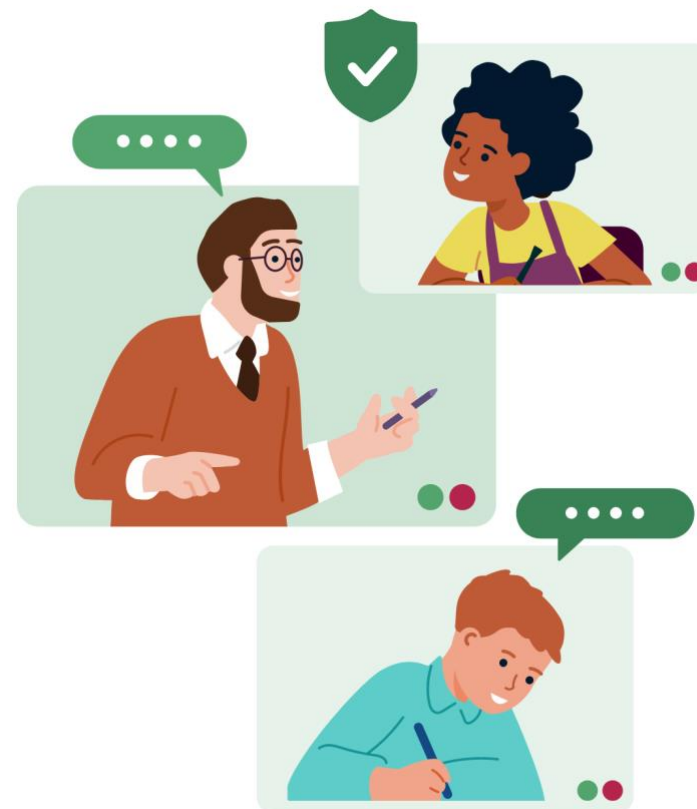




# Parents and carers survey Educator notes



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### Why was this guide produced?

The survey can be used to find out how much parents and carers know about online safety and your school community's approach. These results will help identify possible gaps in their online safety knowledge and the school's approach to online safety. This guide can help analyse valuable information from the survey to identify areas that can strengthen the capabilities and confidence of all school community members to help create a safe online environment.

### Parents and carers in your school community

The survey consists of 12 statements. Parents and carers are asked to consider aspects of their online safety knowledge and to assess their understanding of the school's approach to online safety.

For each statement, they can choose one of the following:

- **Always:** parents/carers think this happens all the time.
- **Often:** parents/carers think this happens most of the time.
- **Sometimes:** parents/carers think this happens only some of the time.
- **Not at all:** parents/carers think this never happens.

# Content

The survey is organised into three sections:

1. **Online safety, me and my family:** these statements relate to the parents'/carers' general understanding of online safety and keeping their family safe online.
2. **Online safety education:** these statements relate to parents'/carers' online safety learning experiences and those of their family members and how they access online safety information.
3. **Online safety at our school:** these statements relate to parents'/carers' views about the school's policies and procedures and its approach to online safety.

## Administering the survey

To help with collecting and analysing the responses, you may prefer to enter the survey results into a spreadsheet or use online survey tools.

The survey should be completed at regular intervals for ongoing assessment of your school's approach to online safety from a parent/carer perspective. For example, you could use it at the beginning and end of the school term or year.

The survey is designed to be completed anonymously so parents and carers understand they cannot be identified and feel comfortable expressing their views.

There are many ways to distribute the survey. You can:

- ask parents and carers to complete the survey at school events such as a parent-teacher night or open day
- put the survey in a school newsletter
- make an online version and email the link to parents or carers.

## Survey instructions

Participants should:

- not include personally identifying information on the survey sheets (for example, their name or their child's name)
- respond on their own without checking with other parents or carers
- feel empowered to provide feedback, knowing their views are important to the school and will help to improve the school's approach to online safety.

The **Resource table** below provides additional information about each statement, which may help strengthen parents/carers' online safety knowledge and skills.

### Important note

Schools are encouraged to have processes and support services in place for managing parent/carers disclosures. Prior to using the survey, it's important to think about how the responses will be handled by the school and ensure this process aligns with school and/or education sector policies. Always consider wellbeing, confidentiality, privacy and disclosure of personal information, and ensure appropriate safeguards are in place.

## Analysing and using the results

Collated results should show areas where the school community is currently supporting a safe online environment as well as the areas where improvements could be made. The table below provides a list of suggested resources that will help strengthen online safety knowledge and skills

## Resource suggestions

Once the survey has been completed, the results will provide you with a snapshot of the perspectives of parents and carers about online safety, and their thoughts on the school's approach. To assist you in analysing the surveys, we have explained what the scores show in this table. We have also provided a list of suggested resources to help you learn more about online safety issues and how to tailor online safety education to meet the needs of your school community.

