Dealing with Danger

staying safer with online technology

Facilitator’s Guide

South Eastern CASA
Centre Against Sexual Assault & Family Violence

Monash Health
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About the facilitator’s guide

This guide is designed to inform the carer about common safety issues when using technology. The guide is colour coded to match the cards. The first page for each topic has an overview of the topic and a discussion guide. This is followed by a page for each card in the topic with suggested discussion points for each card.

There are contacts and glossary pages at the end of the guide. Throughout the guide:

• Glossary terms are indicated like this.
• Organisations with contact details are indicated like this.

Cognitive impairment and internet safety

Learning about online safety is crucial in order to avoid sexual violence, exploitation and sexual abuse due to unsafe internet practices. This game was developed to assist in establishing a dialogue with those with a cognitive impairment about their use of information and communication technologies and the role it plays in making them more vulnerable.

Being online has many positives. The internet can increase independence provide an important means of interacting with and connecting with others.

Just like the general population, people with a cognitive impairment use the internet to fulfill social, emotional and information gathering needs. They often cherish this opportunity as it allows socialising without feeling different or being discriminated against, not being judged on their appearance or speech patterns.

They also have a higher chance of being groomed for sexual exploitation because they are easily flattered by false compliments. Many lack social skills and protective skills and may have trouble picking up the subtle cues that something is not right. Many lack knowledge of sexuality and relationships, not being taught, as society does not think of them as being sexual beings.

Online safety tips

For the individual

• Don’t use flirty or nasty user names.
• Learn online netiquette.
• Be wary of sharing personal information online.
• Treat people you’ve never met face to face as strangers even if you talk to them every day online.
• Think before sharing passwords. Use strong passwords. Change them regularly.
• Don’t believe everything you see or read online.
• Do not reply to rude or nasty comments.
• If someone is being mean or nasty, Tell – Unfriend – Block – Report
• If someone is being mean to someone else, don’t join in, even if the comments are funny. Don’t share any mean pictures or videos or spread mean gossip.
• Support victims of cyberbullying. Tell them you are sorry they are being picked on.
• Know how to ‘escape’ from an offensive website, using the ‘esc’ key or control-alt-delete if the site will not allow you to exit.
• If you find a site that concerns or upsets you, tell someone.
• Be careful when downloading files from the internet that you only use trusted websites (these will usually come up early in a Google search).
For parents/carers

- Don’t have computers or web connected phones in unsupervised places.
- Install anti-virus software and keep it up to date.
- Establish online safety rules about what information can be put online or shared with others.
- Review and select appropriate privacy settings and filters.
- Learn how to use search engines to get more information about online situations and programs.
- Report cyberbullying.
- If you suspect online stalking or sexual exploitation of a child, report it to a law-enforcement agency.
- Be aware of what sites those in your care use, particularly which social networks and games.
- Be aware of copyright law and explain what can legally be downloaded or used.

**Signs that someone might be in trouble**

- They are overly engaged with their computer or phone, from morning until very late at night.
- They have unexplained money or items that come from “a friend you do not know”.
- They start being secretive about what they are doing online – minimising screens as you walk past or not letting you see their blogs/chat/social media sites.

Remind those in your care to:

**TELL**

*If you are in a situation or come across something online that makes you feel uncomfortable tell a trusted adult*

**UNFRIEND**

*It’s OK not to be friends with everybody*

**BLOCK**

*If someone continues to upset you online, use the blocking feature*

**REPORT**

*Use the Contact Us link to find out who to report abuse to*
Where can I report?

Online content

• The fastest way to have unwanted material removed is to contact the author and ask them to delete it.

Site administrators

• Offensive (but not illegal) posts or images can be reported to site administrators using Report this buttons on the site.
• Videos can be reported to site administrators via the Report this button on the website. If a video is of child pornography or something criminal, report to the Police.
• Use the Report this button to ask site administrators to remove tags on photos.
• To have material removed from Google go to support.google.com/legal (YouTube belongs to Google). To report things to Facebook go to www.facebook.com/help

Bullying

• Report bullying to site administrators. Bullies can have their accounts deleted, be banned from sites, be reported to the police and be prosecuted.
• If this happens at work, report it to a manager or lodge a complaint with the Human Rights Commissioner. humanrights.gov.au

Stalking and harassment

• Stalking and harassment should be reported to your local Police or local community legal service.

Spam

• Spam emails or websites with offensive content should be reported to the Australian Communications and Media Authority.

Scams

• Report scams to the Australian Competition and Consumer Commission.

Criminal offences

• As a rule of thumb, the things you can report to Police are anything that may have real world consequences such as stalking, harassment, identity fraud, child pornography etc
• Contact your local Police or Crimestoppers.
• If you find child pornography on a website, report it to your local Police, the Virtual Global Taskforce www.virtualglobaltaskforce.com, Crimestoppers or the Australian Federal Police online child protection unit www.afp.gov.au

Copyright infringement & piracy

• Report copyright infringement or piracy to the Australian Federation Against Copyright Theft www.afact.org.au

Privacy complaints

• The office of the Australian Information Commissioner will investigate privacy complaints.
How big is that?

Internet access will often have limits on the amount of data that can be downloaded or viewed. It is good to know the size of files.

<table>
<thead>
<tr>
<th>What is a byte</th>
<th></th>
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<tbody>
<tr>
<td>• One byte is 1 text character</td>
<td>• One kilobyte (Kb) is about 1000 text characters</td>
</tr>
<tr>
<td>• One megabyte (Mb) is about 1 million bytes or one minute of MP3 audio</td>
<td>• One gigabyte (Gb) is about 1,000 megabytes or 30 minutes of DVD</td>
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<tr>
<td>• High Definition about 1.3 gigabytes</td>
<td>• Compressed about 800 megabytes</td>
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<th>3 minute song</th>
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<td>• Compressed about 3 megabytes</td>
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</table>

How big is that?

Internet access will often have limits on the amount of data that can be downloaded or viewed. It is good to know the size of files.

**Photo facts**

- All digital images contain EXIF data, which is technical information about the image. In modern devices, with the **GPS** turned on, images can also contain the location in which they were taken. This is called a Geotag. People have been found by strangers because they posted photos containing EXIF data. Learn how to turn off the GPS function in phones or cameras.
- Parents and carers have got into trouble because of images **posted** by those in their care.
- Remember to think before posting images. Once an image is out there, it is impossible to get it back or stop it from being shared.
- Remind those in your care that not everyone is happy to have their picture on the internet, and to ask before posting.
- To remove a photo from a site, contact the site administrators via the **Report this** button or ask the person who owns the page to remove it.
- **Sexting** may be illegal if a person is under 18.
Creating a technology safety agreement

A technology safety agreement is a set of rules that everyone must agree to regarding online technologies.

As you play Dealing with Danger you can discuss the issues with those in your care and place any rules that you agree to in a safety agreement.

Be sure to note that the agreement covers all technology including computers, phones, game consoles, tablets, and cameras.

You may also want to highlight which rules apply when using technology at other places such as at a friend’s house. For example, is it OK to download a game on when using someone else’s device or WiFi.

Examples of rules

I will respect others
- I will not choose a sexy or derogatory username.
- I will not share spiteful images or posts.
- I will not use my phone at mealtimes.

I will keep myself safer
- I will use strong passwords.
- I will not share my personal information with others on the internet.
- I will never meet an online friend in real life without telling my carer first.

I will act legally
- I will not download pirated programs, movies, or music.
- I will not use websites where I have to lie about my age.

I will talk to my carer when someone ...
- posts something about me that upsets me.
- asks me to do something that I’m not sure is OK.
- sends me something that makes me feel uncomfortable.
- asks me to do something I do not like.
Our agreement
About the game

The Dealing with Danger card game is designed to assist discussion about what to do when faced with common online situations.

- There are no winners or losers in the game and play can be stopped at any time.
- The game is designed to be played one on one with an individual or in a group with a facilitator.
- The cards are divided into topics which are colour coded.
- Each card has a number. Use the card number to find the page in this guide for more information and suggested discussion points.

Note: Some topics or questions may not be appropriate for all players. Be sure to select the cards most appropriate to the age and level of maturity of your group.

The objective

The objective of the game is to reduce the number of ‘Not Sure’ answers.

