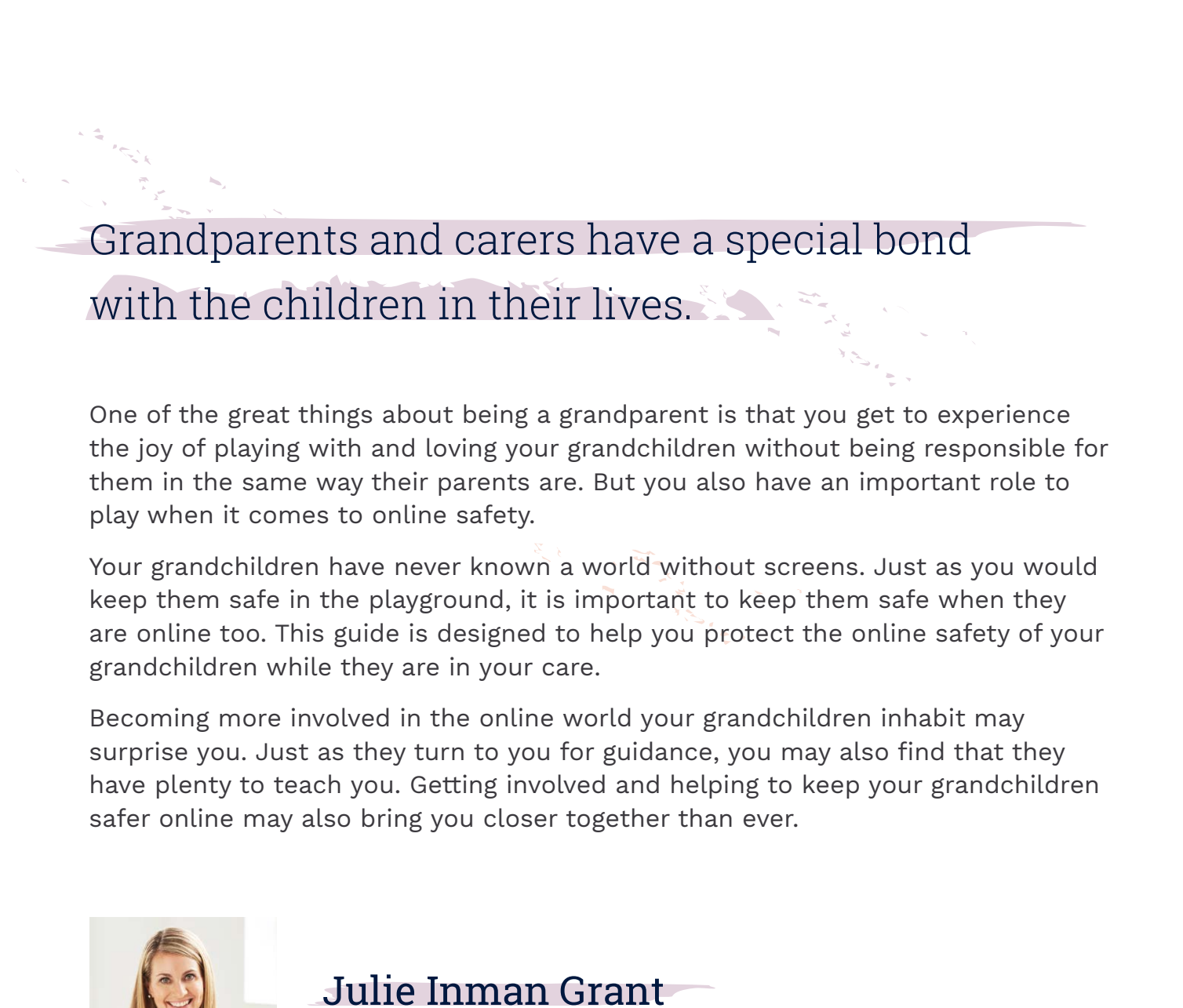


Online safety for grandparents and carers



Grandparents and carers have a special bond with the children in their lives.

One of the great things about being a grandparent is that you get to experience the joy of playing with and loving your grandchildren without being responsible for them in the same way their parents are. But you also have an important role to play when it comes to online safety.

Your grandchildren have never known a world without screens. Just as you would keep them safe in the playground, it is important to keep them safe when they are online too. This guide is designed to help you protect the online safety of your grandchildren while they are in your care.

Becoming more involved in the online world your grandchildren inhabit may surprise you. Just as they turn to you for guidance, you may also find that they have plenty to teach you. Getting involved and helping to keep your grandchildren safer online may also bring you closer together than ever.



Julie Inman Grant
eSafety Commissioner



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Children are online before we know it

From an early age children are tapping and swiping touch screens, choosing programs to watch on streaming services, video calling family and friends, playing games and sharing photos and video. As they grow older, much of their social life and many of their opportunities to learn and explore will be online.

