Rotary Rotary Youth Exchange

# ONLINE SAFETY MANUAL

District 9423
Western Australia

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# INTRODUCTION

There is no doubt the internet provides a wealth of opportunities and information sharing, however with that comes a darker side; scams, child grooming, cyberbullying and other issues.

This document is aimed at raising awareness of the issues confronting uses of the internet and assist in providing some direction on where to look for more detailed information should you require it.

# CYBERBULLYING

Cyberbullying can occur in many ways, including;

Abusive texts and emails
Hurtful messages, images or videos
Imitating others online
Excluding others online
Humiliating others online
Nasty online gossip and chat.

I am being cyberbullied – how do I stop it?

Talk to someone you trust straight away – like a parent, sibling, aunt/uncle, teacher or friend, or contact Kids Helpline Phone 1800 551 800
don't retaliate or respond – they might use it against you
block the bully and change your privacy settings
report the abuse to the service and get others to as well
collect the evidence – keep mobile phone messages, take screen shots and print emails or social networking conversations
do something you enjoy – catch up with friends, listen to good music, watch a good show or chat online to people you trust
remember you didn't ask for this – nobody deserves to be bullied and you will get through this

# SEXTING

Sexting is the sending of provocative or sexual photos, messages or videos. They are generally sent using a mobile phone but can also include posting this type of material online.

While sharing suggestive images or text messages may seem like innocent flirting or be considered funny for young people, sexting can have serious social and legal consequences.

What do I need to know?

Stay calm and delete

If you have sent a picture or video you regret to a friend or your girlfriend/boyfriend ask them to delete it immediately. If it is posted online then un-tag yourself and report it so it can be removed. Ask friends you trust to help hunt down images and also delete and/or report those images. If you think it would help you could tell a trusted adult at school and they may be able to send a note to students directing them to delete any private photos or videos they have received without naming you.

Report it

If someone else has posted sexual or naked photos or videos of you online, report them to the service they posted it on. If they are at your school you can report them to a teacher if you choose to. It is not OK for them to share your image without your permission.

Try to relax and talk to someone

If the video or image has already spread online, try and stay calm. You might like to have a free and confidential talk with Kids Helpline. You can phone them on 1800 551 800 for advice and how to handle the situation.

Contact your Club Counsellor/Mentor or your District Counsellor/Mentor and discuss it with them, they are there to help not judge.

You might also want to tell your parents. It is possible they may find out some other way. They might be upset, angry or in shock, so you might like to ask a trusted friend or relative to help.

What if the police get involved?

The Police sometimes need to become involved in non sexting cases where creating and/or distributing sexual images with minors constitutes the production and/or distribution of child pornography. This differs under state laws.

Where the Police are involved, it's best to be honest. Tell them how the video/image was made and where it might have been sent/posted. They will want to know who was involved and whether there was consent from all involved. Their concern is preventing any harm to you and other young people.

Take care of yourself

Avoid looking at the video/image and any comments. Distract yourself by spending time with friends and family that you trust. Remember to stay positive. Many people have had similar experiences. Stay strong you will be OK.

## IMAGE BASED ABUSE

What is it?

Abusers sometimes share photos and videos, without consent, on popular social media sites so friends and family will see them, or on specific websites set up to humiliate people. Some members of photo and video sharing platforms encourage users to post identifying information about the person in the photos and videos. They also encourage other users to contact the people in the photos or video to abuse, threaten or scare them. Some "rate" the people in the photos and videos and make demeaning comments.

Sometimes photos and videos are obtained consensually, but then forwarded or shared without consent. Another way they can be obtained is when devices or cloud storage platforms are hacked. Celebrities are sometimes the targets of this with private photos and videos sold to the media.

What to do about it?

It can be hard to get photos and videos removed once they are shared online, however there are some steps you can take;

Report it

If you are under 18 in the photo or video you can report it at https://www.esafety.gov.au/complaints-and-reporting/offence-and-illegal-content-complaints and the safety team will help get the photo or video taken down. You can also report to local police. There are different laws across Australia that cover the sharing of certain photos and videos of younger Australians which could apply. Make sure you take evidence with you.

If you are over 18 you can report the photo or video to the Australian Cybercrime Online Reporting Network.(ACORN) The report will be assessed and may be referred to the police for investigation. Victoria and South Australia have specific laws that apply to image based abuse. Reports made to ACORN help with the national and international tracking of cybercrime. Contact the webmaster/administrator of all websites the photos or videos are hosted on and ask them to remove them. Save a record of your request including the date you sent it.