The focus is on raising awareness of possible options and outcomes and to assist users to make considered and informed choices of ‘Yes, I would do that because…’ or ‘No, I would not do that because…’

Some questions may be placed in the ‘Not Sure’ pile as the answer will depend on the circumstances. For instance Card 14 ‘Would you meet someone you only know from online?’ For a child who is befriended by an adult the answer might be No. For an adult using a dating site the answer might be Yes.
How to play the game

You might find it useful to read through this Facilitator’s Guide prior to starting play

Step 1: Remove inappropriate cards or select the cards for play.
Step 2: Place the ‘Yes’, ‘No’ or ‘Not Sure’ response cards side by side face up.
Step 3: Either divide the cards into topics and place them face down OR shuffle the pack and place the whole pack face down.
Step 4: Play begins when the first card is selected.

Group activity

• Select the person who is to have this guide and is to be the facilitator.
• Players take it in turns to select a card and ask the question of the group.
• As a group, discuss whether the answer is ‘Yes’, ‘No’ or ‘Not Sure’ and why.
• The facilitator can find the page in this guide that corresponds to the card. Use this page for facts and discussion suggestions.
• Once the answer is decided, place that card face up under the ‘Yes’, ‘No’ or ‘Not Sure’ response card.

One on one

• A card is selected and discussed.
• The facilitator can find the page in this guide that corresponds to the card. Use this page for facts and discussion suggestions.
• Once an answer has been decided, place the card under the ‘Yes’, ‘No’ or ‘Not Sure’ response card.
Would U friend them?

This topic supports discussion about the difference between online friends and real world friends, and cyber citizenship

Creating awareness that:

- relationships have boundaries of what is and is not OK.
- there are different types of friendships.
- there is a difference between personal pages and other types of pages.

Discussion guide for this topic

- Having online friends can be lots of fun and so is meeting new people, but we all have to be cautious about who we friend online.
- When someone is online, they can pretend to be anyone.
- Having a lot of friends can be a status symbol but not all friends are equal.
- Discuss privacy settings and which friends should have access to private information.
- On social networks, once someone is friended, they become a part of an inner circle that has access to a person’s real world life. This includes any thoughts, feelings, pictures or videos that are posted.
- Accounts created to gather lots of friends and meet new people can be fun, but information posted on these accounts should be of a general nature and not filled with personal details.
- When a friend does not post very often it is easy to forget that we have friended them.
- Regularly review friend lists.
- When others share a post there is no telling what their privacy settings are and who else might see it or where a post might end up.
1 Would you friend someone’s dog?

This card supports discussion about the need to be discerning about friend requests, even when they come from innocent looking profile pages.

Has a dog actually set up this page?
• We all know that a dog has not set up this page because dogs find it hard to type on a computer with their paws.
• Other pages like this are ones for babies, young children or other pets. People do this for fun and to offer a different perspective on their lives. For instance ‘My parents made me eat spinach’ or ‘Less watching TV, more taking me for a walk!’.

Is the dog old enough to have an account?
• Most social networks have rules that say pages can only be set up by humans 13 years old and over.

Could this page be created by someone who does not know this dog?
• If it is a dog you know, check with the owner of the dog (or the parent of the child) that they did set up the page. If they did not there is no telling whose page it is.
• In a social network, friends have access to posts, photos and videos and can share and repost this information.

When would you defriend this page?
• When someone does not post often, it is easy to forget they have been friended. They are still able to monitor, share and make copies of the posts of everyone they are friends with.
• The idea of being a part of a social network is to share news with friends and family. If someone does not post, why stay online friends with them?

What privacy settings might the dog have their page set to?
• People may have different privacy settings. The more people on a friend list, the higher the likelihood that one of them will have their privacy settings on public which means that anyone can see what they post, share or repost.

Tips
Go through friend lists regularly. Are people that do not post often still fun to be friends with? If you are not sure go to their page and see the date of their last post.
Sam is someone you only know from an online game. Would you friend Sam on a social network?

This card supports discussion about the need to think about different levels of friendship, both online and in the real world.

What does friend mean on a social network?
• People on a friend list have access to posts and are able to interact with each other.

Is Sam someone you actually know?
• When someone is online they can pretend to be anyone. Many online games allow players to chat with each other either via text or with audio headsets. When players regularly get together, they often form a camaraderie and get to know each other as they partake in joint adventures. It is easy to think of someone as a friend, however until they have been met face to face, they are still strangers.

Is there a difference between friending strangers in a game and via a social network?
• Online game communities tend to exchange information about the game. Often players remain in character when interacting with each other. These online communities have not been created to focus on the personal or social aspects of a person’s life. A social network, however, does focus on social and personal information.
• When a game friendship moves onto a social network, the focus changes to each other’s personal information and real world relationships.

How could you find out more information about Sam?
• The profile of any online person may be fake. Some people deliberately create fake profiles to take advantage of vulnerable people online.
• To find out more about someone, Google their name to see what comes up. Ask others in the same game if they know that person.
Would you friend a celebrity who talks to you online?

This card supports discussion about who is trustworthy online

Do you think a celebrity would have time to talk to all their online friends individually?

• The line between a stranger and someone we know is often blurred when it comes to famous people. We all feel like we know them. It is particularly tricky for a fan as they feel like they know them well.

Why might they ask you to keep their contact with you secret?

• No celebrity would have time to chat to their thousands of fans or be able to be real friends to them.
• There is an online scam where someone pretends to be a celebrity in order to get people to send sexy pictures or money. They may also try to lure them into meeting face to face where they assault them.
• A common ploy is for a fake celebrity to persuade their victim not to tell anyone by saying their other fans will get jealous.

If a celebrity asks to meet you face to face, would you?

• Remind those in your care that if an online contact insists on personal information or a face to face meeting, they need to tell an adult they trust.

Tips

Most celebrities do not write their own posts. They have social media engagement teams to do this for them.
4 Would you friend someone you’ve never met face to face?

This card supports discussion about who should be given information about our real lives

Why might someone you have never met face to face want to friend you?
- Part of the attraction of being online is that it is easy to meet new people with similar interests. People also tend to take others as they find them and everyone, to start with, is treated the same.
- With regular contact for instance via a game, it is easy to think of someone as a friend. It must be stressed that until there has been a face to face meeting, online friends are still strangers. If something doesn’t feel right, Tell – Unfriend – Block – Report

How do you know they are who they say they are?
- When people are online they can pretend to be anyone. Some people make up fake accounts with attractive profile pictures. They do this to trick people into friending them then ask for money or sexy pictures. They particularly target young people and those who are socially isolated.

Is someone with mutual friends but whom you have never met a stranger?
- Someone who has mutual friends is still a stranger.

When would you tell if you friended a stranger?
- Some online accounts encourage the friending of strangers to achieve an objective for instance in a game. It is important to understand the different types of account that the person in your care has. Make sure they have a good understanding of the difference between real world friends and online friends and what is and is not OK to share on their different accounts.
- Be wary of having strangers on social network friend lists. Everyone on a friend list can view posts and gather information about personal habits and day to day lives. This may impact on not just the account user, but those they live with, mutual friends or members of their family.

If an online friend asked to meet you in the real world, what would you do?
- Stress to those in your care to tell you if they have been asked to meet someone they only know from online in the real world.

Tips

Strangers that want to take advantage of vulnerable people will congregate in places where those people go. This includes social networks and online games. They will then use this connection for their own gain.
Would you friend a business like the Fabulous Hardware Store?

This card supports discussion about organisational pages

Why might a business want to be your friend?
• Many businesses use their online friendships to promote products or services. They may also ask people who like their pages to subscribe to premium services or enter competitions. To enter they often ask for personal details.

Who is it that wants to be friends with you - a person or a thing?
• Most businesses do not ask a person directly to friend them, instead they will provide links on their website to their social media pages. Some businesses offer incentives to friend them.
• If someone in your care is asked to follow or like a business, proceed with caution, particularly if they are asked to click on a link in an email. There is no telling if a link in an email is genuine.

Can you actually be friends with a ‘thing’?
• The term ‘friend’ can be confusing online. It is better to think of ‘liking’ or ‘following’ a thing like a business rather than being a ‘friend’.

Why might you want to be friends with a business?
• Subscribing to a business page is an easy way to be notified of new products or special offers and to give direct feedback.

What would you do if they wanted your personal information like real name and phone number?
• Discuss with those in your care what personal information is OK to give away online.

Tips

If a business or other entity keeps asking for contact details or requires too many personal details, complain to the company, the Disability Advocate or Consumer Affairs.
6 Would you friend your doctor’s personal page?