By talking with your grandchild about online safety you can help them to have safer online experiences, now and into the future. Every family is different, and you know your grandchild best. Decide on the best approach that suits your family and talk with their parents or carers, so you have a coordinated approach. You may not agree on everything, but it is important to ensure that your grandchild knows they can come to you or their parents and carers for advice and help.

This guide covers key advice about online safety issues that can affect children and young people. It includes a range of practical tips about things to watch out for and an outline of popular games and social media sites. You will also find a list of important services and resources that will help you look after your grandchild's online safety and improve your own digital skills, whether you are just starting out online or a more advanced internet user.

Starting
safely





Set up devices safely

Before children begin to explore online, it is a good idea to activate safety features, filters and parental controls on the devices they use. This is especially important if you share your phone, tablet or computer with your grandchild.

Remember, no parental control or safe search filter is 100% effective. Helping your grandchild to build good online safety habits is just as important.

Password protect devices

It is a good idea to add a password or passcode, that only you know, to any of your devices your grandchild uses. If your phone or tablet uses fingerprint or face authentication, only set this up for yourself. It is important that you control how your device is used and what can be downloaded.

Use screen time monitors

Screen time monitors allow you to set time limits that grant use of a device for a certain amount of time. They are useful if you only want your grandchild to play a game or do something online for a set period of time. You can also involve them in setting time limits, which may help when it is time to move to another activity.

Safe search

We all rely on search engines to find information online, and so do our grandchildren, but with that open access there is a risk that they may see inappropriate material.

Depending on the age of your grandchild, you can choose to activate 'SafeSearch' on the search engine you use, such as Google, Bing or Yahoo, so it doesn't include content that is inappropriate for their age, like pornography.

You can also direct younger children to child-friendly search engines like Google Safe Search ([safesearchkids.com](https://www.google.com/safesearch/)) and Kiddle (kiddle.co).

Parental controls

Parental controls are software tools that allow you to limit what children can see and do online. They can be used to do things like:

Visit our website for more information on setting up devices safely.

esafety.gov.au/parents-taming-technology

Block — you may be able to block your grandchild from accessing specific websites, apps or functions (like using a device's camera or buying things online).

Filter — you may be able to restrict access to different kinds of content, such as 'adult' or inappropriate content.

Parental controls could be specific to different devices, such as mobiles, tablets, computers, gaming consoles and smart TVs, or they may be available in different apps or programs, such as streaming services, web browsers and search engines. Parental controls may also be available on your home wi-fi network.





Share screen time together

Explore quality content together and encourage the children in your life to think critically about the content they watch and read and how they spend their time online.

Use devices in communal areas

Ensure your grandchild only uses devices in communal areas of your home, where their activities can be supervised. This is the most important online safety intervention you can make, as parental controls and filters are not failsafe. If you can observe what children are doing, you are actively helping to improve their online safety.



Visit our website for more information on setting up devices safely.

esafety.gov.au/parents-good-habits

Explore together

Explore quality content together and encourage critical thinking. Get involved and take the time to sit with your grandchild and ask them if they would like to watch their favourite program or play their favourite game with you. Ask what they like or dislike and be curious about their answers. Why do they like it? Why do they want to watch or play it? Tell them why you like it or don't like it.

Encourage them to think critically and question things. For younger children, try to inject a bit more variety into their screen time by following their interests and choosing quality content together. Quality content means different things to different people, but you may want to look for apps, games and content that:

- foster values of friendship and respect
- provide opportunities for learning
- promote creativity and exploration.

Decide on the right level of supervision

Depending on the age of your grandchild and their readiness, decide which activities will be 'explore together', 'supervised' and 'independent'.

For young children, all new apps, games and content should be 'explore together' activities, when you sit with your grandchild and play or watch together.

During 'supervised' activities, your grandchild can control the activity, while you remain nearby and talk with them about what they are doing. Once you or your grandchild know a game or app really well, it may be appropriate for them to engage in 'independent' activities, while you are nearby.

At the 'explore together' and 'supervised' stages, get younger children into the habit of asking your permission before they watch a new program, play a new game, explore a new website, download anything onto a device or communicate with a person who is not already their friend.

Older children and teenagers are likely to have their favourite programs and games they like to watch and play. They may already be accustomed to engaging in 'independent' activities. Nevertheless, it is still important to be aware of what they are doing online and to check in with them from time to time.

Model good habits around devices

As we pick up our phones to read a text message or check social media, the children in our lives are watching and learning from us. What we do online and how we use devices provides a model that will shape how our grandchildren relate to the online world. It is important for grandparents and carers to be aware of setting a good example.

Try to create some device-free times and zones in your home to allow space for more focused interactions with your grandchild. Talk with your grandchild about when you both should put devices away — such as at dinner time and at night — and involve them in the process.





Teach children to ask for help

We all need help, no matter how old we are, but sometimes it can be hard to ask for it. So teach the children in your life to ask for help and let them know they can come to you with any issue. Reassure them that they won't be in trouble, no matter what has happened.