If you feel safe to do so, contact the person who has shared the photo or video and ask them to remove it and delete all copies. This is probably only useful if you suspect the person didn't maliciously share your photo or video

You may choose to seek advice from a lawyer. If eligible you can seek free advice from a Community Legal Centre or Legal Aid. If you are under 8 you can get free legal advice from the National Children's and Youth Law Centre.

Collect Evidence

You may need evidence to help the ACORN office and local police to help you get the photos or videos taken down.

Keep evidence of the photos or videos by taking screenshots and copying the web addresses (URL's) of the content. You may also use another device to take photos of the content and web addresses.

Be aware that there can be legal issues if collecting images of people who are under 18 years.

Search it

Google your name to identify all the sites the photos and videos are hosted on.

Conduct a "Reverse image search" using this https://support.google.com/websearch/answer/1325808?hl=em from Google

Google also offers a tool to stop image based abuse pages appearing in Google Search Engine results. This means the content won't appear when people search for the pages using Google. This is an excellent service although it will only help with Google searches. The content will still appear in search results from other search engines such Yahoo and Bing.

Remember, just because it doesn't appear in a Google search result, doesn't mean it wasn't there. As stated above, you must contact the Webmaster or Administration of each website and ask them to take it down.

Microsoft offers a similar service for Bing, One Drive and Xbox Live. In response to reports, Microsoft removes links to photos and videos from search results in Bing and blocks access to the actual content when shared on One Drive and Xbox Live. Watch Microsoft's video on removing image-based abuse from Microsoft services.

Look after yourself

Above all remember you haven’t done anything wrong the person who shared your photo or video is in the wrong. You should not feel ashamed and you should believe that things will get better.

Having your private photo or video shared is a betrayal of trust and an act of abuse, but it doesn’t need to define the rest of your life. You can overcome this

You may want to have a friend support you when searching for photos and videos as it can be confronting. When viewing the websites, photos and videos, focus on only collecting evidence and reporting. Don’t focus on the comments - many of the comments on these websites are very hurtful.

Seek support if you have been targeted by this type of abuse.

Build your online image

If you rely on your online image for work you can try to bury any image-based abuse content so it is down to the list of search engines results.

The way you do this is by creating lots of new or old, reposted, positive content with your name attached and getting people to visit it. You may want to consider starting anew account for your public or work persona.

Do a search on `creating a positive digital reputation` for help with this.

What if it has happened to your child?

If your child’s intimate photo or video has been posted online don’t panic. Take a deep breath. Support them and reassure them. Remember they are growing up in a digital world that is quite different to our adolescent world.

Make it clear to your child that they will get through this. Avoid shaming them, whether you agree with what they have done or not. They rely on you to buffer them from distress. This is a time when their needs must come first. Reassure them that they are loved no matter what they have done. This is critical to help protect their mental health.

Ask them to think about what they would say if this happened to a close friend and then help them direct those same words of reassurance and care towards themselves.

Work through the practical steps above with them. You may want to contact their school for support and to ensure they are keeping an eye on them and watching for any concerning behaviour from them or towards them that may result, such as shaming or bullying.

Keep them connected to supportive friends and family, online and offline.

Keep them engaged in activities that give them meaning and remind them that they are wonderful.

When you are both ready, talk about respectful relationships and how to know if somebody has crossed a line. The Line is a good resource for young people, and also has pages for parents.

Understand that your child may be heartbroken due to the betrayal and possibly due to the reaction of friends. Think back to a time when you felt betrayed or heartbroken as a young person. Hold them tight and reassure them that things will get better.

If you find managing this in a supportive way too difficult it is OK. Seek help from others such as through Kids Helpline, eHeadspace, a school counsellor or a psychologist.

Find out more on iParent.

Looking after yourself

If you or someone you know has been the target of image-based abuse, had photos shared on `porn-sharing` websites, or experienced other online abuse you may need to seek support.

We want you to understand that what happened was not acceptable and not your fault. We want you to know that it is not okay that your trust was breached.

We want you to know that you will move past this.