This card supports discussion about the boundaries that should be maintained between professionals and their clients

What’s the difference between a personal page and a business page online?
• A personal page will contain posts of a personal nature like photos of family, a link to the person’s favourite song, a picture of what that person ate for lunch. A business page will promote a brand, goods or services.
• Someone who has a professional relationship with a person in your care is considered to be in a position of authority and being personal friends online may breach their professional code of ethics. They must maintain certain boundaries and keep them very clear. One boundary is that their job is to help, not to be friends. This is different to being friends with or liking a professional’s work page which may have useful information on it such as change of contact details, links to allied services and lifestyle tips.

How do you tell the difference between a friend and an acquaintance?
• Friending someone’s personal page on a social network signifies a desire to pursue a social relationship. It can be good to frame this concept within the terms ‘Would you invite this person to your birthday party?’ If the answer is no, then do not friend them.

Tips
Here are some things to explain the differences between a friend and an acquaintance:
• Friends are people we rely on, we forgive them when they hurt our feelings, we confide in and share things with them.
• Acquaintances are people that we know because they are associated with a task, a place or an activity.
Would U post this?

This topic supports discussion about cyberbullying and cyber citizenship

Creating awareness that:
• posts can be online forever.
• posts can be used in ways that were not intended.
• what is put online can have real world consequences.

Discussion guide for this topic

• A part of being online is a moral obligation to be a good cyber citizen. Avoid using bad language and refrain from saying nasty things. If someone writes something rude, scary or offensive, Tell – Unfriend – Block – Report
• Once something is posted, it can be out there forever.
• Something may not seem funny in five or ten years’ time.
• Posts may be seen by friends, family, employers, teachers, potential boyfriends or girlfriends, and people in authority.
• Not everyone wants to be online. When posting images or videos of others online, ask permission first.

Cyberbullying

• The number one reason victims do not report cyberbullying is that they are afraid their device will be taken away for their ‘protection’. If someone in your care reports a problem online, work with them to enact safer practices.
• Cyberbullying can have serious consequences. People have killed themselves because of cyberbullying.
• Most sites, particularly social networks have their own social netiquette. It is important for new users to learn this so they do not upset other users unintentionally.
• Read site user policies about personal information and ownership of images. Personal posts have been used for advertisements.
7 Is telling someone they suck and to go kill themselves cyberbullying?

This card supports discussion about cyberbullying

What is a meme?
• A meme is an image with words written on it. The text is usually witty but can also be unkind or dangerous such as telling someone to go and kill themselves.
• It is a crime to tell someone to kill themself.

Can creating memes be a form of cyberbullying?
• The creating and sharing of memes that humiliate, intimidate or upset is cyberbullying.

Can any photo put online be made into a meme?
• Any photo that is able to be copied can be used for a meme.

If it is only words on a screen, can cyberbullying really hurt someone?
• Cyberbullying can have very serious consequences. People have killed themselves because of cyberbullying. Victims can get depressed or suicidal.

How might someone know if you are only kidding around?
• In the real world it is easier to tell when someone is joking. We can hear their tone of voice and see facial expressions. This is not possible on social networks/media and because of this, things sometimes get out of hand.
• People tend to be less inhibited online and may write things they would never say to a person’s face.

Tips
Remember, if you would not say it to someone’s face, don’t say it to them online.
8 Would you post a picture of your pet?

This card supports discussion about being aware of incidental information contained in seemingly safe photos

Would you post a picture of yourself and your pet?
• When a phone has the GPS function turned on, all photos taken with it will be geotagged. If these are uploaded to the internet, this information is available to everyone, which is an easy way to get someone’s home address. Be sure to turn the GPS off before taking photos.
• Any image that is put online can be copied and used by others for things the author never intended, such as memes.
• Encourage people in your care to look critically at images before they post them. There have been cases where an image of a pet had a registration number or home phone number clearly visible on the collar.

Would you post a picture of your pet standing outside your house?
• Remind those in your care to check what is in the background of pictures before posting. Look for things such as house numbers or identifying data like certificates with names on them.

Would you post a picture of your pet with other people?
• If the image has the GPS location on it, then anyone in the picture can be tracked to that location.
• Not everyone is comfortable with having their image or location put onto the internet. Always ask before posting.

Tips
• It is recommended that the posting of images be put off for a few days after they are taken so that they can be reviewed with a ‘cool head’ instead of when someone is caught up in the moment and wanting to ‘share’ an experience with everyone.
• Regularly Google the names of those you care about and see what is displayed
Would you post a picture of yourself drunk?

This card supports discussion about the possible outcomes of posting images without thinking it through

See also: Photo facts - page 4

Who might be able to see this picture?
- Anything that is posted online can be copied. There is no way to control what happens to the copies and who sees them.
- Images can be seen not just by online friends, but by family, strangers, employers, teachers and people in authority.

What else might happen to an image you upload?
- Pictures are often shared and used on meme sites where comments are added to them.
- People have lost their jobs because of images they have posted online, for example a picture of themselves using work equipment inappropriately.
- Parents and carers have gotten into trouble because of images posted by those in their care.
- People have been tracked by abusive ex-partners because of images posted by family members.

Would you post a picture of you doing something illegal such as taking drugs?
- Things posted online can and have been used in a court case.

Would you post an unflattering picture of a friend?
- Pictures and posts that are put online can stay online forever. Putting an unflattering photo online may affect something in the future. This could include the opinion of potential employers, boyfriends or girlfriends.
- Being a good cyber citizen means being respectful of what we post about others. This includes images that are unflattering or pictures showing things that we would not like others to see.

Do pictures come up in google searches?
- Pictures can come up in a Google search.

How do you get a picture removed?
- To have an image removed from someone else’s page, ask the owner of the page to delete it or report the image to site administrators. Most sites have a Report this button on the page.
- It is often hard to get images removed and copies might have been made. It is much better to not post an image to try to remove it.
Would you share a nude or semi-nude picture of yourself?

This card supports discussion about sexting
See also: Photo facts - page 4

What is sexting?
• Sexting is the practice of creating, sending and receiving sexually suggestive, nude or semi-nude images, videos or text messages.
• Being sexual is a part of being human and many couples use sexting as a form of flirting.

Is it illegal to post a nude or semi-nude photo or video of yourself or someone else?
• Posting sexy images of people under 18 (including one of yourself) is considered to be creating child pornography. Creating and distributing child pornography is illegal and should be reported to the authorities.
• It is against the law to post a nude or semi-nude photo of someone 18 years or older without their consent.
• It is not OK to use sexts for revenge or to harass someone.
• If sexts are being used as part of a campaign of harassment, seek an intervention order.

Is it OK for someone to insist you post or send them a nude or semi-nude photo or video of yourself or someone else?
• Everyone has the right to say ‘No’ to anything they do not feel comfortable doing.
• When two people care about each other they do not pressure each other to do something they do not want to do or that might put them at risk.

What happens to the image once you have posted it?
• Once an image is on the internet or sent to someone’s phone, it can be copied, forwarded, posted or shared with anyone.
• Private, sexy photos have been found on the computers of sex offenders in other countries.
• There is no such thing as safe sexting, not even covering the face or taking a picture from the neck down.
• Remember that each image has identifying data embedded into it.

Is there a way to sext safely?
• No. Any image in a digital format can be shared or posted online, especially when a relationship breaks down.

How would you say no if you did not want to send a sext?
• A lot of people do not feel confident about saying no. It may help to practice saying no. Some things that can be said might include:
  “I don’t think that would be good for me/us.”
  “I’m not ready for that yet.”
  “No thanks; why don’t we do _____ instead.”
Would you post a party invitation with your phone number and address?

This card supports discussion about putting personal information online

Might this information be shared with people you do not know?
• It is common for a post like this to be reposted. Violence has happened at parties when guests have posted information about the party and lots of strangers have arrived uninvited.

When you post something, how long would this information be available on the internet?
• Any information online can be sent anywhere and can stay online forever. Friends may repost it and those who receive it may keep a copy or repost it – and on and on.

What might someone else do with information that is posted?
• Unless someone wants everybody to know their personal information, it is smart to be as anonymous as possible online. If things go badly for whatever reason, it is much easier to stay safer if other people do not have a person’s contact details.
• It is not OK to post personal information, including phone numbers, addresses, credit card numbers and government IDs online. They may be used for identity theft and other crimes.
• Even seemingly innocent details that are posted to a profile, such as a hobby or favourite band, may be used as clues to guess the answers to security questions. An identity thief may use this information to take over an account. A common scam is to hijack an account and then ask friends and relatives for financial assistance.
• Burglars have been known to monitor a social network profile to find out when someone is on holiday or away from their house.

