



Conversation starters: Identifying online abuse

These conversation starters are for support workers whose clients with intellectual or cognitive disability may be at risk of online abuse.

While digital technology brings great benefits to our everyday lives, it can also be used by abusers to harass, monitor, stalk, impersonate or even threaten someone. This online abuse may be carried out by someone a client knows and trusts, or by a stranger.

It can be difficult to have personal or sensitive conversations about online abuse with those you are supporting. This guide can help start the conversation to identify if someone is experiencing abuse through their devices or online activities. Each page features a series of questions, accompanied by a related image. The people in the images are actors.

Register for our free training at esafety.gov.au/support-worker-learning

How to use this resource

- 1 Print the conversation starters on A4 paper (single-sided printing).
- 2 Either fold or cut each sheet along the dotted line.
- 3 Use the images (with or without the questions displayed) as a discussion prompt.

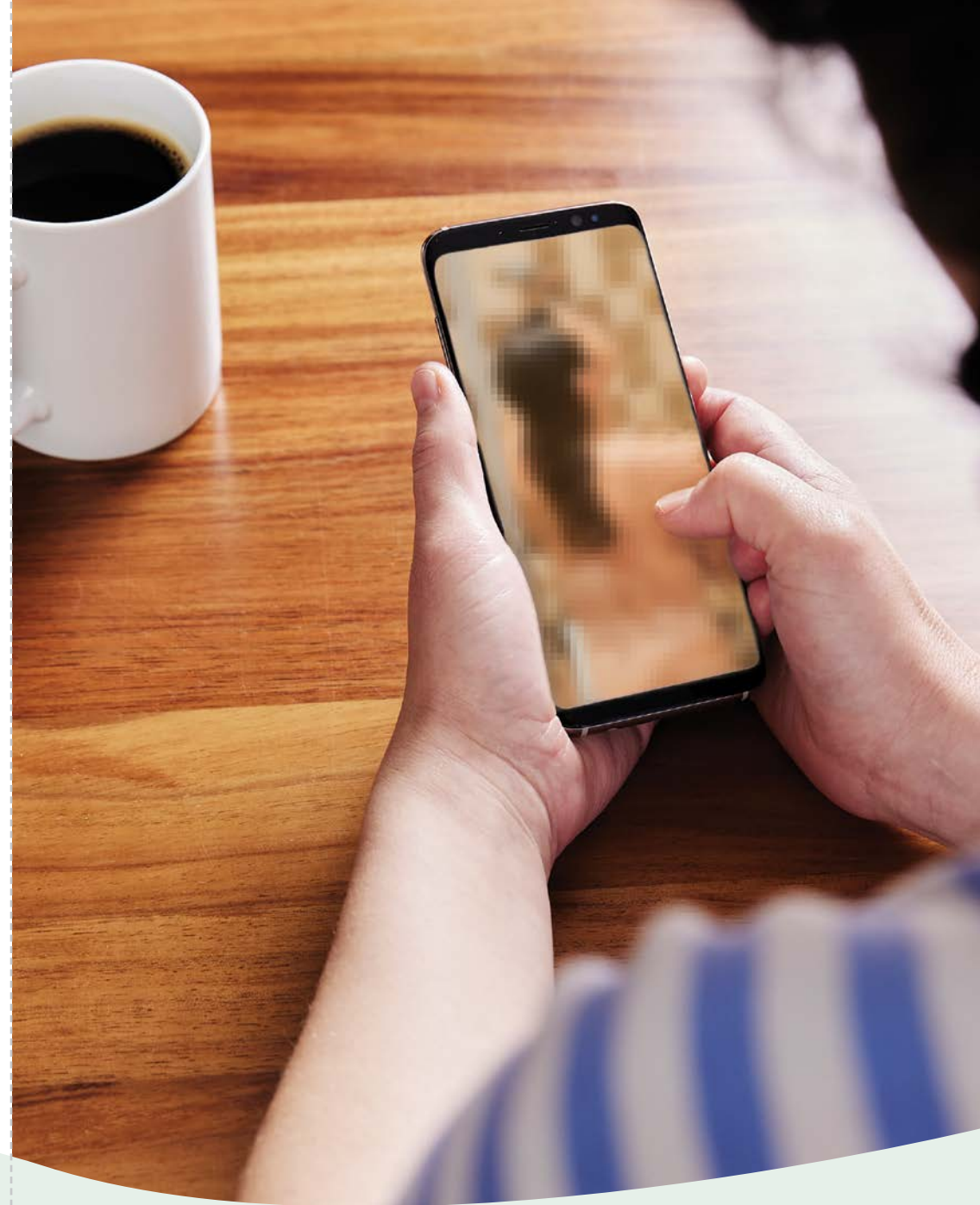
Has someone:

- shared a private photo or video of you without asking you first?
- shared a private photo or video of you when you told them not to?
- tricked you to make you share a private photo or video of yourself?
- threatened to send your private photo or video to other people?
- refused to let you have your own money unless you send them a private photo or video?



Has someone:

- taken a private photo or video of you without you saying it was OK?
- filmed or photographed you when you were doing something private?
- refused to care for you unless you let them take private photos or videos of you?



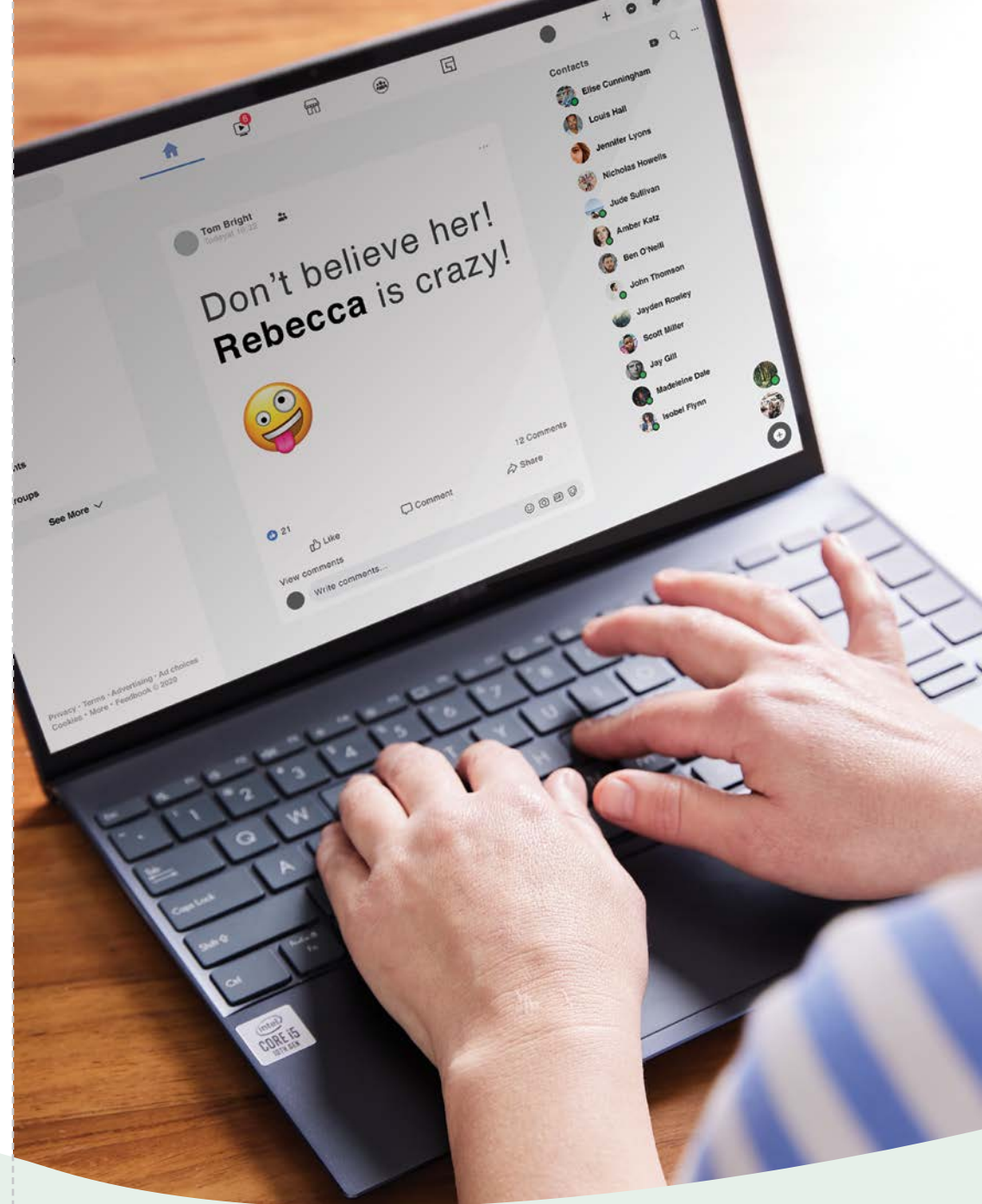
Does someone:

- call or text you all the time to find out where you are?
- say things that upset you in texts or emails or on social media?
- send texts or emails that threaten to hurt you, your family or your pet?
- threaten to lock you up or report you unless you do what they say?



Does someone:

- post embarrassing photos of you online?
- make fun of you or your disability online?
- spread rumours about you online?
- put you down on social media?
- ask others to post mean photos or comments about you online?
- record you when you are angry and threaten to show this to others?



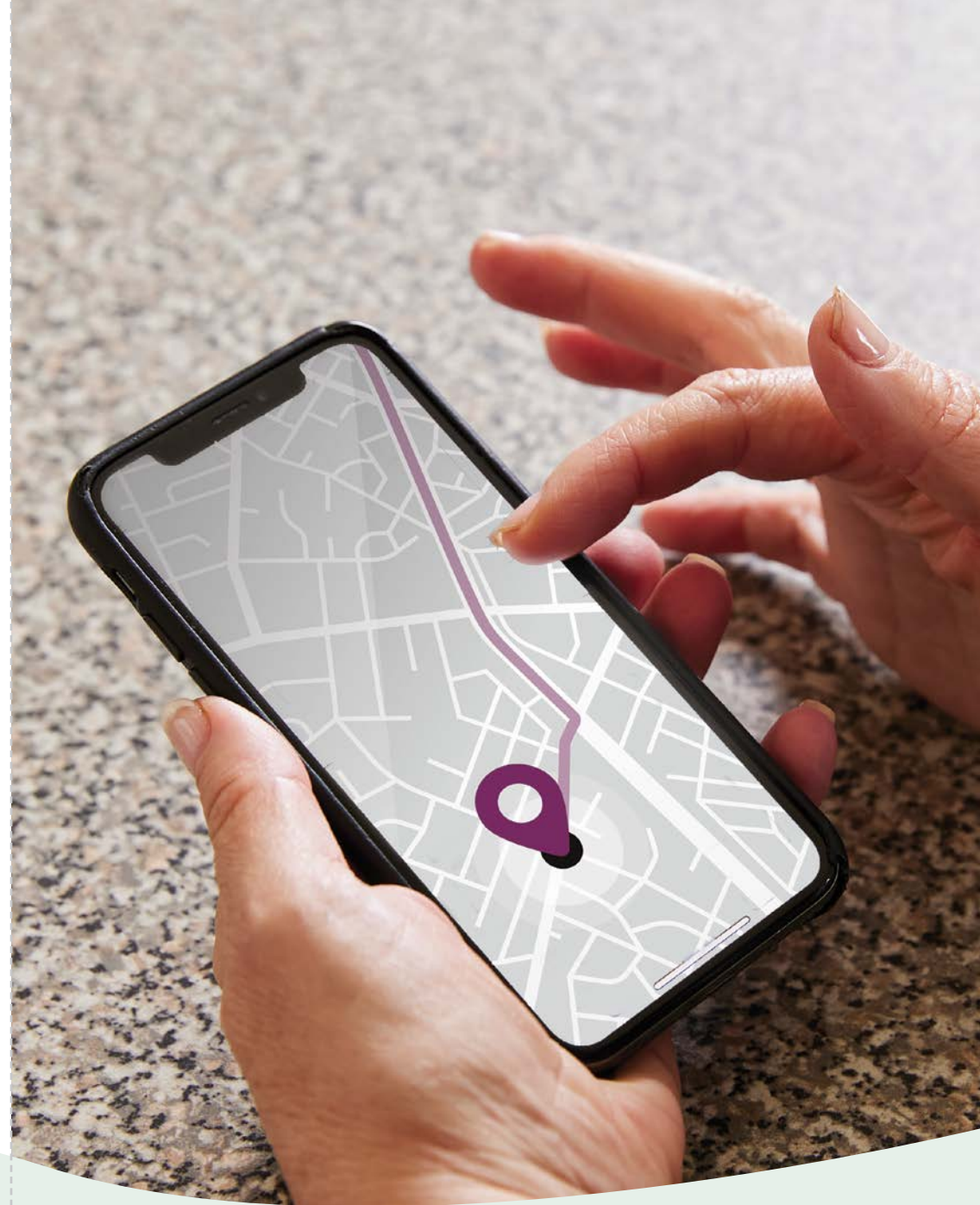
eSafetywomen

Does someone:

- know where you will be even when you have not told them?
- know about your private phone conversations?
- control your heating, door locks or lighting with a phone or computer?
- make you share your phone, tablet or laptop with them?

Has someone:

- installed a security camera at your home?
- tracked where you are on their phone or computer?



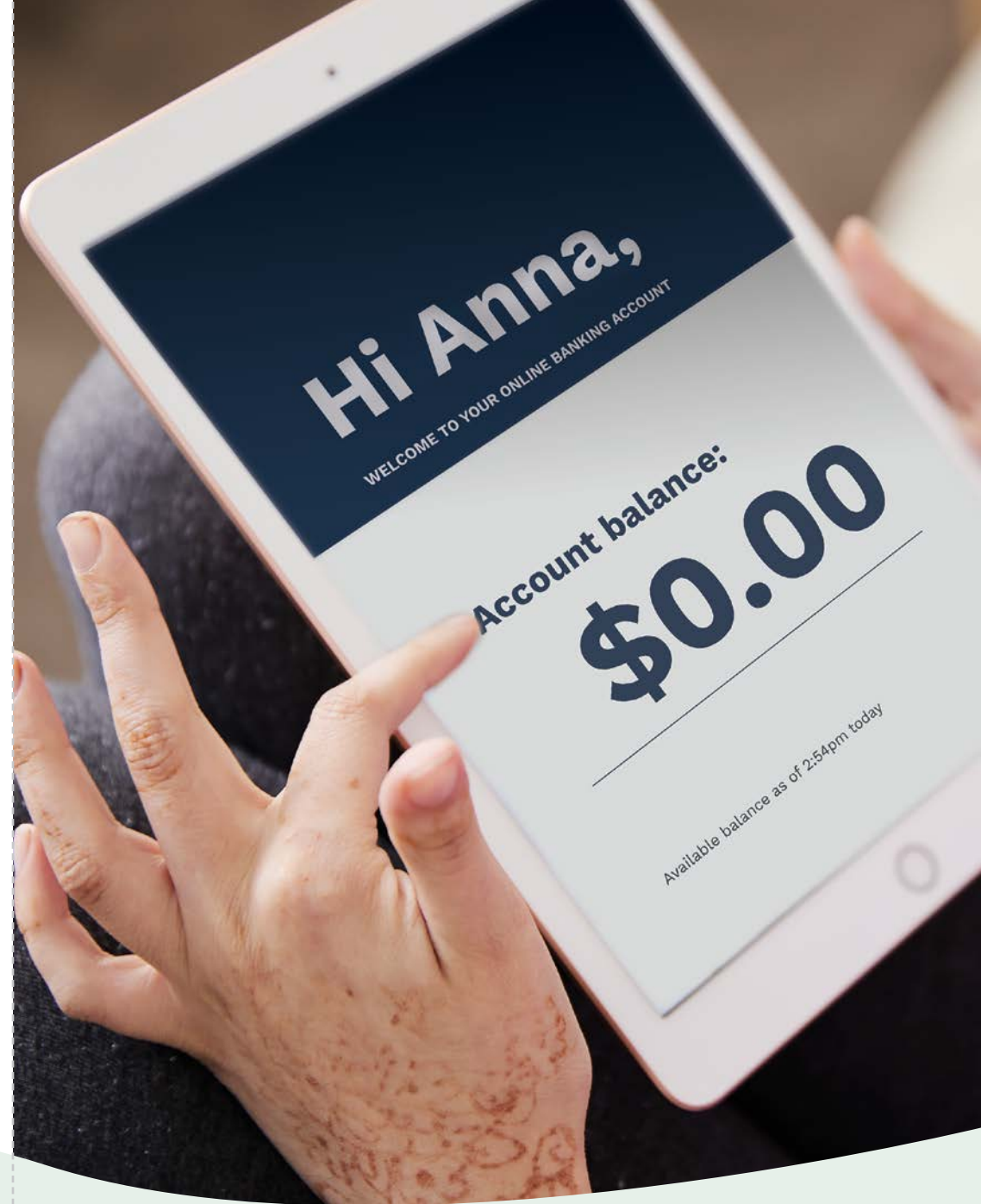
eSafetywomen

Does someone:

- make you share your online bank details?
- refuse to pay your phone or internet bills?
- take money from your NDIS package which means you cannot pay bills?