How you feel after abuse is different for every person. Many people who have experienced abuse have these reactions

- Helpless, powerless
- Vulnerable
- Scared
- Shocked
- Ashamed and embarrassed
- Scared others will find out
- Angry
- Have distressing memories
- Have nightmares
- Have trouble sleeping or wake up early and be unable to sleep again
- Replaying the abuse or the lead up or aftermath over and over
- Feeling very anxious and worried
- Feeling sad or flat

Some ways to cope with the trauma

- Accept that this is s hard time.
- Talk to friends or family who will be understanding.
- Stick to your regular routines as much as possible the quicker you get back to normal life the easier it will be.
- Make rules with yourself banning yourself from self-blame and going over what happened over and over again. This will just repeat the trauma and make you feel worse.
- Understand what happened doesn’t change your core as a person it is just one experience, no matter how traumatic.
- If you keep re-running what happened in your mind write it down in detail, including your feelings. It can be a very emotional process (there may be many tears) but it can help get it all out of your head and on paper/screen.
- Think about what you would say to a good friend if they were going through this. Now direct those same words of reassurance and care towards yourself. You need to be your own best friend right now.
- Be kind to yourself. Put on some good music, watch a favourite movie or TV show, talk to a friend, visit someone you love, read a book, drink a great cup of coffee or hot chocolate.
- Try to eat regularly even if you don’t feel hungry, or feel nauseous.
- Try to sleep at regular times, or at least rest if you can.
- Use your anxiety or anger for good. Use the energy to clean your house or car, go for a walk or jog.
- Remember `This too shall pass`. Things will get better.

If you continue to feel bad, worried, angry or sad there is support available. Please talk to somebody. You don’t need to do it alone.

# OFFENSIVE OR ILLEGAL CONTENT

What is prohibited or illegal content?

The following types of content may be classified as prohibited;

Footage of real or simulated violence, criminal activity or accidents from video clips, games or films
Sexually explicit content
Images of child sexual abuse
Content that advocates the doing of a terrorist act
Content instructing or promoting crime or violence

What can I do to deal with content that's offensive

If you see online content that you think is offensive there are a number of easy ways to deal with it;

Close the page straight away, hit control-alt-delete if the site does not allow you to exit
Use a filter or other tool to block out adult content, and use safe search settings in your browser
Report offensive content to the site administrator
Talk to someone you trust if you have seen something that has shocked or upset you.

# TROLLING

Trolling is when a user anonymously abuses or intimidates others online for fun. They purposely post inflammatory statements, not as a way to bully r harass other people, but to watch the reactions.

Trolling and cyberbullying are sometimes used to mean the same thing, but they're actually a little different. Cyberbullies target someone and repeatedly attack them, while trolls set out to annoy whoever they can. Trolls want to provoke a reaction or response and it's often not a personal attack because they don't really care who they upset.

How can I protect myself from trolls?

Ignoring the troll. Don't respond to nasty, immature or offensive comments – giving trolls the attention they want only gives them more power.
Blocking the troll. Take away their power by blocking them and if they pop up under a different name block them again.
Reporting trolls to the website administrators and if they appear again under a different name , report them again.

If the trolling continues, then the material is deemed cyberbullying. There are a number of ways you can seek assistance in removing the offensive material online.

Contact the social media service in which the trolling is taking place. Under new legislation, social media services are now obliged to take down material believed to be of a cyberbullying nature. Most social media services will have a reporting area on their site.
Report it. If the social media service fails to remove the material, you can make a complaint by reporting to the Office of the Children's eSafety Commissioner
Talk about it. If a troll upsets you, please talk about it with trusted friends and family and remember, it's not you, it's them.
Protect your friends from trolls. If trolls are upsetting a friend, tell them to ignore, block and report the activity. Tell their family and other trusted friends, and encourage them to seek support.

# SOCIAL NETWORKING

Chat sites and social networking are great ways to stay in touch and find new friends. However, there are some risks meeting people online – especially if you don't know them in real life.

When you share things online you may be sharing with people you do not know or trust. Once a message, photo or video has been shared, you also won't be able to control where it goes.

What do I need to know about safe social networking?

Limit your friend list, don't friend random people.
Protect your privacy, don't share your password and set your profile to private
Your personal details are valuable, don't share them
Protect your reputation, keep it clean and ask yourself, would you want others to see what you upload?
Be careful who you trust, a person can pretend to be someone they are not.
Don't use a webcam with people you don't know.
Think before you post, chat, upload or download.

How do I control my privacy settings?

All social networking sites have their own version of \`default\` privacy and security settings. It is important that you know how the site works and how to change the settings to protect your personal information. The Games, apps and social networking section of their website gives you access to step-by-step instructions to control your settings for each social networking platform.

What are the risks of social networking?