Does posting information put other people at risk also?
• Remind people in your care that it is not just about them. If they live in shared accommodation then information they post about themselves may affect everyone at that address, including family members or house mates.

Tips
If a site requires personal information;
• check their privacy statement prior to agreeing.
• check that the page is secure – it should have https: in the web address or the word ‘secure’ on the page.
Would you insult your boss or workplace online?

This card supports discussion about how posts can affect someone in the real world

Do you think your boss might read this?
• There is no telling where a post will end up. If something is posted on a social network, it can be seen by everyone on a friend’s list. If friends share a post, it will be seen by everyone on their friend list and on and on. This means it could be seen by people including employers, prospective employers and fellow employees.

Could you lose your job because of something you post online?
• Anything that is posted online can have real world repercussions. People have been fired because of what they have posted online and what others have posted about them online. Posts can also affect the employment of family members, partners and friends.

Might something you post make it hard to get a job?
• It is becoming common for employers to do an online search of job applicants to see what comes up. This information may be taken into account when choosing who to employ.

Could someone else get in trouble because of something you post?
• People have been fired because of what their co-workers have posted online, for instance a picture of someone being disrespectful while in uniform or a story about using work equipment inappropriately.
• Things posted online can and have been used in court cases.

Tips

Many real world laws apply to what is posted online. Anti-discrimination and harassment legislation applies to things posted on the internet too. This includes posting offensive material about co-workers.
Is this OK?

This topic supports discussion about the need for respect in relationships and what to do when something is not right

Creating awareness that:

• there are boundaries about what is OK online.
• ethical cyber citizenship is important.
• you should help someone if your posts have upset them.

Discussion guide for this topic

• Internet experiences vary widely. Sites can have content that is suitable for children as well as content that is only for adults.
• Online culture differs between sites, just as real-life culture differs between countries. So the same site will not suit everyone. It is important to get a feel for the netiquette of a site before interacting with other people on it, to avoid offence.
• Discuss what to do if someone in your care finds something upsetting. Make sure they know how to report illegal content and how to react to online harassment.
• Discuss what to do if someone in your care upsets another person online, either intentionally or unintentionally.
• When people are online they can pretend to be someone they are not. Discuss the concept of ‘friends’ and ‘strangers’ and what to do if a stranger wants to meet face to face.
• Watching a lot of pornography can alter the way a person views the opposite sex and relationships. People with less experience of relationships may mistake pornography and the way porn stars look and act, for reality.
• Posting images or videos of people without their consent is not OK. It can be a form of cyberbullying. It may have serious consequences. When posting about someone else, stress the need to ask permission from them before posting.
13 You see something online that makes you feel uncomfortable. Can you report it?

This card supports discussion about illegal, offensive and upsetting online material

See also: Where can I report? - p 3

What can you report?
• As a rule of thumb, the things you can report to Police are anything that may have real world consequences such as stalking, harassment, identity fraud and child pornography.
• Other things such as offensive (but not illegal) posts or images can be reported to site administrators using the Report this button on the site.

Who could you report to?
• If someone in your care is harassed, or has a crime committed against them online such as being sexually assaulted, contact your local Police and get advice on what to do next.
• Spam emails or websites with offensive content should be reported to the Australian Communications and Media Authority.

Where would you report a sexy picture of a child?
• Child pornography can be reported to your local Police or Crimestoppers.

Tips
Remind the people in your care that not everyone is the same and there is a lot of material online that is not illegal, but may upset or cause offence.
14 Would you meet someone you only know from online?

This card supports discussion about meeting people face to face who have only been interacted with online

Is this person a stranger or a friend?
• The internet can be a fun way to meet new people. Because people cannot see who they are talking to, it is easy to be less judgemental and more accepting.
• With regular contact, it can be easy to think of someone online as a friend, no different from those in the real world, particularly if there is a shared interest such as a game or hobby. Some people even believe they are in an intimate relationship with someone online whom they have never met face to face.
• Without meeting someone face to face, there is no telling who they are, so they should be considered strangers.

Apart from what someone says about themselves online, how do you know if they are who they say they are?
• It is important to remember that online it is easy to pretend to be anyone. Unless you have met someone face to face, there is no way to verify that they are who they say they are. Even if they send photos or videos, these may be fakes.

If you want to meet someone in person, what are some safer options?
• Although it is best to never meet online people face to face, the reality is that many people will, particularly those using online dating services.
• Stress to those in your care that if they want a personal meeting with someone they have met online, they should be wary. The best scenario is to take a trusted adult with them.

Tips for meeting face to face
• Meet in a public place.
• Take a trusted adult or friend.
• Take a taxi fare. Make sure your phone has credit.
• Do not get drunk with a stranger.
• Do not leave your open drink unattended.
• If this is a first date, search online for first date safety tips.
Is everything you see in pornography OK in your relationship?

This card supports discussion about pornography

Is pornography about sex or relationships?
• Pornography is only about sex. In a relationship, having sex is just one thing a couple shares. It is not the only thing they do. In real life, making love includes feelings and emotions such as connection, empathy, tenderness, caring and affection. It is not just about having sex and orgasms.

Does anyone ever say ‘no’ in pornography, and do the actors do something else together instead?
• In real life, people do not always want to have sex. In the real world, NO always means NO. If someone says NO or STOP and their partner continues, it is rape and is against the law. In real life, when one partner says No to anything sexual, both people should decide what they might do together instead of having sex.

Is pornography about reality or is it fantasy?
• Pornography is based in fantasy and gives an artificial view of bodies, relationships and sex. For example in real life, the size and shape of private parts varies from person to person.
• In real life, bodies vary in size, shape, the amount of hair they have (on their heads and elsewhere) and how attractive others might find them. For instance not everyone has perfect teeth.

Are males and females treated the same in pornography?
• If someone’s knowledge about sex has come only from viewing pornography, there is an expectation that both parties should copy and enjoy what they have seen in pornography. Many scenes shown in porn films are not pleasurable in real life for women or some men.
• Remind those in your care that women deserve to be treated with respect.

Is watching pornography bad for you?
• Studies show that watching a lot of pornography can have a detrimental effect on people, particularly young people. Watching a lot of pornography can be addictive and has been linked to impotence in men.
• Hardcore pornography erodes men’s ability to see women as equals.
Is it OK to video someone without their consent?

This card supports discussion about consent and posting videos online

What is consent?
• Consent means to freely agree to do something without feeling coerced or forced into it.

Does a person have a right to expect you to ask their permission before you video them?
• Remind those in your care that if they take a video which features people who are readily identifiable and who have not consented to being filmed it is not OK to post this without their permission. If they post it anyway, this is not OK.

Someone posts a video of you without your consent. What can you do?
• Videos can be reported to site administrators via the Report this button on the website. If a video is of child pornography or something criminal, report to the police.
• Site administrators can delete inappropriate videos and suspend or delete accounts.

What about photos or videos shot at public events?
• Most public events will be recorded in some way. Check with the organisers if you do not want to be photographed. If you take photos or videos at a public event and people you do not know are in the shots, it is better not to post them online.

What about at a party?
• Many people are choosing to have phone free parties where no images or videos are permitted to be taken. What is and is not OK to be recorded at a private function is something that is good to discuss with guests prior to them arriving.

Can taking a video be against the law?
• The recording of a crime such as an assault or creating child pornography (sexy videos of people under 18) is against the law. People have been prosecuted because of videos they have posted.

Tips
• Anything posted online or sent via a phone might be copied and used by others.
• Posting videos of people without their consent can be a form of cyberbullying and may have serious consequences.
17 Do you know what to do if someone upsets you online?

*This card supports discussion about moving on from a bad incident online*

**Do people upset others online on purpose?**
- It can be easy to get upset by things that are posted online. We can take things out of context and some people, called Trolls, intentionally post things to upset people.
- If someone in your care is upset about something an online incident, remind them not to respond or retaliate, Tell - Unfriend - Block - Report

**Who could you tell if someone upsets you online?**
- Discuss with the person in your care who they could talk to if they are upset by something they find online. Remind them to keep online incidents within perspective. Computers can be turned off and sites do not need to be visited if they are upsetting.

