

# CYBERSMART GUIDE to internet safety



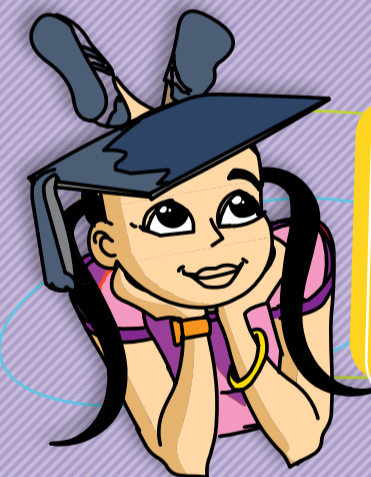
Australian  
 Communications  
 and Media Authority

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

June 2009  
 For more information contact:  
 Australian Communications and Media Authority  
 Cybersafety Contact Centre  
 Telephone: 1800 880 176  
 Email: [cybersafety@acma.gov.au](mailto:cybersafety@acma.gov.au)



Produced by  
 the Australian Communications  
 and Media Authority and endorsed  
 by all Australian law enforcement  
 authorities



**Children need  
 parents and  
 family members  
 to help them  
 become  
 Cybersmart!**

Help your kids to make smart choices about who  
 and what they find online. To do so:

**Spend time online**  
 The internet can be a fun family activity—check  
 out good sites with your kids! Compile a favourites  
 list, which you can visit again and again.

**Help your children use the internet as  
 an effective research tool**  
 Learn about handy homework tips for kids and  
 also good searching ideas.

**Teach children that information on the  
 internet is not always reliable**  
 If it sounds too good to be true, it probably is!

**Teach your children 'netiquette'**  
 Encourage them to treat others online in the same  
 way they should in real life.

## Cybersmart tips for parents

**Set rules**  
 Make sure your children know what information  
 they can give out and where they can go on  
 the net. Limit time in chat rooms, particularly  
 for younger children. Encourage the use of  
 chat rooms that are moderated (that is, where  
 messages are screened by an adult before they  
 are made public).

**Chat safely—be aware of  
 strangers online**  
 Chatting on the net is very popular among young  
 people, particularly young teenagers. It can be  
 a great way to meet and talk with people across  
 borders, time zones and backgrounds.  
 However, a lot of real world risks also exist online,  
 especially in chat rooms. Most people online are  
 friendly and polite but some can be unfriendly  
 and rude. A small number are exploitative and  
 predatory. Be aware of this and encourage your  
 children not to respond to any communication that  
 makes them uncomfortable.

**Be involved**  
 Put the internet computer in a public area of the  
 home. Areas like the living room are ideal, rather  
 than a child's bedroom.  
 Talk to your children about their experiences  
 online—the good and the bad. Get to know which  
 chat rooms they are visiting and who they are  
 chatting with.

**Talk to your children**  
 Let them know it's okay to tell you if they come  
 across something that worries them. It doesn't  
 mean that they're going to get into trouble.  
 If your child wants to meet someone they have  
 met online, you should find out about the person  
 to see that they are who they say they are. Talk  
 to them and their parents by phone first and  
 accompany your child to the meeting.

**Teach your kids ways of dealing with  
 disturbing material**  
 Explain that they should not respond if someone  
 says something inappropriate and they  
 should immediately leave any site if they feel  
 uncomfortable.  
 Encourage them to tell you if anyone says  
 something that makes them feel  
 uncomfortable or scared.

**Remember!**  
**The best protection  
 is parental  
 supervision and  
 guidance.**



If you would like to talk to us in your own  
 language, please call the Telephone Interpreter  
 Service on 131 450 and they will contact us for  
 you.  
**ITALIAN**  
 Se desiderate parlare con noi in italiano, siete  
 pregati di chiamare il servizio d'interpretariato  
 telefonico (Telephone Interpreter Service) al  
 numero 131 450 e loro ci contatteranno per voi.  
**VIETNAMESE**  
 Nếu quý vị muốn nói chuyện với chúng tôi  
 bằng tiếng Việt, xin điện thoại đến Dịch vụ  
 Thông dịch qua Điện thoại (TIS) ở số 131 450  
 và họ sẽ giúp quý vị liên lạc chúng tôi.  
**GREEK**  
 Αν θέλετε να μας μιλήσετε στη γλώσσα σας,  
 παρακαλείστε να τηλεφωνήσετε στην  
 Τηλεφωνική Υπηρεσία Διερμηνέων στο  
 131 450 και να ζητήσετε να επικοινωνήσουμε  
 μαζί σας.  
**ARABIC**  
 إذا كنت تريد التحدث إلينا بلغتك، فنرجو الاتصال بخدمات  
 الترجمة الشفهية والحظية على الرقم 131 450 حيث يقوم  
 مترجم من الخدمة بالاتصال بنا والتحدث إلينا بياغة  
 Chinese.  
 如果您希望用您的語言和我們傾談，請致電 131 450  
 電話傳譯員服務 (Telephone Interpreter Service) , 他  
 們會替您和我們聯絡。

# Chatsmart

**KIDS:**  
These tips are for you!

## Be careful

Meeting people online might be fun, but remember that the people you meet online may not be who they say they are. Someone claiming to be a 12-year-old girl could really be a 40-year-old man.