Section 1: Online safety, me and my family		
Statements and additional notes	Average scores of A or B	Average score of C or D
1. I regularly talk with my children about the importance of being safe, respectful and responsible online.	<p><b>These results show that parents and carers may not regularly talk with their children about the importance of being safe online.</b></p> <p>Consider regularly sharing advice from the eSafety Parents webpages about <a href="#">online safety basics</a> and <a href="#">good habits start young</a>. You can distribute this information through your communication channels to parents via newsletters, information days or school social media. Online safety messages for families are also <a href="#">available in many languages</a>.</p> <p>Encourage parent and carers to sign up to our <a href="#">newsletter</a> to keep up to date with the latest eSafety news.</p>	<p><b>These results show that parents and carers often communicate with their children about the importance of being safe online.</b></p> <p>To build on this knowledge, you may like to share news of upcoming <a href="#">eSafety parent webinars</a> to keep up to date with the latest research and emerging online safety issues. To find out when these webinars are being offered, <a href="#">sign up</a> for eSafety's parent/carer newsletters.</p>

Statements and additional notes	Average scores of A or B	Average score of C or D
<p><b>2. We talk regularly as a family about using devices and online experiences and their impacts.</b></p>	<p><b>These results show that parents and carers may not regularly keep up to date with new and emerging technologies that may be used by members of their family.</b></p> <p>Consider sharing <a href="#">The eSafety Guide</a> with them to learn about the latest games, apps and social media their children may be using.</p> <p>Encourage parents to attend one of eSafety's <a href="#">parent webinars</a>.</p>	<p><b>These results show that parents and carers often keep up to date with new and emerging technologies that may be used by members of their family.</b></p> <p>To build on this knowledge, share the link to <a href="#">The eSafety Guide</a> as part of your regular school newsletter or communication to parents and carers when a new app or online safety issue emerges or is being discussed in the media.</p>
<p><b>3. Our family has a set of co-created rules about how devices like smartphones, tablets, computers, TVs and gaming consoles are used at home.</b></p>	<p><b>These results show that parents and carers may not use family rules on how technology should be used at home.</b></p> <p>Developing a <a href="#">family tech agreement</a> is a great way for families to establish a consistent approach to how technology is used at home.</p> <p>eSafety's Parent page '<a href="#">Are they old enough?</a>' also provides helpful advice that can be used when developing an agreement.</p>	<p><b>These results show that parents and carers often use family rules on how technology should be used at home.</b></p> <p>To build on these skills, share advice from eSafety's Parents pages on <a href="#">parental controls</a> and <a href="#">privacy and your child</a> to help maximise online safety at home.</p>

Statements and additional notes	Average scores of A or B	Average score of C or D
<p>4. My child knows what to do if they have a negative online experience. For example, they know how to report or block a user, and tell a trusted adult.</p>	<p><b>These results show that parents and carers may not feel they are confident enough to give advice to their children if they experience a negative situation online.</b></p> <p>Consider sharing the school's policies and procedures in responding to an online safety incident. You can also suggest they visit eSafety's Parents pages for information on a range of online safety issues for families.</p> <p>Use eSafety's list of <a href="#">Issues and advice</a> to create articles for your school newsletters and community communication.</p> <p>Encourage parents and carers to visit eSafety's <a href="#">reporting pages</a> to help them better understand how to report serious child cyberbullying, image-based abuse or exposure to illegal and restricted online content.</p>	<p><b>These results show that parents and carers are often confident to give helpful advice to their children if they experience a negative situation online.</b></p> <p>To build on these skills, share <a href="#">The eSafety Guide</a> with parents and carers so they can learn more about the safety settings of the latest games, apps and social media their children may be using.</p> <p>Encourage parent and carers to sign up to our <a href="#">newsletter</a> to keep up to date with the latest eSafety news.</p> <p>Parents and carers can also visit eSafety's <a href="#">reporting pages</a> to better understand reporting processes.</p>
<p>5. I am confident I can speak with my child about tricky online subjects such as cyberbullying, unwanted contact, grooming, and pornography.</p>	<p><b>These results show that parents and carers may not be comfortable talking about tricky online subjects with their children.</b></p> <p>Consider sharing eSafety's advice on the <a href="#">hard-to-have conversations</a> about tricky online subjects.</p> <p>Let parents know that <a href="#">eSafety Kids</a> and <a href="#">eSafety Young People</a> pages provide information at an age appropriate level using age appropriate language.</p>	<p><b>These results show that parents and carers are often confident to speak with their children about tricky online subjects.</b></p> <p>To build on this knowledge, encourage parents and carers to look at <a href="#">eSafety's Young People</a> pages to learn about the range of challenges young people face online.</p>