**What could you do to make yourself feel better?**
- If someone in your care has been upset by something online then encourage them to become involved in real world activities such as visiting family or friends, or doing something that has nothing to do with the internet. Consult the Police if the online behaviour becomes harassment, is ongoing or of concern.

**How could you tell a friend they have upset you?**
- None of us want to purposely upset a friend so it is important to tell someone if they have done something upsetting. Ringing them or meeting them face to face is often the best way to do this. If they care they will apologise and remove the post, picture or video.
You’ve upset a friend online. Do you know how to make them feel better?

This card supports discussion about what to do if you have upset someone online

How might you upset a friend online without meaning to?
• Upsetting a friend without meaning to is something that can happen online or in the real world. It can be easy to take something out of context or not understand that it was a joke. Part of caring about our friends is to accept responsibility for our actions and apologise if we upset them or have been disrespectful either accidently or on purpose.
• Impersonating someone else and writing hurtful things that might get them into trouble is a form of cyberbullying.

What could you do to help your friend?
• If someone is upset about an image or post, apologise and delete it, particularly if it was not intended to be upsetting. Visit them in the real world or ring them to make sure they are OK.

What other support is available to your friend?
• Other people that can help when might be a parent, carer, a trusted adult, the Police or a crisis service like Lifeline or Kids Helpline.

Tips
Bullies need an audience. Anyone who is a willing part of an audience watching someone get bullied is part of the problem. Do not share mean things and think before commenting or sharing mean things online.
Mobile phones
This topic supports discussion about safer use of mobile phones

Creating awareness of:
• the costs involved in mobile phones and the internet.
• privacy settings on mobile phones.
• the need for guidelines for phone usage.

Discussion guide for this topic

• Cyberbullying often takes place using mobile phones. It is important to have discussions about what to do if there is a problem with a phone.
• The number one reason people do not ask for help if they are being bullied is that they are afraid of losing phone or computer privileges. If someone in your care reports a problem, work with them to ensure a safer online environment instead of removing the device for their ‘protection’.
• Because mobile phones can record videos and images of everyday life which can then be posted online, it is important to have discussions about what is private and what is OK to be posted online. Having a good sense of ethical behaviour online is essential.
• Creating a technology safety agreement can be really useful. Cover things like payments, what types of information are OK to access and post, hours of use, what friends are and are not allowed to do when visiting and rules for when the person in your care is visiting others.
• Some phone providers have options that allow greater control over usage, such as Telstra’s Smart Controls.

What is uploading and downloading

• Uploading is when a person uses a phone or computer to put things onto the internet. For instance a video or image onto their social network page.
• Downloading is when a person transfers information from the internet onto their own personal device like viewing a video on their phone or computer.
• Telcos often have different charges for these, for instance a plan may have unlimited downloads but will charge every time something is uploaded.

See also: Creating a technology safety agreement - p 5
If your phone can record everything, are there things that should not be recorded?

This card supports discussion about privacy and trust with mobile phones

See also: Creating a technology safety agreement - p 5

What is ethical behaviour?
- Ethical behaviour is based on an individual making a moral judgment about issues and deciding for themselves what is right or wrong, what is honest and respectful of the rights of others.
- Sometimes the law makes this easy to understand, for example that it is not OK to make a sexy movie of someone under 18 as this is creation of child pornography. Other times it is harder. For instance, uploading an unflattering video of a friend that might upset them.

What is your ethical responsibility about the privacy of others?
- Trust is a significant issue and regularly emerges in discussions about privacy. Have conversations with those in your care about their moral obligation to be a good digital citizen and cover their obligation to be ethical about issues such as trust, privacy and confidentiality.

Is revenge posting OK?
- Romantic breakups or a falling out with close friends can be explosive and feelings often run high. This is when things that were considered confidential and private are most vulnerable to being made public through revenge posting. Posting things to get back at someone is not OK, even if they do it first.
- Having a mobile phone is a privilege, not a right. Mobile phones must not be used to commit crimes such as recording child pornography, or to harass or humiliate others.

What would you do if someone sends you something designed to humiliate someone else?
- Remember that bullies love an audience. Anyone who is a willing part of an audience watching someone get bullied is part of the problem. Do not share mean things and think before commenting or sharing mean things.

Are there some things that should not be recorded?
- Creating a technology safety agreement can be really useful. Cover things like payments, what types of information are OK to access and post, hours of use, what friends are and are not allowed to do when visiting and rules for when the person in your care is visiting others.
20 Is it always OK to talk on your phone?

This card supports discussion about the need to be mindful of others when on phones
See also: Creating a technology safety agreement - p 5

What about at meal times?
• Mealtimes with friends and family are a time to interact face to face. Many people consider it rude to speak to someone else on the phone instead of talking to them.
• Talking on phones when with others can give the impression that their company is not important or that you do not care about them.

What about on the bus or train?
• Talking in public spaces, particularly in a loud voice can be irritating to others. It could also allow others to hear personal information or plans so it is best to keep conversations short, quiet and to be respectful of others.

What about in a movie theatre?
• Some places like movie theatres ask for phones to be set to silent or turned off during the movie.

What about late at night?
• It can be wise to have times when phones are either turned off or on the ‘do not disturb’ feature, particularly at night when it is time to sleep.
• Having a night time curfew when phones are handed in for recharging can assist with good sleep habits. This can also be a time when parents and carers can check call logs and messages for signs of bullying.
• Someone refusing to hand over their phone to a parent or carer may be an early indicator of trouble.
21 Do the family rules for computer use apply to other devices?

This card supports discussion about acceptable and ethical usage of electronic devices
See also: Creating a technology safety agreement - p 5

What rules (if any) apply to your use of the computer?
• Having a technology safety agreement can be a good way to reinforce that continued access depends on acceptable and ethical behaviour.

What rules (if any) apply to your use of a mobile phone, iPad, iPod, Tablet, Xbox, Wii, or DS?
• Talk about what is and is not OK on different devices and what to do if someone gets upset or has trouble online. Having clear guidelines and a plan for how to deal with trouble will ensure a safer environment.

Should usage rules still apply when you visit a friend or go somewhere else?
• It is common for different parents and carers to have different ideas about acceptable behaviour and usage. If someone in your care is going to spend time at another location, find out what rules (if any) will apply there and discuss which of your own rules are applicable irrespective of geographic location.

What rules do you think should apply?
• Having rules allows everyone to know what is and is not OK. It helps to keep people safer and provides guidelines for appropriate and ethical behaviour.
22 Would you text chat with someone you have never met face to face?

This card supports discussion about using real time communication to talk with people.

What is text chat?
- Text chat offers a real-time transmission of text messages from sender to receiver.
- If someone in your care is using chat, log on and watch some sessions to become familiar with how it is being used.

Is someone you only know from online a stranger or a friend?
- Even regular online contacts are strangers if they have not been met face to face.
- While chatting with strangers can be fun, text chat can be deceptive because it is immediate and can create an illusion of intimacy.
- It is easy to pretend to be someone else when online. Often, all we know about someone online is what that person has told us.
- Some people create fake profiles with an attractive picture to entice their victims into becoming friends. They then ask for money or sexy pictures.

Someone says something inappropriate or that makes you feel uncomfortable or unsafe. What do you do?
- Remind the person in your care that when on chat, if someone says something inappropriate or that makes them feel uncomfortable or unsafe, Tell – Unfriend – Block – Report
- Think before giving someone online a more direct way to contact. For instance, a phone number or email address.
- Use a disposable email address for interaction with strangers like Yahoo! or Gmail. All images from strangers are risky and may be inappropriate.

Tips

If the person in your care is socially isolated, it may be easier for them to think the people they chat with online are close friends.
23 Do you know how much it costs to download to your phone?

This card supports discussion about the often hidden costs of uploading and downloading

See also: How big is that? - p 4

What is uploading and downloading?

• Uploading is when we transfer things onto the internet such as when we post a comment or image.
• Downloading is when we transfer something from the internet onto a device such as listening to music from the internet.

If your computer has a broadband connection, can your phone use this too?

• You can create a WiFi connection to your local network and use this with your phone for internet use as it will most likely cost less.
• While some plans offer bundling of services (for instance all phone calls and computer internet access for one price), internet access for phones is often separate.

How do you find out if your phone has download or upload limits?

• Most phone plans have limits and exceeding them can be expensive. Internet access, or data, is costed per megabyte and things like music and images can be many megabytes in size.
• Plans may also have different charges for upload and download. For example, a plan might offer free uploading but charge for downloading.
• Some plans have sites that you can explore without counting towards your limits. Contact your carrier for more information.