The risks in using social networking sites include;

Anonymity – it can be easier to say and do things online that you might not do offline.
Sharing too much information – for example, photos from a party might by okay for close friends to see but can become an issue if shared more widely
Not protecting your personal information – account details and location information can be used inappropriately by others to find you or access your online accounts. It is important that you understand the risks associated with disclosing information about yourself online and know how to manage both your privacy and online friends.
Treating online friends as real friends – it's easy for people to lie online, including those who are seeking children and young people for more than a social relationship. Make sure you are careful about how well you really know your online \`friends\`.

# LOCATION-BASED SERVICES

What are location-based services?

Many social networking sites take advantage of location-based services, which enable users to report their physical location to others via their mobile phone. By using this function, users can physically locate friends and others from social networking sites. Individuals can `check in` from a location to let others know their whereabouts.

On some social networking services the location-based functions are turned on by default. To manage these services, and retain your privacy, review your social networking settings to block the function or to limit who sees your location-based information.

# UNWANTED CONTACT

Unwanted contact is any type of online communication that you find unpleasant or confronting.

Unwanted contact can include;

Being asked inappropriate or personal questions by someone you don't know
Being sent offensive, confronting or obscene content.
Being asked to send intimate pictures or do things that make you feel uncomfortable.

How do I deal with it?

Don't respond and immediately leave the site or chat session.
Report it to an adult that you trust or the police if there is a threat to y ur safety
Report and block the contact or remove them from your friends list.
Change your profile settings so that your personal details are kept private.
Don't open messages from people you don't know.
Keep the evidence. Tis can be useful in tracking the person posting unsuitable material.
Contact your Internet Service Provider (ISP) and/or telephone provider, or website administrator.
There are actions that they can take to help you.

Where do I go for help?

You, as well as adults acting on your behalf, can report abuse or illegal activity online to the Australian Federal Police's (AFP) On =line Child Protection Unit by using their online child sex exploitation form or by clicking on the Report Abuse button on the ThinkUKnow or Virtual global taskforce website.

# OTHER ONLINE ISSUES

## BALANCING ONLINE TIME

Playing games online is great fun but you need to make sure that your online world does not take over your life.

With more and more mobile devices on the market it is easy and tempting to stay connected 24 hours a day seven days a week, but it is also very important to know how and when to disconnect.

## HOW MUCH IS TOO MUCH?

This is a good question and varies from person to person with different impacts. It is impossible to be aware of how your time online may be affecting your friendships, your family and your schoolwork, especially if it's keeping you up at night. If any of these areas of your life are becoming problematic then it is likely that you need to cut back in the amount of time you spend online.

## WHY IS IT A PROBLEM?

Spending excessive amounts of time online can have significant impacts on your health, family and social life and on your academic performance at school.

How do I know if I have a problem?

The following indicators may be signs that you spend too much time on the internet;

Ongoing headaches, eye strain and sleep disturbances<br>
Online activities interfering with your health and wellbeing, school work and relationships<br>
Constantly talking about particular online programs, such as a gaming site<br>
Withdrawal from your `real world` friends and activities<br>
Attributing more importance to your online activities and contacts than anything else<br>
Decline in your academic performance at school

# DIGITAL REPUTATION

Your digital reputation is defined by your behaviours in the online environment and by the content you post about yourself and others.
Tagged photos, blog posts and social networking interactions will all shape how you are perceived by others online and offline, both now and in the future.

A poor digital reputation can affect your friendships, relationships and even your job prospects, so it is very important that you are aware of what picture you are painting of yourself online and protect your digital reputation today.

What do I need to know?

Once information makes its way online it can be difficult to remove and can be easily and quickly shared around.
Images and words can be misinterpreted as they are passed around.
Content intended for your small group of friends can cause issues when shared with others outside the group
You need to consider how you manage both your messages and images and those of others
Your privacy settings on social media sites need to be managed in order to protect your digital reputation.

Protecting your digital reputation

Stop and think about any content before you post or send
Treat others on line as you would like to be treated
Set your profile to private – and check every now and then to make sure the settings haven't changed.
Keep an eye on photos tagged by your friends and remove ones that are offensive

Remember your online information could be there forever and your personal information may end up being seen by people you don't know, including potential employers.

Can you clean up a digital reputation?

Cleaning up your digital reputation can be a difficult task but not impossible. You may not be able to erase the past, but you can build a better image of yourself online over time. There are thousands of online articles that can provide you with excellent guidance on how to go about cleaning up your digital reputation.

## PROTECTING PERSONAL INFORMATION

Personal information is any information that enables and individual to be identified.