## Section 2 - Online safety education

Statements and additional notes	Average scores of A or B	Average score of C or D
6. My child's school provides me with regular online safety information to help keep my family safe. For example, they share material via newsletters or tip sheets, provide links to webinars or hold information nights.	<p><b>These results show that parents and carers may not be receiving regular online safety tips.</b></p> <p>Check out our Toolkit for Schools <a href="#">Engage – School community engagement plan</a> for tips on how to communicate effectively with parents.</p> <p>Use <a href="#">Educate</a> for your school newsletters or as part of your social media posts.</p>	<p><b>These results show that parents and carers are often provided with regular online safety tips.</b></p> <p>To build on this, consider reviewing the school's communications to-date and identify opportunities to share new online safety tips or helpful information.</p> <p>The <a href="#">Engage – School community engagement plan</a> may be helpful to achieve this.</p>
7. My child's school tells me about online safety lessons being taught in the classroom. For example, I know what content is being taught or when an external provider is visiting the school.	<p><b>These results show that parents and carers may not be aware of the online safety lessons their children are learning in the classroom.</b></p> <p>Consider developing factsheets that can be sent home or emailed to parents and carers about the online safety topics their children are learning about in class. You can use eSafety's <a href="#">Parents</a> pages to help develop your factsheets.</p> <p>Some of eSafety's <a href="#">classroom resources</a> also have accompanying information sheets for parents and carers and suggested follow-up activities they can do at home.</p>	<p><b>These results show that parents and carers are often aware of the online safety lessons their children are learning at school.</b></p> <p>To build on this, consider inviting parents and carers to join group lessons in online safety at school.</p> <p>This will give students a chance to share their own skills and experiences to help develop those of their parents and carers.</p> <p>Consider engaging a <a href="#">Trusted eSafety Provider</a> to lead the session.</p>
8. I use information from the eSafety website to learn more about online safety.	<p><b>These results show that parents and carers may not use the eSafety website to learn more about online safety.</b></p> <p>Consider sharing a range of eSafety's <a href="#">downloadable resources</a> as part of take home packs or school newsletters, to help introduce our website and services to parents and carers.</p>	<p><b>These results show that parents and carers often use the eSafety website to learn more about online safety.</b></p> <p>To build on this, encourage parents and carers to <a href="#">sign up</a> for our parent newsletters to get the latest information from our website.</p>



### Section 3 - Online safety at my child's school

Statements and additional notes	Average scores of A or B	Average score of C or D
<p><b>9. My child's school informs me about its online safety policies and procedures.</b></p>	<p><b>These results show that parents and carers may not be informed about the school's policies, procedures and approaches to online safety.</b></p> <p>Consider making online safety policies and procedures publicly available by publishing them on the school website or providing parents and carers with a hard copy.</p> <p>You can also host an online safety information night that explains strategies and tips to promote online safety as well as an explanation of the school's policies and procedures.</p>	<p><b>These results show that parents and carers are aware of the school's policies, procedures and approaches to online safety.</b></p> <p>To build on this, schools can engage with parents and carers when reviewing their online safety policies and procedures. Our <a href="#">Prepare - Checklist for developing effective online safety policies and procedures</a> provides guidance for schools on how to engage parents and carers when developing these policies.</p>
<p><b>10. My child's school lets me know about any emerging online safety issues happening in or outside of school.</b></p>	<p><b>These results show that parents and carers might not be informed about emerging online safety issues that could have an impact on their child, family or the school community.</b></p> <p>Consider reviewing your school's communication channels and identify strategies to inform and help raise awareness of online safety issues that are impacting your community. Our <a href="#">Educate - Tips for Parent/Carer education and engagement</a> and <a href="#">Engage - School community engagement plan</a> provides guidance on communication with parents and carers.</p>	<p><b>These results show that parents and carers are often informed about emerging online safety issues that could have an impact on their child, family, or the school community.</b></p> <p>To build on this, consider surveying parents and carers as part of an annual review of your school's communication channels. This can help identify the preferred way parents and carers would like to receive online safety information, as well as opportunities for new methods of delivery.</p>

Statements and additional notes	Average scores of A or B	Average score of C or D
11. My child's school provides me with information about services my family can use if we are involved in an online safety incident.	<p><b>These results show that parents and carers may not be aware of the support services available to their family if they are involved in an online safety incident.</b></p> <p>Consider sharing a list of community organisations that offer support for online safety issues or provide wellbeing services. eSafety's website provides a list of <a href="#">support services</a> that can be helpful for parents and carers.</p> <p>Our <a href="#">Respond</a> resources also provide guidance on providing parents with clear communication and support if an online safety incident occurs.</p>	<p><b>These results show that parents and carers are often aware of the services available to them when an online safety incident occurs.</b></p> <p>To build on this, continue communicating to parents and carers by promoting the support services available. This can be done at online safety information nights and through communication channels such as school newsletters.</p>
12. My child's school listens to my views about online safety and the issues that are important to me.	<p><b>These results show that parents and carers may feel that they haven't been consulted in the development of the school's online safety policies and procedures.</b></p> <p>Consider using Our <a href="#">Prepare - Checklist for developing effective online safety policies and procedures</a> to engage parents and carers on online safety policies and procedures at your school.</p>	<p><b>These results show that parents and carers are often consulted about the school's approach to online safety.</b></p> <p>To build on this, use our <a href="#">Prepare - Online safety self-assessment tool</a> when annually reviewing your whole school approach to online safety. This will help your school identify opportunities to improve school online safety practices.</p>