How much are you charged when over your limit(s)?

• Contact your carrier for more about limits and charges. Phone plans change so review them regularly.

How do you find out how much you have used so far?

• Most providers will have a way of monitoring usage. It is important to track usage and expenditure to know how much it costs to download things like movies or TV shows.

How many Mb is a 3 minute song, a 30 minute TV show, a game, a movie?

• It is really common to buy digital files online like songs, movies and games, however most people forget that on top of the cost of the file (which may be free), they may also be charged for downloading it.
• The size of files depends on what format they are saved in. Uncompressed and High Definition files are much bigger than compressed or lower quality files. The download page should list the file size or movie length.

Does voting as part of a TV reality show cost anything?

• Most reality shows on TV charge 55 cents to vote. Some phone plans are set up by a provider with a block that prevents the dialling of premium numbers such as a reality show vote-line.
24 Do you know how to change your GPS or geolocation settings?

This card supports discussion about the use of GPS technology and safety

What is GPS and geolocation data?
• The Global Positioning System (GPS) is a space-based satellite navigation system that provides location and time information. Many phones have a built in GPS.
• Geolocation is the detection of the physical location of an Internet connected computing device (like a mobile phone) using GPS capabilities.

What is geotagging?
• Geotagging is the inclusion of GPS data in information posted to the internet for instance the inclusion of the latitude and longitude of the location where a photograph was taken or a comment was posted (using a Check in feature).

Can your phone tell others where you are?
• When the GPS is turned on, all photos taken with that phone will be geotagged. If these are uploaded to the internet, this information is available to everyone which is an easy way to get someone’s home address.
• All devices should have settings to stop the geotagging of photos.

Does knowing your location give the location of the people you are with too?
• When a group photo is geotagged this affects everyone in it. Some people do not want others to know where they are so it is important to ask before geotagging others.

Should you ask the people you are with before using a check in feature?
• Check in is a feature on social networks that uses a mobile phone’s GPS to post the current location of that phone.
• Using Check in makes it easy to track both the phone’s owner and the people they are with. There have been incidents where this information has been used for the covert surveillance of an ex or current partner. Always ask before using Check in when in a group.

How do you turn off the GPS?
• To turn off the GPS functions, look in the settings of the phone. It should be in the privacy section.
Internet

This topic supports discussion about malware and spyware, online scams and pornography.

Creating awareness that:
• there are many traps for the unwary online.
• it is important to keep passwords strong and safe.
• it is important to review privacy settings regularly.

Discussion guide for this topic

• There are many net nasties online such as malware and spyware which can damage computers. Install anti-virus and spyware detection software on computers and keep this software up to date.

Scams
• According to Scamwatch, Australians are losing $7 million a month in internet fraud.
• There are many scams on the internet so it is important to know how to spot one straight away. Sites like ‘scamwatch’ and ‘hoaxslayer’ have lists of current scams. (See contacts section.)
• In general, unsolicited emails are usually either advertisements or scams. Be wary of clicking on links in unsolicited emails as they may go to scam websites that look legitimate but are created to trick people into giving away their personal information. Be very wary of opening attachments with unsolicited emails as they may contain viruses or files that will damage computers or key logging software that steals information.
• Be wary of official-looking emails from social networks, financial institutions or services asking for personal information such as usernames or passwords. These are scams. Sites like Scamwatch and Hoaxslayer have more about this.

Pornography
• Pornography gives an artificial view of bodies, relationships and sex. Hardcore pornography erodes men’s ability to see women as equals.
• Remind those in your care not to access pornography at work or school and not to watch pornography in front of anyone under 18 or where someone under 18 can hear it.

Traps
• Anonymous email addresses can be obtained from sites like Gmail or Yahoo or by googling ‘free email’. Avoid using real names eg. Jane_M_Smith@gmail.com.
• Remind the person in your care not to create nicknames or identities that may be suggestive or derogatory. For instance, hotbabe. These types of names attract people who might put the person in your care at risk.

Tips
• When online, be a good cyber citizen. Don’t harass or annoy other internet users.
• Create a technology safety agreement with those in your care.
25 Pornography – talk to sexy babes. Would you click on this?

This card supports discussion about using the internet to view pornography

How could you tell if it costs anything to use a site?
• Being curious about sex is a natural part of life but be careful when looking for pornography online.
• Many sites may say they are free but will charge to see actual pornography.
• It is against the law for minors to pretend they are over 18 to gain access to goods and services such as pornography.

Would you follow a link to a celebrity sex tape?
• Be wary of searching for celebrity sex tapes online. Malware authors know that people will search for celebrity sex tapes and will create sites targeting people searching for this. The site will contain files or pages that offer the celebrity sex tape but when clicked on, will download a file which contains malware instead.

Are the chances of your computer getting infected with Malware higher on pornography websites?
• Be wary of installing software from unknown places. Just like the celebrity sex tape scam, many sites will insist on the downloading and installing of software to play videos. This software is often full of viruses or spyware to steal information or damage computers.

Are there any harmful effects of watching pornography?
• Studies show that watching a lot of pornography can have a detrimental effect on people, particularly young people. Hardcore pornography erodes men's ability to see women as equals. Watching a lot of pornography can be addictive and has been linked to impotence in men.

What would you do if you found a site with child pornography on it?
• Child pornography is against the law. Report any images of a criminal nature.

Tips
• Be aware that by ticking a "keep me signed in" box anyone using that computer can log into that account.
• Do not look at pornography on work or school computers. Most user policies forbid this and people who disregard these may face serious consequences.
Dealing with Danger

This card supports discussion about online scams

See also: Where can I report - p 3

What is an email scam?
- Email scams try to trick the recipient into giving away personal information which can be used for identity theft or to con the recipient into sending money.

Do you think this person knows you?
- Scammers will harvest thousands of email addresses then send the same email to everyone.

Why might they write to you?
- These emails typically ask the recipient to click on a link. This link will take them to a site which asks for personal information. Once they have personal information the scammers may use this to steal identities, access accounts or ask for money.
- If a person in your care receives a scam email, remind them not to click on any links and to delete the email then to empty their trash file. Responding to emails will only give scammers a chance to get more personal information.

Can you report a scam?
- Scam emails can be reported to the Australian Communications and Media Authority 📞

What could you do if you have already been sucked into a scam?
- If the person in your care has already provided personal details to a scammer, contact the Police 📞 change account passwords, alert financial institutions or seek advice from the authorities as appropriate.
27 Would you click on this link?

*This card supports discussion about online scams*

Why might someone send you an email like this?

• Email scams try to trick the recipient into giving away personal information which can be used for identity theft or to con the recipient into sending money.

Do you think you can win a competition that you have not entered?

• No, it is not possible to win a competition without entering it. Lottery and competition scams will tell the recipient that they have won money or a prize then ask for either personal details or a fee to claim the prize. The best thing to do is to delete the email.

If this was from a competition you did enter, how could you find out if it is real?

• If it is a competition that you know the person in your care has entered, contact the contest organisers to verify any win. Remember to get these contact details from an independent source, not from an email.

What could you do if you have already been fooled into sending your details?

• If the person in your care has already provided personal details to a scammer, contact the Police, change account passwords, alert financial institutions or seek advice from the authorities as appropriate.
28 Should you tell anyone else your passwords?

This card supports discussion about passwords
See also: Creating a technology safety agreement - p 5

Have you ever given your password to a friend?
• A password on the computer is like a lock on the front door - it prevents strangers walking in and stealing things. Sharing passwords is like giving people the key to the front door.
• Having a family technology safety agreement that outlines the rules for passwords can be useful.

What makes a good password?
• A good password is one that is strong, secret and changed regularly.

Why might you want to give someone else your password?
• It is common for people to share their passwords as a form of trust, such as with a partner, a best friend, parent or carer. However when relationships break down this knowledge can be used maliciously. It is important to remember to change passwords regularly, particularly if there has been a relationship break down.

Is it against the law to log into someone else’s account without their permission?
• It is a crime to log into a person’s online account without their permission.
Should you chat to people when playing online games?

*This card supports discussion about interacting with other players in online games*

**Why might you want to chat with a fellow game player?**
- Chatting with strangers in online games is often part of the fun of the experience. Players may even have to do this to plan strategies together and solve puzzles.
- It is good to establish some guidelines for these online interactions such as not revealing personal details.