## Check with your parents/carer first

Ask your mum, dad or carer before you give out your name, phone number or address or any other personal details. This includes the name of your school, your photo and any personal information about your friends and family. Never post such information in a chat room or somewhere lots of other people might see it.

Always keep your password a secret.

## Take someone with you

If you want to meet someone you have so far only met in a chat room, ask one of your parents or another trusted adult to go with you. Always meet in a popular public place, preferably during the day.

## Don't stay. Don't respond

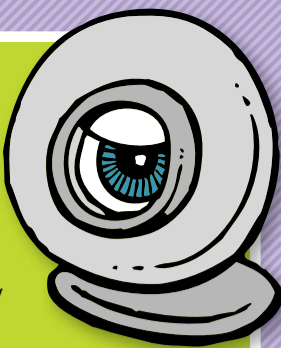
If someone in a chat room posts offensive pictures or says something rude or scary, or if you are sent these in an email, don't respond, save it and leave the chat room straightaway.

## Tell

If you see upsetting language, nasty pictures or something scary tell your parent or another adult you trust.



# Webcam



## Keep it quiet!

Only tell real-life friends or family that you have a webcam. Don't show it in your online ID.

## Say NO!

If someone asks you to do or watch something that you find upsetting or wrong say NO! Close the conversation straight away and tell your parent or another adult that you trust.

## Spam

Spam is electronic 'junk mail'—unwanted messages sent to your email account or mobile phone. Spam may contain offensive material, malicious code, try to persuade you to buy a product or service or attempt to trick you in to divulging your banking details. The best response is to delete and never respond to spam messages.

To reduce spam, protect your email address and mobile phone number online, use filtering software and boost your internet security. Also check your internet service provider's website for information about managing spam. Complaints about spam should be made online at [www.acma.gov.au/spam](http://www.acma.gov.au/spam).

## Be IM smart too!

### Be careful!

ONLY add friends you really know to your contact list!

### Remember!

You can block strangers from seeing when you are online!



## Filters

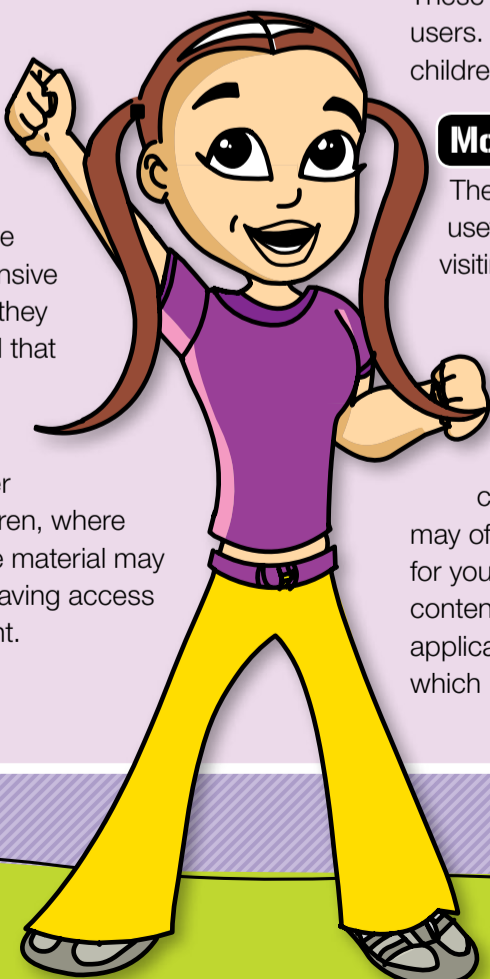
Filter software is a useful tool for managing children's access to the net, along with active supervision by parents and setting household internet-use rules.

Different filters work in different ways. Some are better than others at blocking particular types of content.

### Whitelist filters

These allow the user to access only a selected number of pre-determined sites while blocking all others. They are the most effective in blocking access to offensive and harmful material, but they also block a lot of material that may be innocuous.

These filters are likely to be appropriate for younger (primary school age) children, where protection from unsuitable material may be more important than having access to a wider range of content.



### Blacklist filters

These prevent the user from accessing certain listed sites. They provide access to a wider range of content, but may still allow access to unsuitable material and block legitimate material. Such filters are likely to suit families with older children, where access to a wide range of content is an important consideration.

### Multiple user filters

These allow different levels of filtering for different users. They may be useful where there are children of different ages in the family.

### Monitoring filters

These keep a record of visited sites and can be useful for checking the sites your children are visiting on the net.

### Points to remember

To help ensure your filter is as effective as possible, consider installing a product that is updated automatically when you connect to the net. Alternatively, your ISP may offer a filter that they administer and update for you. Some filters work only with WWW content, others can be used with a wider range of applications such as email or chat. Look for one which meets your particular needs.

### More information

The ACMA has a code of practice for internet service providers (ISPs). This requires them to offer each subscriber one of the filters listed in the code. Some ISPs offer this service free of charge, while others charge a fee. See your ISP's home page for details of the product they offer. The Internet Industry Association provides a list of family-friendly internet content filters on its site at [www.iaa.net.au](http://www.iaa.net.au).

## HOTLINE

If you see content on the net that you believe may be prohibited, you can make a complaint to the ACMA about it. Complaints should be made online at [www.acma.gov.au/hotline](http://www.acma.gov.au/hotline).



**REMEMBER**  
A filter cannot be a substitute for parental supervision.