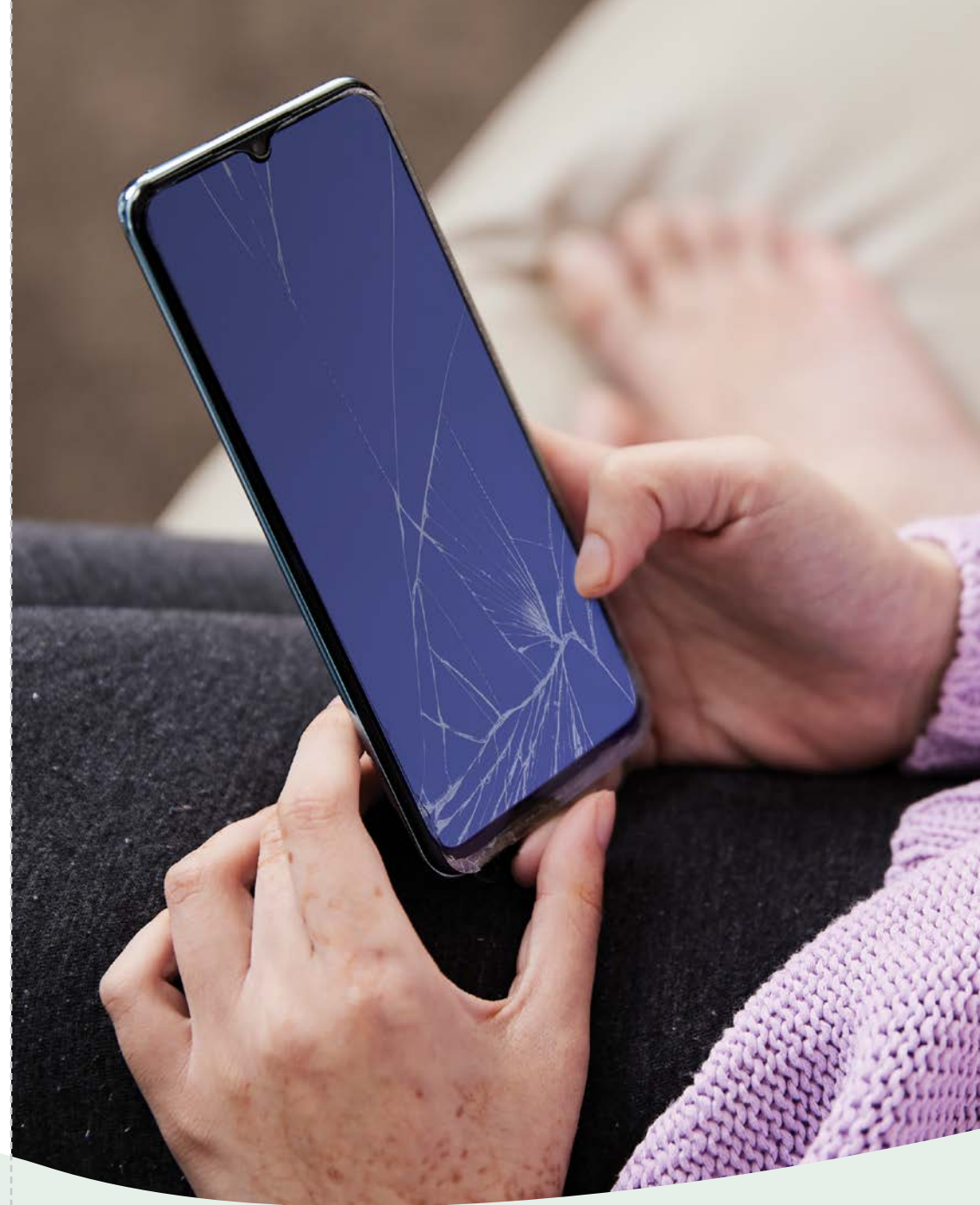
Do you:

- notice money missing from your bank account?
- notice purchases made on your credit card that you did not make?