**What might happen if you did not chat with other game players?**
- In some games, not chatting may result in being ostracised by players or being unable to play effectively.

**Are there any safety issues to be aware of when using game chat?**
- Remind the person in your care not to give out their login information to other game players as they may have their virtual items stolen or fall prey to a scammer.
- Another common scam is being offered tricks and tips to help with gameplay. When these are downloaded, malware is installed.
Do you know how to change the privacy settings on all your accounts?

This card supports discussion about privacy settings

What are privacy settings and how do you use them?
• Privacy settings limit who can see personal posts and information. Most social networks have a page that allows users to control who sees different types of information.

If you have your privacy settings set to private, who can see your posts?
• Remind those in your care that even if they have their privacy settings closed, their online friends might not have done this. Therefore any information they share might still become public. This is why it is important to be vigilant about friend lists.
• Even after photos and posts are deleted, some social media sites keep this data and may share it with other companies.
• To communicate privately with someone it is best to either use a private messaging system, email, speak with them on the phone or visit them in person.

Where could you find out more about how to use privacy settings?
• To find out more about privacy settings, Google the name of the site and add ‘privacy settings’.

When might you not care about privacy settings?
• Different accounts are used for different things. A person may have a blog which they want open to everyone and a personal page which they keep private.

Who would you contact if you felt your online privacy had been invaded?
• Report privacy invasions to site administrators via the Report this button.
• If someone in your care is being stalked or harassed online report to the police.
• To make an official complaint about invasion of privacy, go to the Office of Australian Information Commissioner.

How often do you need to review privacy settings?
• Be aware that privacy settings change, often without warning, so check them regularly.
Legal

This topic supports discussion about online grooming, online stalking and harassment, copyright and the ownership of online data.

Creating awareness:

• many real world crimes can be committed online.
• about how to remove data.
• that what is put online can have real world consequences.

Discussion guide for this topic

• Online grooming is when one person befriends someone else with the intention of establishing a sexual relationship. The people who ‘groom’ usually set up fake accounts with attractive profile pictures. Many pretend to be young people. Some offer incentives such as a recording contract as a way to manipulate their victims into sending them sexy pictures or money.

• Online stalking and harassment are against the law. This can include things like following someone’s online movements, impersonating them online, spreading rumours about them, posting images, videos or comments that are hurtful, fake or intimidating.

• Copyright protects original work from any unauthorised use so unless someone has the permission of the copyright owner they cannot take any part (or all) of a copyrighted work and copy it in any format, make money from it, or make it available for others to see.

• Before using someone else’s material, check with the author.

• When signing up for a new site, check the terms of use to ensure that the material posted remains the property of the person posting it. Some sites may claim that anything posted belongs to them and they may share personal information with other companies or use it in their promotions.

• Whether a person creates original content for the internet or is a consumer, there are real world laws that relate to these activities. It is important that all online activity is conducted within these laws.

• To get an image removed, ask the person who posted it to remove it.

• To contact the site administrators to report an image, use the Contact us button or the Report this button.

• Content can be removed from websites and from Google’s search results. Contact the site’s administrators and ask for the material to be removed.
An online contact starts talking about sex. Do you tell someone?

This card supports discussion about online grooming
See also: Creating a technology safety agreement - p 5

Is it OK to be sexual online with someone you have never met?
• While being sexual is a part of being human, talking about sex with strangers is risky and there are laws that govern what is OK to do sexually.
• There is no way of knowing if someone is making copies or sharing sexy images or Skype sessions.
• We all know that it would not be appropriate to talk to a stranger on a bus about private parts. Someone only known from online is a stranger – even if you have had regular contact with them online. Talking about sex and private parts with them is not OK.

Someone online wants to keep their contact with you secret. Do you?
• There are people who try to make friends online just for sex. Some try to trick their online friends into being sexual even if they do not want to. Some even pretend that they are a boyfriend or girlfriend to get the other person to do sexual things with them. This process is known as grooming.
• Part of the grooming process is to isolate the victim and convince them that the predator is the only person that really understands them or that they can trust.
• Predators target people they perceive as vulnerable such as those who are lonely, bullied or have low self-esteem. Asking for the relationship to be kept secret is a tell-tale sign.
• Options other than telling may be to unfriend them, block them, report them to site administrators or ignore them.

If you do not want to tell, what else can you do?
• Explain that there are good and bad secrets. Bad secrets make people feel uncomfortable. These are the ones to tell.
If you post a photo or comment online, do you own it?

This card supports discussion about copyright

What is copyright?
• Copyright 🗄️ protects original work from any unauthorised use so unless someone has the permission of the copyright owner they cannot take any part (or all) of copyrighted work and copy it in any format, make money from it, or make it available for others to see.

Can I use any text, images or videos I find on the internet however I want?
• While the Internet provides everyone with a way to showcase their work to a worldwide audience, many people assume that everything posted 🗄️ on the Internet is public domain 🗄️ (free). This is not the case.
• Just because it is easy to find, download or copy does not mean it is in the public domain. Some sites will specify that they expect payment from anyone using their material (like music or books). Others will say the material is in the public domain.
• Before using someone’s material, check with the author. Most are happy for others to use it provided the source is acknowledged, but some require payment for their work because they used their time and skills to create the content.

Are the things I put onto the internet (like photos or comments) mine?
• When signing up for a site check the terms of use to find out if what is posted remains the property of the person posting it. Some sites share personal information with other companies.
• When putting things like photos or videos online, be aware that others may take copies. Many people are now placing watermarks on images to assist them to retain copyright of their work.
Can people be stalked or harassed online?

This card supports discussion about cyber stalking and online harassment

What is cyber stalking?
- Cyber stalking is when someone follows a person from place to place on the internet and constantly harasses them.
- People can be stalked online as well as in the real world. The kinds of things that qualify as cyber stalking could include:
  - monitoring emails or online accounts
  - visiting the same places on the internet at the same time as the victim
  - sending lots of text messages that are mean, hurtful or intimidating

What is online harassment?
- Online harassment can include things like impersonating someone online, spreading rumours about them, posting images, videos or comments that are hurtful, fake or intimidating.

How would you know if someone has installed spyware on your device?
- Detecting spyware can be difficult so ask an expert or do some research. Check for unknown applications on phones or battery drain.
- On computers check for excess data usage or if the computer starts acting strangely.
- In the real world, if someone seems to always know where another person is or what they are doing, this is cause for concern.
- Installing surveillance software on phones or computers without the owner’s consent is illegal.

Tips

- An intervention order or protection order may stop online stalking and harassment.
- Stalking often involves a long term pattern of events. If the person in your care is being stalked or harassed online, make a record of every incident, no matter how many there are, and seek legal advice or report to the police.
- Take screen grabs of comments left on social networks, as they may be deleted, to substantiate the record.
34 Can I get sued for something I post online?

This card supports discussion about defamation

What is defamation?
• Defamation is when someone spreads false information that damages another person’s reputation. This includes information published on the internet.

Can I write whatever I like on the internet?
• Publishing material online that is defamatory leaves a person open to be sued. This includes things that are written or said in videos.
• Sharing other people’s material on a social network is common. However if the post is unkind or humiliating, it might be a form of bullying. Reposting something that is inflammatory or offensive may upset others.

Can I get into trouble for reposting what someone else has written?
• A person may be sued if another person publishes something created by them even if it is published without the author’s permission. For instance, a leaked email.
• Some material may be subject to copyright laws so check before reposting.
Is it OK to download a box office movie without paying for it?

This card supports discussion about copyright infringement

What is video piracy?
• Piracy is copying, downloading, distributing and selling films, songs and television programs without the necessary copyright clearance. Pirating copyright material is known as copyright infringement. People who pirate movies, games or music, or help others to do so, can be subject to both civil action and criminal proceedings.

• Copyright protects original work from any unauthorised use, so unless someone has the permission of the copyright owner they cannot take any part (or all) of a copyrighted work and copy it in any format, make money from it, or make it available for others to see.

• Downloading movies from the internet or making a copy of a downloaded movie, unless the terms of use allow this, is against copyright law. These laws protect all copyright material such as music, games, text, books, images and video.

Is downloading pirated material the same as stealing something from a shop?
• People who infringe copyright or help others to do so can be subject to both civil action and criminal proceedings just the same as if they had stolen something from a shop.