Asking for help will ensure your grandchild has a safer online experience now and in the future — it will enable them to learn new things and equip them to problem-solve themselves, when they are ready.

Let them know they should always tell a trusted adult, like you or their parent or a teacher if they feel uncomfortable, scared or upset about anything online. Make sure you are prepared to have an age-appropriate conversation if they come to you, particularly if they see content unsuited to their age and maturity (like violence or pornography).

Common scenarios

Before children start going online for supervised or independent activities, teach them to ask for help if any of these things happen:

- Someone is being mean, bullying them or leaving them out online.
- They see or hear something online that makes them feel uncomfortable, scared or upset.
- They are contacted online by someone who is not already their friend or who they don't know in person.
- Someone is contacting them and they don't want them to.
- Someone is pressuring them to do anything they don't want to do.
- Someone is pressuring them to send nude images.
- They have sent or received a nude image.
- They are unsure if something is true or fake.
- They are offered an in-app purchase.
- A pop-up appears on the screen. (This may download malware if it's clicked.)
- They have questions about anything else online.

Visit our website for more information on online safety basics.

esafety.gov.au/parents-safety-basics



Key issues



Managing time online

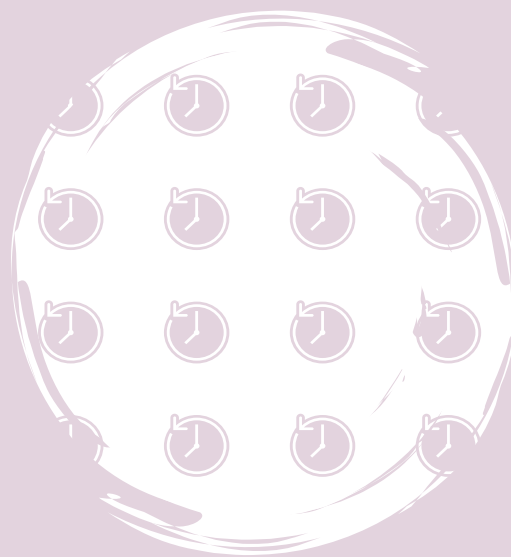
How much time should the children in your life spend online? There's no magic figure.

The right amount of screen time can depend on a range of factors like your grandchild's age and maturity, the kind of content they are watching or reading, their learning needs and your routine.

It can be easy to focus only on the clock, but the quality and nature of what they are doing online, and your involvement, are just as important.

Consider your grandchild's screen use in the context of their overall health and wellbeing. For example, is online time getting in the way of their sleep or exercise? Is it impacting on their face-to-face connections with family and friends? The answers to these questions will guide you and help strike the right balance of online and offline activities for your child.

You know your grandchild. Together with their parents or carers, decide on the amount of screen time that is right for them. You might also want to implement rules around screen time that are specific to your home.



Tips for managing screen time

Agree on length of screen time — talk with your grandchild about how long they can stay on a screen, before they start to watch or play. This may help them stop when their time is up.

Use timers or screen time monitors — timers or screen time monitors that block access are useful to ensure your grandchild sticks to the limits you have agreed upon.

Agree on device-free times — talk together as a family about when everyone should put devices down. Depending on your routine, this may be during meals and at night.

Turn off devices an hour before bedtime — research shows it is important to turn devices off at least an hour before bedtime to ensure your grandchild has the best quality sleep.

Visit our website for more information on managing time online.

esafety.gov.au/parents-time-online



Protecting digital footprints



As a grandparent or carer, it is important to carefully consider what you share online about yourself and the children in your life.

Your digital footprint or digital reputation is created by all the things you say and do online, as well as what others share about you. The people or organisations you follow on social media, and the things you post, share, like and comment on, all form part of your digital footprint.

If you share an image or post something about your grandchild, it could become part of their digital footprint. Your grandchild's digital footprint, like your own, is long lasting. It will shape how they are perceived by others, now and into the future.

Remember, once something is shared online it can be very difficult to remove and can be easily and quickly shared. Images and words can be misinterpreted or altered as they are shared online. Content intended for a small group of friends can also create issues if it is shared with others outside the group.

Tips to protect your grandchild's digital reputation and your own

Privacy settings — set your social media profiles to private so that only your friends have access to your photos and posts. Encourage older grandchildren, who have social media accounts, to make their social media accounts private.

Protect personal information — think carefully before you share photos or post personal information about yourself or your grandchild. Personal information includes full names, dates of birth, addresses, contact information or the school they go to. Details like this could be used by identity thieves or sexual predators.

Stop and think before you share, like, follow or comment on something — consider whether you would want this image or information to be shown if someone searches online for you or your grandchild by name. Encourage your grandchild to stop and think before they do anything online. Remind them that a potential friend, colleague or employer may not understand that they have liked a page or shared a photo as a joke.

