TIPS FOR YOUR FAMILY

Responding to online challenges

Despite the best laid plans, sometimes things happen that weren't intended. Here are some easy to follow steps to support your child and help them respond to and resolve online issues.

1. Respond

Be careful not to downplay the issue. If your child has turned to you, it's likely already serious. Ensure they know you are pleased they have come to you.

2. Pause

Often one of our first responses is to remove the technology, and sometimes that's the only way to ensure immediate safety. However, if your child fears having devices removed, they might stop coming to you, even when things are serious.

3. Listen

Find a quiet place without distractions to give them space to talk. You want to create a supportive, non-judgemental environment.

4. Find out the facts

Talk through what has happened and ask what they need from you. Do they need you to solve something, help them come up with a plan, or do they just need you to listen?

5. Formulate a plan together

Agree what the next steps are. Does content need to be reported to a platform like Instagram or TikTok? Does your child's school need to be notified? What information do you need?

6. Connect

If you need support, seek expert advice. Check out your school's Online Safety Hub (if your school has one) for all the latest information and advice. Remember, any time an online incident causes harm or could be illegal, it's very important to connect with the organisations below.

Supporting organisations
Australia
eSafety: www.esafety.gov.au/report
AU Police: Call 131 444

New Zealand
Netsafe: www.netsafe.org.nz/reportanincident/
NZ Police: www.police.govt.nz/105support

Linewize

With a mission to support and protect every child's digital journey, we empower school communities to create cyber-safe environments where students thrive.