Can you be charged if you remove copyright protection measures?
• It is illegal to tamper with or remove something designed to protect a DVD or internet download from unauthorised viewing or recording. Taking away copyright protection measures could result in something that belongs to someone else being freely distributed. People doing this or helping others to do so are breaking the law and may be prosecuted. Piracy is against the law and should be reported.

How do you know if a video is free (public domain)?
• To find out if something is copyright or public domain, check the Licence or Terms of Use.
36 Someone puts your photo online. Can you remove it?

This card supports discussion about removing content

What can you do to remove a photo?
• On most social networking sites, only the author or a site administrator can delete a photo they have posted. To get an image removed, report to site administrators or ask the person who posted it to remove it.

How do you contact site administrators?
• To contact the site administrators use the Contact us button or the Report this button. Doing a search using the phrase ‘How do I report something on (name of site)’ or ‘How do I contact (name of site)’ will usually bring up this information.

Who else could help you with something like this?
• To remove content from Google’s search results, contact the site’s administrators (support.google.com/legal) and ask for the material to be removed.
• Site administrators can also remove tags on photos – use the ‘report this’ button.
• If an organisation has taken images or a film that is an invasion of privacy, complain to the Office of Australian Information Commissioner.
• To remove content from a website, contact the site’s administrators.

Tips
• Remember that digital information can be copied and spread to others. If in doubt, do not post it.
• If the posting of images or video is part of a pattern of online stalking or harassment contact the police or talk to a lawyer about an intervention order.
Contacts

Victoria

South Eastern Centre Against Sexual Assault (SECASA)  03 9594 2289
www.secasa.com.au
www.secasayouth.com.au

Victoria Police  000
Sexual Offences and Child Abuse Investigation Teams

Sexual Assault Crisis Line (SACL)  1800 806 292
www.sacl.com.au or your nearest CASA at www.casa.org.au

Victoria Legal Aid (VLA)  03 9269 0120
Victorian country callers only (toll free)  1800 677 402
www.legalaid.vic.gov.au

YouthLaw  03 9611 2412
youthlaw.asn.au

Australia wide

Police  000

Crimestoppers  1800 333 000
crimestoppers.com.au

National Sexual Assault, Domestic Family Violence Counselling Service
www.1800respect.org.au  1800 737 732

Kids helpline  1800 55 1800
www.kidshelp.com.au

Lifeline  13 11 14
www.lifeline.org.au

Office of Australian Information Commissioner
www.oaic.gov.au

Australian Competition and Consumer Commission
www.accc.gov.au
www.scamwatch.gov.au
Online safety information
Cyber Smart
www.cybersmart.gov.au

Stay smart online
www.staysmartonline.gov.au

The Department of Broadband, Communications, and the Digital Economy
www.dbcde.gov.au/online_safety_and_security

Cyberbullying
bullyingnoway.gov.au

Useful sites
HoaxSlayer
www.hoax-slayer.com
Urban Dictionary
www.urbandictionary.com
Glossary

Bullying
Bullying is repeatedly and deliberately upsetting someone through aggressive or threatening behaviour.

Chat
Chat is a program that allows a real-time transmission of text messages from sender to receiver.

Child pornography
Child pornography is a film/video, image, publication or computer game that describes or depicts a person who is, or appears to be, a minor (someone under 18) engaging in sexual activity or depicted in an indecent sexual manner or context.

See also: Sexting

Copyright
These are laws that protect original work from any unauthorised use.

Copyright infringement, Piracy
This is copying, downloading, distributing and selling original work that is copyright to someone else without the necessary copyright clearance. This includes movies, games or music. People who do this or help others to do this can be subject to both civil action and criminal proceedings.

Cyberbullying
Cyberbullying can take many forms:
- Posting mean things about someone
- Sending mean text messages
- Setting up fake social media accounts, creating or supporting a hate page, sharing gossip, taking part in a mass de-friending, creating or participating in mean polls
- Posting photos/videos of someone without their permission
- Putting mean words on a photo or changing it to make someone feel bad.

Ethical behaviour
An ethical behaviour is one which requires an individual to make a moral judgment about issues of what is right or wrong, what is honest and respectful of others.

Sometimes the law makes this easy to understand such as it is not OK to make a sexy movie of someone under 18 as this is creation of child pornography. Other times it is harder for instance uploading an unflattering video of a friend that might upset them.

Friend, Friending, Defriend or unfriend
Friending is the act of adding someone to a list of friends on a social network and usually grants that person privileges like viewing posts and being able to write comments to a page. Once a person is on a friend list they have been ‘friended’. If they are removed from the list they are ‘defriended’. A friend request is when someone asks to be ‘friended’.
GPS
The Global Positioning System (GPS) is a space-based satellite navigation system that provides location and time information. Many phones have a built in GPS.
To turn off the GPS function, look in the settings of the phone. It should be in the privacy section.

Harassment
Online harassment can include things like impersonating someone online, spreading rumours about them, posting images, videos or comments that are hurtful, fake or intimidating.

Malware
The term malware is short for malicious software which is software that can damage computers or steal information. Some examples of malware; viruses, key loggers, Trojans, spyware.

Meme
A Meme is an image that has words written on it. The text is usually witty but can also be unkind. Creating and sharing unkind memes is a form of cyberbullying.

Netiquette
Netiquette, or Internet etiquette, is a set of social conventions that apply when interacting on the internet. For instance the use of CAPITAL LETTERS is considered to be SHOUTING.

Online grooming
Online grooming is when one person befriends someone else with the intention of establishing a sexual relationship. The people who groom usually set up fake accounts with attractive profile pictures. Many pretend to be young people. Some offer incentives such as recording contracts as a way to manipulate their victims into sending sexual images.

Password
Most personal accounts have a barrier to protect unauthorised access. These barriers are unlocked by using a password. The key to a strong password is length (the longer the better) and mix of letters (upper and lower case, numbers and symbols).
• Avoid using dictionary words or ones that someone could guess like the name of a pet or birth date.
• An example of a strong password: 2BorNot2B_ThatIsThe? (To be or not to be, that is the question - from Shakespeare)
• Good passwords are strong, secret and changed regularly.

Post, Posting, Reposting
A post/posting means both writing a comment online and the act of placing an item onto the internet. When something is put online it has been posted. Sharing another person’s post is called reposting.

Privacy settings
Privacy settings control who can and cannot view the material in online accounts (usually social networks). If the person in your care does not know about privacy settings, then google the name of the site or social network and add the words ‘privacy settings’ to your search. You may also find useful videos about settings on sites like YouTube or Vimeo.
Public domain
Public domain means that the intellectual property rights of a piece of work have expired, been surrendered, or are inapplicable and the work is no longer copyright or is copyright free.

Profile
An online profile allows the user to provide information about themself that others can see for example their name, where they went to school or a photo.

Sexting
Sexting is the practice of creating, sending and receiving sexually suggestive, nude or semi-nude images, videos or text messages. This includes uploading to social networks, transmission via voice over internet protocol (VOIP) technologies (like Skype) or using mobile phones. If these images are of people under 18 they are considered child pornography.

In most circumstances it is against the law to take, send, ask for or post a sext of someone under 18. The exception is if there are less than two years age difference between the sender and the recipient AND the image is not shared.

It is against the law to send or threaten to distribute intimate images without the consent of the person depicted in the image.

Social network, Social media
Social network/media is a website which allows people to friend and interact with other users online.

Spyware
Spyware is a program that allows a third party to view digital activities in secret and remotely.

Stalking
Stalking involves a persistent course of conduct or actions by a person which are intended to maintain contact with, or exercise power and control over another person. These actions cause distress, loss of control, fear or harassment to another person and occur more than once.
About SECASA

The South Eastern Centre Against Sexual Assault (SECASA) provides services in Victoria, Australia within the Mornington Peninsula, City of Frankston, Bayside, Port Phillip, Stonnington, Glen Eira and Kingston local government areas. In addition we also work in the Cities of Greater Dandenong, Casey and Cardinia growth corridor.

We offer a range of services including counselling for victim/survivors of sexual assault: children and adult, female and male. The Centre works with non-offending family members, partners, caregivers and support workers. In addition we provide assessment and treatment of problem sexual behaviour and sexually abusive behaviour in children and young people.

Contact SECASA

Admin 03 9928 8741
Crisis 03 9594 2289 (24 hour)
Toll Free 1800 806 292 (24 hour)
Email secasa@monashhealth.org
Post PO Box 72, Bentleigh East, 3165
Web www.secasa.com.au
              youth.secasa.com.au