Visit our website for more information on privacy and your grandchild.

esafety.gov.au/parents-child-privacy

Sorting fact from fiction

Fake news is false information that can look like a trustworthy news report. It could be designed to influence you to think, act, shop or vote in a particular way, or it could be so unbelievable that it is meant as a joke.

Fake news is much older than the internet. There have always been myths and rumours, or fake news stories. But these days fake news spreads much faster and to a lot more people when it is shared on social media.

There is a spectrum of fake news. There are completely unbelievable stories that are so absurd they are easy to recognise as fakes, and there are stories that appear real but contain lots of false information. These stories are not obviously wrong, but they do contain factual untruths or misleading images and videos. Sometimes they make sensational claims just to get you to click onto a site that has lots of advertising.

Use this guide to help you and your grandchild sort fact from fiction. Remind them it is good idea to do a little detective work before they share online news stories, so they don't help spread mistakes or lies.



How to spot fake news

1. Check the publisher and author

- Check who published the story — is it a reputable news organisation?
- Check the domain name or URL of the website — be wary of unusual domains that are similar to legitimate news sites.
- Check who the author is — see if the author has published anything else and check whether their stories are all pushing a particular point of view.

2. Pay attention to quality and timeliness

- Look for spelling or grammatical errors — if there are a lot of errors, phrases in CAPITAL LETTERS or dramatic punctuation (!!??), the article may not be trustworthy.
- Look at who is (or is not) quoted and what they say — a lack of research or different perspectives can be a sign the story contains misinformation.
- Check to see if the story is current — make sure an older story is not being taken out of context or recycled.

3. Question what you read and check sources

- Check if the story is based on fact or opinion — if it is someone's opinion it may not be factually accurate and it's unlikely to include other points of view.
- Check quoted sources and search for images and videos — check any sources that are cited to see if the information is credible and has been used accurately.
- Diversify your opinion — seek out alternative news sources that enrich and challenge your opinions and beliefs.

Dealing with cyberbullying



You can help the children in your life by talking to them about cyberbullying and reassuring them that you will be there to help if it happens to them. Together as a family you can work out strategies to deal with the issue.

Cyberbullying is bullying that happens online. It can take many forms, such as sending abusive messages, hurtful images or videos, spreading mean online gossip, excluding or humiliating others, or creating fake accounts in someone's name to trick or humiliate them.

Cyberbullying can have a devastating impact on young people, whose online life is a key part of their identity and how they interact socially.

Visit our website for more information on cyberbullying.

esafety.gov.au/parents-cyberbullying

I think my grandchild is being cyberbullied

Your grandchild may not tell you if they are being bullied online, especially if they are afraid that getting an adult involved might make things worse for them. They may also worry their access to devices and the internet will be taken away.

Signs to watch for include:

- being upset after using the internet or their mobile phone
- changes in personality, such as becoming more withdrawn, anxious, sad or angry
- appearing more lonely or distressed
- unexpected changes in friendship groups
- a decline in their school work
- changes in their sleep patterns
- avoidance of school or clubs
- a decline in their physical health
- becoming secretive about their online activities and mobile phone use.



What can I do if my grandchild is experiencing cyberbullying?

Listen and be supportive — talk to them about what happened, try to remain calm and non-judgemental, ask them how they feel and ensure they feel heard.

Measure the scale of the problem — does it exist in a peer group or is it more widespread? Is it a few remarks here and there? Or is it more serious?

Empower your grandchild — try to build your grandchild's confidence and help them make decisions for themselves, once they are aware of the options.

Collect evidence — it is a good idea to collect evidence, such as screenshots, of the bullying behaviour in case you need to report it later on.

Block and manage contact with others — advise your grandchild not to retaliate or respond to bullying messages and help them to block or unfriend the person sending the messages. Help your grandchild change their privacy settings to restrict who can see their posts and profile page.

Report to the site or service — many social media services, games, apps and websites allow you to report abusive content and request that it is removed.

Report to eSafety — if serious cyberbullying is affecting your grandchild and the social media service or other online platform where it's happening won't help remove the material, you can make a cyberbullying complaint to the eSafety Commissioner at esafety.gov.au.

Get help and support — check in with your grandchild from time-to-time about how they are feeling. If you notice any changes that concern you, get help for your grandchild through a counselling or online support service. There are some listed in the 'Finding help and resources' section at the end of this book.



Preventing unwanted contact and grooming

Socialising online can be a great way for the children in your life to build friendships, but it can also put them at risk.

Unwanted contact is any type of online communication that your grandchild finds unpleasant or upsetting, or that leads them into a situation where they may be unsafe.

This can happen even if they initially welcomed the contact. It can come from strangers, online 'friends' your grandchild has not met face-to-face, or from someone they actually know.

The worst danger is 'grooming' — someone building a relationship with a child in order to sexually abuse them. This abuse can happen in a physical meeting, but it increasingly occurs online when children are

tricked or persuaded into sexual activity on webcams or into sending sexual images.