Personal information is used by many businesses for legitimate communication. However this is not always the case and some personal information can be misused by criminals or inappropriately by marketers.

What is my personal information?

Your personal information may include your;
Full name
Address
Phone numbers
School
Date of birth
Email address
Username and password
Bank details

Disclosing personal information online

Many online services require users to provide some personal information in order to use their service. Prior to providing personal information, you should think about what can be done with your personal information and assess whether you are still happy to pass on these details. In addition to inappropriate or illegal use of information, disclosing personal information can impact your digital reputation.

There are several online activities that you should be aware of that may require a level of disclosure of personal information. These include;

Shopping, to verify the identity of the purchaser, to process payments or for the delivery of goods.

Subscribing or registering a screen name or ID and an email address are often minimum requirements but other requested information may include age, gender, address, photo and personal likes or dislikes (a red asterisk (*) generally identifies mandatory fields that are needed to register).

Competitions, prizes and rewards often require users to provide extensive personal data, including personal interests and demographic details – these are often used by marketers to promote products and services.

Online games and virtual worlds, these may require the user to register before they can begin to play.

What might happen if I share my personal information online?

Spam, scams, identity theft and fraud are just some of the more serious issues that you might face if you are sharing personal information online.

How can I protect my personal information?

It's important to understand how personal information is used online  and how to protect your information and digital reputation.

The following tips are a great basis for protecting your personal information online;

Only disclose financial information on secure websites. Look for an address beginning with https// and a `locked` padlock symbol in the bottom of the screen, which indicates that the data is being encrypted.

If in doubt about the legitimacy of a website, call the organisation it claims to represent. The SCAMwatch website provides further advice on how to identify and report potential scams.

Banking institutions will never email individuals asking for their username or password. If you receive an email by an organisation claiming to represent a banking institution report the email to the bank and SCAMwatch. Do not respond and do not click on the links provided.

Read user agreements and privacy policies. Many organisations use information for marketing purposes and may sell it to other marketing firms. If information is posted on websites that do sell information to marketers, individuals may receive promotional spam emails which can be difficult to stop.

Reduce spam by protecting your details. Spam can be reduced by;

Limiting disclosure of email addresses and mobile numbers
Installing and using spam filtering software
Checking the terms and conditions when purchasing products, entering competitions or registering for services or email newsletters
not allowing contact details to be used for marketing purposes, (making sure you check the opt out box).
Boosting your online security to limit spam

Understand that information shared online can be permanent – users may not have control over who sees or access their personal information. This includes teachers, parents and prospective employers

Select passwords carefully. When creating passwords there are some definite dos and don'ts, these include

Do
Make at least 8eight characters in length
Combine letters, numbers and upper and lower case letters
Change your password regularly

Don'ts
Use pet names, birth dates, family or friends names
Share passwords with others, even with friends
Store them on the device

## ONLINE GAMING

Too much gaming can affect your school or social life. It is important to be aware that if you chat with other gamers, you must protect your privacy and keep personal information private.

Know the basics

If you are worried about the time you spend gaming, you can;

Limit your game play time
Make time offline for your friends, your favourite sports and other activities you enjoy.

Protect yourself

If another player is behaving badly or making you uncomfortable, block them from your players list
Report poor behaviour to the game site operator
Keep personal details private
Respect others in the game
Be aware of game classifications and age restrictions

# ONLINE GAMBLING

Online gambling is a distinct and ever increasing for of online gaming. It comes in many forms, from lottery tickets and betting on sporting games and racing to card games like poker. There are many games and social media applications that look like gambling websites that ask you to pay money to play or access features.

You need to be aware that some online games are actually considered to be gambling sites and are designed to make money for the company providing the service, not the user.

If you are under the age of 18, gambling is an illegal activity whether you play online or offline. It's always best to ask your parents or a trusted adult to check the game or website before you play or pay.

Remember

Gambling online is risky, and it can lead to trouble
Always read the terms read conditions of a website before paying to play an online game
Be aware that some game sites may look very similar to legitimate online gambling sites
Make sure you know what you are getting for your money if you do pay for games online.

## GETTING HELP

Immediate help

Triple zero (000) life threatening emergency
Lifeline WA 13 11 14
Contact your Rotary Club Counsellor or District Placement Officer.

Suicide call back service 1300 659 467

Reporting – how to do it

Report cyberbullying
Report offensive or illegal content
Australian Cybercrime Online Report Network (ACORN)

# REFERENCES

REFERENCES

Office of the Children's eSafety Commissioner – https://www.esafety.gov.au/