Does someone:

- break or threaten to break your phone or assistive devices?
- use your phone, tablet, laptop or computer without your permission?
- make you tell them your passwords?
- look at your emails and texts without asking you?
- hide your devices so you cannot use them?

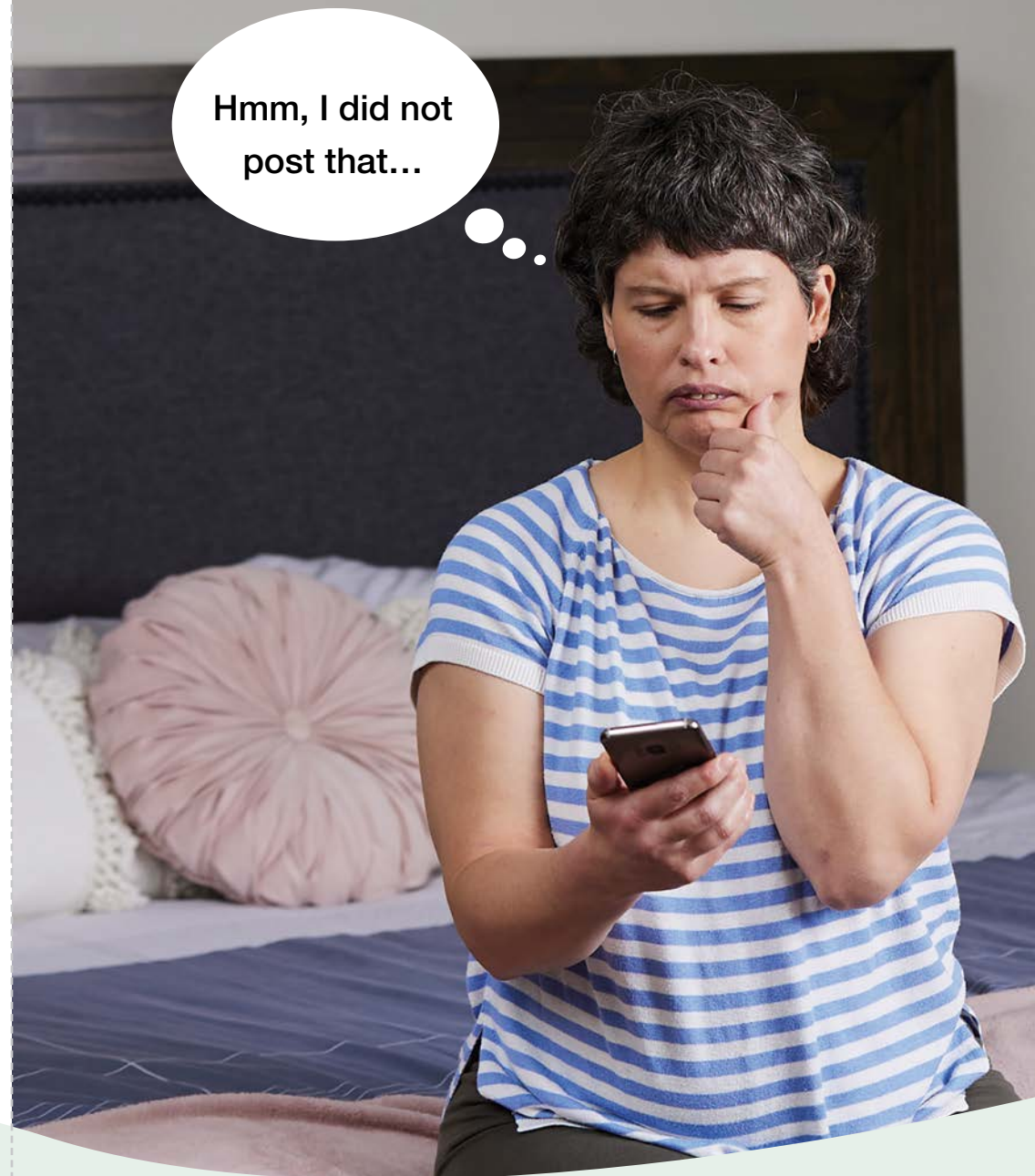


Does someone:

- stop you calling your family or friends?
- tell you who you can talk to on the phone?
- stop you using your phone?