Make their accounts private — help (or ask) your grandchild to make their online profiles or accounts private so only friends can see their personal information and contact them.

Delete contacts they don't really know — ask them to go through all the people who follow them or are 'friends' with them in online games or on social media and check that they actually know them in person.

Delete requests from strangers — encourage your grandchild to delete new ‘friend’ or follow requests on social media (or ‘party’ requests or invitations in games) if they don’t actually know the person.

Report and block — if they receive any unwanted contact from someone they know or a stranger, encourage them to report and block this person.

How can I protect my grandchild?

Stay involved in your grandchild’s digital world — keep up-to-date with the sites they are visiting and the accounts they are using, and explore them together.

Build an open trusting relationship — keep communication open and calm so they know they can come to you for help is someone asks them to do something that does not feel right.

Teach your grandchild to be alert to signs of inappropriate contact — help your grandchild recognise signs that an online ‘friend’ may be trying to develop an inappropriate relationship, such as asking lots of personal questions soon after meeting online, asking them which room they use their device or computer in, asking them for favours and doing things in return (abusers often use promises and gifts to gain trust).

Establish safety guidelines for meeting online ‘friends’ face-to-face — explain that it is safest to keep online ‘friends’ online, but that if they do want to meet someone face-to-face they should check with you or their parent or carer first. Let them know they should be accompanied by you or another trusted adult.

What to do if something goes wrong — talk to them without being judgemental or angry and make them feel like they can come to you about anything, without fear of being punished or criticised. Find out what happened and act to protect your grandchild. Call the police immediately on Triple Zero (000) if their physical safety is at risk. Report abuse or online grooming to your local police, Crimestoppers or the Australian Federal Police on the ThinkUKnow website. Get help and support for your grandchild from a professional counselling service.

Visit our website for more information on unwanted contact and grooming.

esafety.gov.au/parents-unwanted-contact



Online gaming and social media



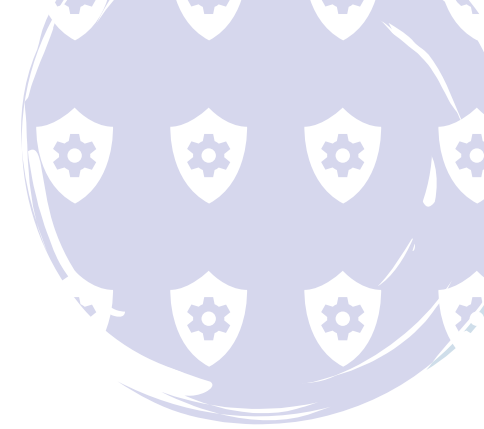
Playing it safe with games and accounts

Playing and socialising online can be a great way for children to have fun and connect with others. But there are risks to keep in mind.

Many online games and social media accounts have some form of chat, video or private messaging function that allows two-way communication. This means both friends and strangers can contact children online, if the privacy settings have not been activated in the game or account or on the device. Children may also be cyberbullied, see content or behaviour that is not suitable for their age, or be encouraged to share information that should be kept private.

Depending on your grandchild's age, it may be appropriate to set up parental controls on the devices they use, so they have to check with you before going onto a game or social media account. You can learn more about setting up devices safely at the start of this book.

Check if their games or accounts have any age recommendations or requirements and make sure your grandchild is mature enough for the type of content and the level of contact with others.



Ask (or help) your grandchild to:

- set their games and accounts to 'private' so only invited people can connect
- remove people they don't know from their 'friends' or 'party' lists
- protect personal information like their real name and their address
- learn how to report inappropriate content or unwanted contact.

Managing the pressure to join in before they are ready

You can help your grandchild to manage the pressure to play online games or have social media accounts before they are ready. Remind them that minimum age requirements are there to keep them safe. Just because their friends are doing it, doesn't mean they need to be doing it too. Let them know they will be allowed to join when they are old enough to manage the risks themselves.



Online gaming

Online games can be great fun for your grandchild, but make sure you can help them manage the risks.

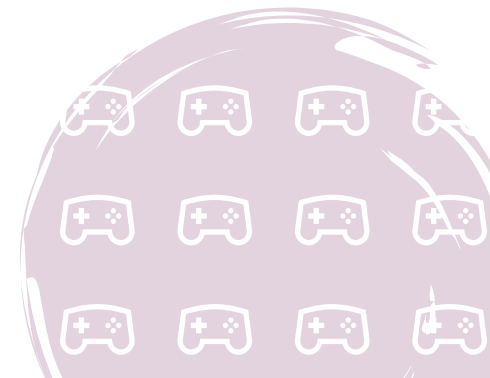
What are the benefits and risks?

Many games can improve your grandchild's coordination, problem-solving and multi-tasking skills, as well as help build social skills through online interactivity with other players. But it is important to understand what might go wrong.

Gamers can communicate with friends and strangers through web cam, private messaging or online chat functions.

