

# Family Online Safety Guide

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## Our Family Purpose

We use this guide as a reminder that **our home is a place** where everyone can enjoy technology safely and confidently. We know the online world changes quickly, and it matters that **we look out for one another** with **honesty and respect**. In this house, **conversations about what happens online can happen openly**.

No one is shut down for asking questions and **no one has to deal with something worrying on their own**.

This guide helps us **build shared habits, stay aware of risks and support each other** whenever something online feels confusing, uncomfortable or unexpected. **We learn together, grow together and stay safe together**.

## Practical Steps for Children and Teenagers

### 1. Think Before You Share

Once something is online, it can be saved or shared even if you delete it later.

### 2. Private, Personal or Public

Private is for no one, personal is for people you trust and public is for everyone.

### 3. You Can Say No

No one has the right to pressure you into sending photos, videos or messages.

### 4. Be Careful on New Apps or Websites

Some platforms do not have safety tools. Always talk to an adult before joining a new app.

### 5. Ask for Help Anytime

If something online feels wrong, confusing or uncomfortable, speak to a parent, guardian or trusted adult.

## We Agree Together

*We agree to use this guide as a shared reminder of how we look after ourselves and each other online.*

\_\_\_\_\_  
*Parent / Guardian*

\_\_\_\_\_  
*Child / Teen*

## What To Do If Something Goes Wrong Online

**Even with good habits, mistakes can happen and things can go wrong. What matters most is how we respond together.**

### 1. Tell someone immediately

If something feels wrong, unsafe or confusing, speak to a trusted adult as soon as possible. You are not in trouble. *We solve problems as a family.*

### 2. Do not delete anything yet

Keep messages, screenshots or posts so we have information to understand what happened and take the right steps. Even if something feels embarrassing, it is important not to remove anything until we have a plan of action. Keeping everything gives us the best chance of resolving the situation safely and calmly.

### 3. Change passwords and secure accounts

If we suspect a breach, we update passwords, enable two factor authentication and check recent activity.

### 4. Block and report harmful behaviour

Most apps allow reporting or blocking. This stops further contact and helps keep others safe.

### 5. Take a break from the device

It is okay to pause, breathe and come back to the situation when we feel safe and supported.

### 6. Ask for extra help if needed

If the situation is serious or ongoing, we may contact the eSafety Commissioner, school staff or another trusted authority.

**No matter what has happened, we work through it TOGETHER.**