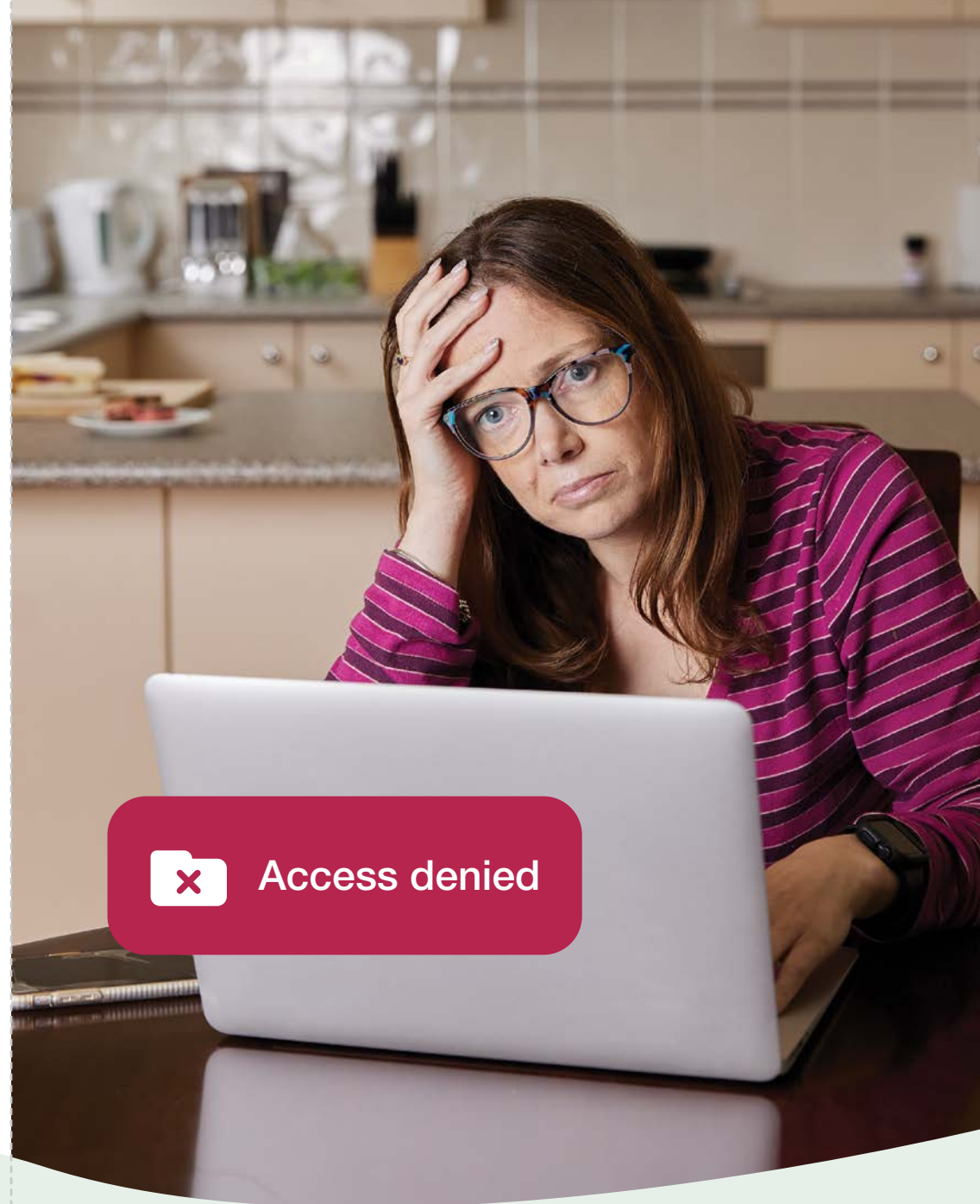
Has someone:

- set up a fake account and pretended to be you online?
- sent mean or rude posts from a fake account to make you look bad?
- pretended to be someone you trust online and tricked you into sending them private information?



Does someone:

- change your passwords without telling you?
- delete your files, emails or texts without telling you?
- blame you for not knowing where your phone or tablet is?
- blame you for not remembering your password?
- blame you or your disability for them treating you badly?