Risks of online gaming include:

- spending too much time gaming, which can have negative impacts on your grandchild's health, ability to study, and social and emotional wellbeing
- cyberbullying through messaging and chat functions
- unwanted contact from others or 'grooming' by sexual predators
- being exposed to games with gambling-like elements can normalise gambling for young people
- spending too much money on in-game purchases.



How to create a safer gaming environment for your grandchild

- **Prepare** — keep the computer or games console in an open area of your home or ask your grandchild to use their handheld device in communal areas of your home. Use available parental controls and safety features for devices, browsers and apps.
- **Build good habits** — help your grandchild protect their personal information by using a screen name that does not reveal their real name. Teach them not to click on links provided by strangers, like ‘cheat’ programs to help with game play, which can contain viruses or malware.
- **Agree on strategies to help them switch off** — set a limit on the length of time or number of game levels they can play and discuss the consequences if they don’t switch off. Use a timer to signal their game time is nearly over.
- **Stay involved** — talk regularly with your grandchild about their gaming interests and who they play with online. Play alongside your grandchild to get a better sense of how they are handling their personal information and who they are communicating with.
- **Be aware of what they are playing** — games vary in their level of violent or sexual content, and may contain themes, language and images that are unsuitable for your grandchild. Use Australian Government classification ratings as a guide.

- **Control in-game or in-app purchasing** — you may be able to disable or limit in-app purchasing, so your grandchild is not able to spend money without your permission. Search for instructions on how to do this on a particular device or use parental controls.
- **Empower your grandchild** — wherever possible, help them make wise decisions for themselves, instead of telling them what to do. Try to provide them with strategies for dealing with negative online experiences that will build their confidence and resilience.

Visit our website for more information on online gaming.

esafety.gov.au/parents-gaming



Managing social media pressures

Social media is a great way for your grandchild to stay in touch with friends, but sometimes it can also cause them to compare their lives to others or feel like they need to be constantly connected.

If the children in your life are starting to worry about the number of ‘likes’ their photos and updates get, or how many people they are ‘friends’ with, you can help.

Tips to share with your grandchild

Social media is not real life — remind your grandchild to think critically about what they see online. Everyone has good days and bad days and many posts only show the best bits, or the content is not 100% real. Reassure them that celebrities put filters on their photos or stage things to make it appear as if their life is way more interesting than it really is.

Unfollow accounts that make them feel bad — encourage your grandchild to look at the accounts they follow and think about whether they make them feel positive or negative about themselves. Suggest they unfollow the accounts that make them feel bad and follow accounts they are genuinely interested in.

Turn off notifications and have a phone-free day — if your grandchild is getting caught in a social media loop, where they are constantly scrolling through their social media feed or posting updates, this could be contributing to the pressure they feel. Suggest that they turn off their app and notifications for a while and leave their phone at home.



A tip for you: Your grandchild may prefer it if you simply ‘like’ photos they post of themselves on their social media accounts — resist the urge to add comments!

Controlling in-app purchasing

What is an 'app'?

'App' is short for 'software application'. It is a program on a computer, mobile phone or other digital device. It may come ready-installed, or it may need to be downloaded from an app store. Many apps are free, but others need to be bought as a one-off purchase or by signing up for a regular subscription. There are apps for online games and social media sites, and for many other activities, tools and services (for example, the MyGov app allows you to access government services through your phone).

In-app purchasing

In-app purchasing refers to buying goods and services from inside an app. Many apps are available to download free, but then offer in-app purchases to maximise the enjoyment

of the app. These may unlock special features or additional items such as in-game currency and prizes, extra lives when characters are killed, ad-free playing environments or extended subscriptions. Purchases are linked to a credit card, which can make it very easy to buy things without realising how much is being spent.

Control in-app purchasing — if your grandchild is using your device you can disable or limit in-app purchasing, so they are not able to spend money without realising it or without asking you first. You can also help them to set up limits on their own devices. Search online for instructions on how to do this. Parental controls also allow you to limit in-app purchases, so your grandchild has to ask to buy items.



Popular apps

Facebook

13+ Minimum age according to Facebook

Facebook is a social media service that lets you create a page about yourself, an organisation or group. You can add friends, write on people's pages, share photos and videos including live videos. You can also subscribe to the pages of other people or organisations, so that you receive updates about them. Facebook also has a private messaging service called Messenger.

esafety.gov.au/facebook

Fortnite Battle Royale

13+ Minimum age according to Fortnite

Fortnite is a game where up to 100 players compete to be the last person or team standing. You can compete alone or join a team of up to four. You progress through the game by exploring the island, collecting weapons, building fortifications and engaging in combat with other players. You can make purchases for access to the full game or for bonus weapons. Players communicate with other players through online messaging or voice chat. Fortnite Battle Royale is a free version of the Fortnite game.

