based abuse and serious cyberbullying for children and young people.

In response to serious cyberbullying and image based abuse eSafety may:

- request the online service to remove the offensive content
- offer advice, assistance and resources
- work with the school and parents / carers to help stop the cyberbullying.

When online problems involve your child's school friends, peers, or an adult in the school community, it's important to talk with the school.

Some online problems may be illegal behaviour. The South Australia Police are available to talk with you when you have questions or want to make a report.

For non-urgent police assistance call 131 444. In an emergency call 000.

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## Resources

### **Bullying. No Way!**

Online advice for families about preventing and responding to bullying.

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

### **eSafety Commissioner**

Online advice for families about online safety.

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

### **Kids Helpline**

Phone and online counselling service for people aged 5 - 25.

1800 55 1800 Anytime. Any reason.

[www.kidshelpline.com.au](http://www.kidshelpline.com.au)

Online information for families.

### **Headspace**

Phone and online support and counselling service for people aged 12 - 25.

1800 650 890 mental health and wellbeing support.

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

Online and phone information for families.

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## Other parent and carer guides

Online safety: supporting safe and responsible use.

Online safety: what to do when your child has an online problem.

[www.education.sa.gov.au](http://www.education.sa.gov.au)