Has your:

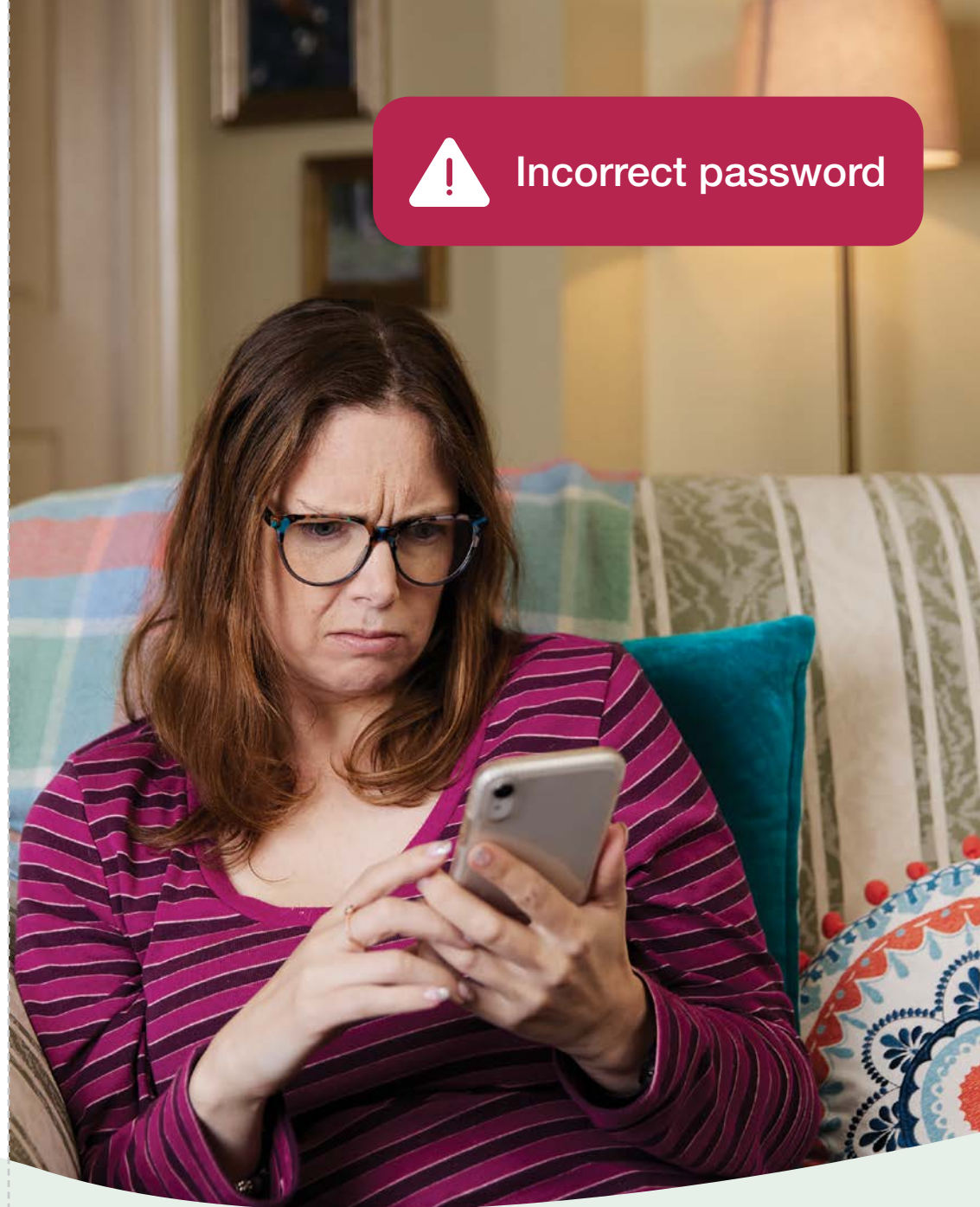
- password suddenly not worked?
- password changed even though you have not changed it?

Is there:

- a new app on your phone, tablet, laptop or computer that you did not install?



Incorrect password



Does your computer or phone:

- sometimes run out of power suddenly?
- take a long time to turn on or off?
- seem slow or use more battery than usual?

Does your phone:

- go missing and suddenly turn up again?
- turn up somewhere you did not leave it?