esafety.gov.au/fortnite-battle-royale

Instagram

13+ Minimum age according to Instagram

Instagram is a social media service designed for people to share photos and videos. You can upload and share photos, images or videos using a range of specialist filters, and receive likes and comments. You can follow other profiles so they appear in your feed and your profile can also be followed by others. Instagram Stories allows you to post photos and videos that vanish after 24 hours and do not appear in your profile grid or in the main Instagram feed. The app also features direct messaging and video calling.

esafety.gov.au/Instagram





Minecraft

10+ Minimum age according to Minecraft

Minecraft is a virtual building game that allows players to build with a variety of blocks in a 3D environment to create their own world. It is an open world or sandbox game, meaning that players have the ability to create, modify or destroy their environments and they are free to choose how they play the game. Other activities include exploration, resource gathering, crafting objects or items and combat with other players. Players can interact with other players in the Minecraft world and use online chat. In-app purchasing is also available.

esafety.gov.au/minecraft



Snapchat

13+ Minimum age according to Snapchat

Snapchat is a messaging app that lets you send images, videos or instant text messages to friends. These images, videos and messages are only available for a short period of time once they are opened. You can also use filters on your images and upload photo and video stories that last for 24 hours before they disappear. Content posted to Snapchat is not as temporary as it may appear, as users can save chats or screenshot them without the sender knowing. Adult content can also be accessed in the app.

esafety.gov.au/snapchat

TikTok

13+ Minimum age according to TikTok

TikTok (formerly Music.ly) is a social media app for creating and sharing short videos. You can create and share short lip-sync, comedy and talent videos of 3 to 15 seconds. You can also create short looping videos up to 60 seconds long.

esafety.gov.au/tiktok

YouTube

13+ Minimum age according to YouTube

YouTube is a user-generated video sharing platform that allows people to discover, watch and share videos. You can create your own channel and subscribe to the channels of other people or organisations. Viewers can rate, comment on and share videos or add them to playlists. Many people use YouTube for video blogging or vlogging. YouTube can also be used to live stream, which is video that is simultaneously broadcast and recorded in real time.

esafety.gov.au/youtube

YouTube Kids

4+ Recommended age according to YouTube Kids

YouTube Kids is a filtered version of YouTube, which allows kids to discover and watch videos. The YouTube Kids app lets parents, grandparents and carers sign in and create up to 8 profiles for children, each with their own content, video recommendations and settings. You can manually approve videos for your grandchild to watch, approve collections of videos, block certain videos, set screen time limits and review what your grandchild has been watching. A YouTube Premium subscription removes paid advertisements from YouTube and allows videos to be downloaded for offline viewing.

esafety.gov.au/youtube-kids

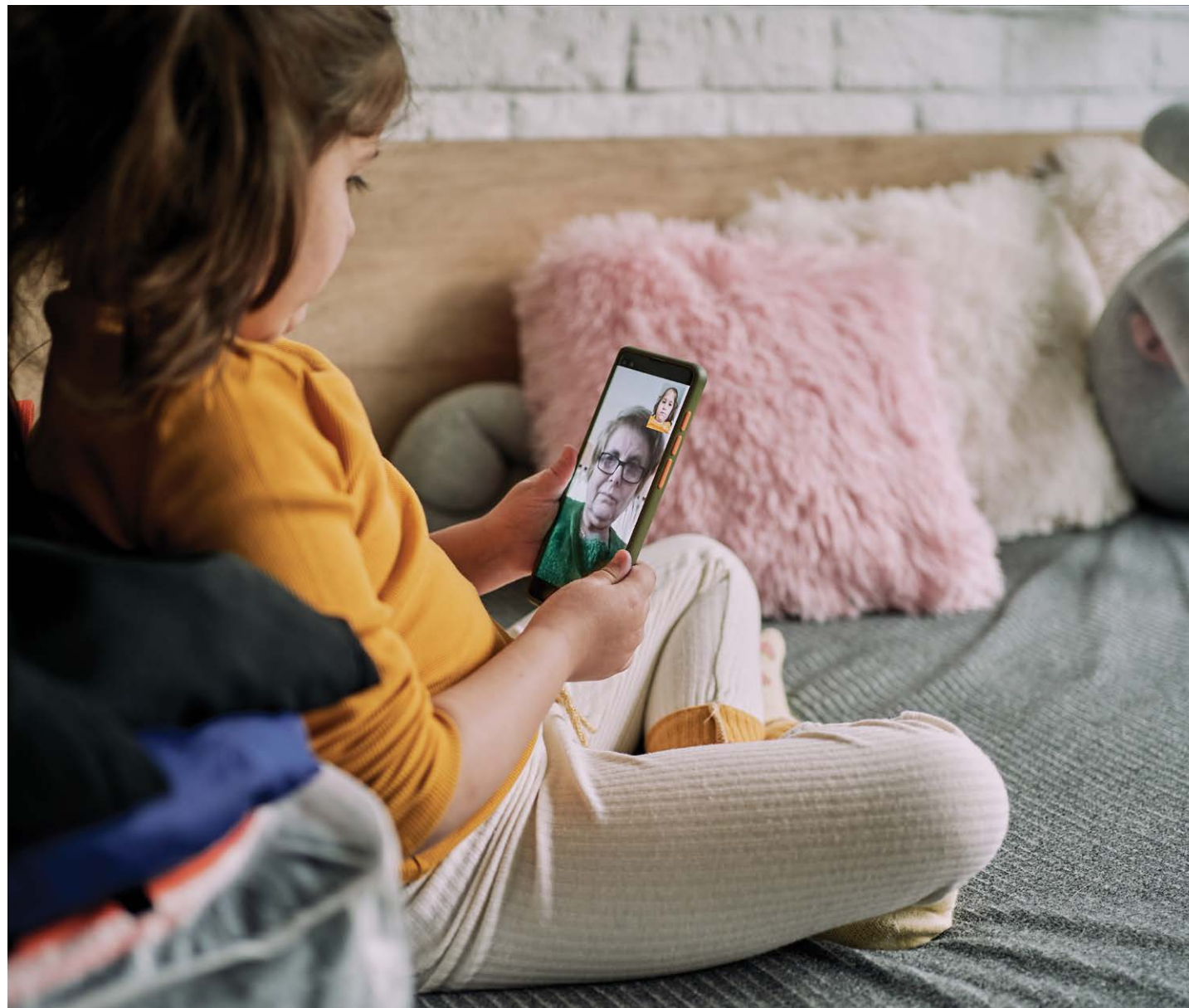
Visit The eSafety Guide to find out more about the games, social media and other apps your grandchild is using.

esafety.gov.au/esafety-guide



Finding help and resources





Reporting online abuse



Cyberbullying

Cyberbullying is online behaviour that is seriously threatening, intimidating, harassing or humiliating. Report it to the game, site or service where it occurred. If they don't help within 48 hours, report it to eSafety. We can take action to get serious cyberbullying material removed, and provide advice, support and assistance.

Image-based abuse

eSafety can help to take down intimate images or videos that have been shared without the consent of the person pictured and, in some cases, we can take legal action against the person who shared them. Image-based abuse includes sextortion, which is blackmailing someone about intimate images of them.

Illegal and harmful content

eSafety investigates and helps to remove online child sexual abuse material and abhorrent violent material showing crimes such as torture and terrorism. If you or your grandchild see this content online, report it to us.

Visit our website to make a report or get support.

esafety.gov.au/report

Support for you and your grandchild

Support for children and young people

Kids Helpline

Kids Helpline provides free and confidential online and phone counselling to young people aged 5 to 25. It is available 24 hours a day, 7 days a week.

kidshelpline.com.au or 1800 55 1800

eHeadspace

eheadspace provides free online and telephone support and counselling to young people 12 - 25 and their families and friends. It is available 9am to 1am (Melbourne time), 7 days a week.

eheadspace.org.au or 1800 650 890



Support for grandparents and other carers

24 hour help

Each state or territory has a dedicated Parentline that offers counselling, information and a referral service. Opening hours vary by state.

Parentline (QLD and NT) — 1300 30 1300

Parentline (VIC) — 13 22 89

Parentline (NSW) — 1300 1300 52

Parent Helpline (SA) — 1300 364 100

Parentline (ACT) — 02 6287 3833

Parentline (TAS) — 1300 808 178

Parentline (WA) — 08 6279 1200 or 1800 654 432

Support for older Australians

Get help with technology

Whether you are just starting out on the internet or more experienced, the Be Connected website can help you learn new online skills. We have step-by-step online courses to help you get started and hone your skills, whether you want to learn how to use social media, set up online banking or get the most out of your device. If you would prefer face-to-face help in a class or community group, a number of community organisations around Australia offer support through the Be Connected Partner program.

Visit Be Connected to get help and support that is right for you.

beconnected.esafety.gov.au



Supporting others to go online

Supporting someone to get started online is a rewarding and important experience. By encouraging them to use and access the internet you could help them feel included, improve their enjoyment of life or preserve their independence. Whether you want to help a friend or volunteer to help others in your local community, the Be Connected website has tips and online activities to help you become a digital mentor.

Visit Be Connected to help others discover new skills.

beconnected.esafety.gov.au/help-others

Staying safer online

There is so much to enjoy online, from socialising through to online shopping, but it's important to be alert to the risks. eSafety has help and advice to help you keep your personal information safe and protect you from online abuse and scams. Your online safety is just as important as your grandchild's. Learn how you can increase your online safety by taking a few simple steps and being alert to online scams and identity theft.

Visit eSafety to get online safety advice and support.

esafety.gov.au/seniors



esafety.gov.au/seniors



Be Connected

Every Australian online.

This resource has been developed by eSafety as part of the Be Connected initiative. Be Connected increases the confidence, skills and online safety of older Australians. beconnected.esafety.gov.au