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# Digital Citizenship

*Digital citizenship* is about confident and positive engagement with digital technology.



A *digital citizen* is a person with the skills and knowledge to effectively use digital technologies to *participate in society, communicate with others* and *create and consume digital content*.

# Protecting Personal Information



Your personal information is information that identifies you. 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. In order to protect your personal information, you should be careful about what information you share publically online.



## Further Information About Protecting Personal Information:

Australian Government > Attorney-General's Department >  
*Protecting Yourself Online – What Everyone Needs to Know*

<https://www.ag.gov.au/RightsAndProtections/CyberSecurity/Documents/PDF%20-%20Protecting%20Yourself%20Online%20-%20Second%20Edition%20-%20Booklet.pdf>

Stay Smart Online > *My Guide : protect yourself in 8 steps*

<https://www.staysmartonline.gov.au/sites/g/files/net1886/f/Stay-Smart-Online-My-Guide.PDF>

# a) Passwords

## Information about Passwords:

Office of the Children's eSafety Commissioner > eSafety Information > eSafety Issues >  
*Protecting Personal Information*

<https://www.esafety.gov.au/esafety-information/esafety-issues/protecting-personal-information>

Stay Smart Online > Computers >  
*Set and Use Strong Passwords*

<https://www.staysmartonline.gov.au/Protect-yourself/Doing-things-safely/Passwords-passphrases>

Telstra: Cybersafety > All of Us > *Create a Strong Password/Paraphrase*

<https://www.telstra.com.au/consumer-advice/cyber-safety/for-everyone>

## Printable/Downloadable Tip Sheets and Guides:

Telstra: Cybersafety > Safety Tipsheets for All of Us > *Protect Your Personal Information*

[https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/26-05-15\\_CyberSafety-PersonalInfoV2.pdf](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/26-05-15_CyberSafety-PersonalInfoV2.pdf)



## b) Online Scams and Fraud

### Information About Online Scams and Fraud:

Australian Cybercrime Online Reporting Network > Learn about Cybercrime > *Online Scams or Fraud*  
<https://www.acorn.gov.au/learn-about-cybercrime/online-scams-or-fraud>

Australian Federal Police > What We Do > Crime Types > Cybercrime > *Online Fraud and Scams*  
<https://www.afp.gov.au/what-we-do/crime-types/cybercrime/online-fraud-and-scams>

Australian Government > Attorney-General's Department > Crime and Corruption > Fraud Control > *Reporting Fraud*  
<https://www.ag.gov.au/CrimeAndCorruption/FraudControl/Pages/ReportingFraud.aspx>

Scamwatch  
<https://www.scamwatch.gov.au/>

Stay Smart Online > Protect Yourself > *Recover When Things Go Wrong*  
<https://www.staysmartonline.gov.au/protect-yourself/recover-when-things-go-wrong>

### Printable/Downloadable Tip Sheets and Guides:

Telstra: Cybersafety > Safety Tipsheets for All of Us > *Protect Against Scams*  
<https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/cyber-safety-scams.pdf>



# c) Securing Your Device

## Information About Securing Your Device:

Australian Government > *Security*

<http://www.australia.gov.au/security>

Stay Smart Online > Mobile Devices > *Secure Your Mobile Device*

<https://www.staysmartonline.gov.au/protect-yourself/protect-your-stuff/mobiles-and-tablets>

Telstra: Cybersafety > All of Us > *Safeguard Your Device*

<https://www.telstra.com.au/consumer-advice/cyber-safety/for-everyone>

## Printable/Downloadable Tip Sheets and Guides:

Telstra: Cybersafety > Safety Tipsheets for All of Us > *Safeguard Your Device*

[https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/02-06-15\\_CyberSafety\\_SafeGuardDeviceV2.pdf](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/02-06-15_CyberSafety_SafeGuardDeviceV2.pdf)



# Digital Reputation

All internet users have a digital or online reputation, no matter what their age. This reputation is the opinion or view that others have about the user, based on what you say and do online. 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.



## Further Information About Digital Reputation:

Think U Know > How-To-Guides > *Managing Your Reputation*

[https://www.thinkuknow.org.au/sites/default/files/2017-01/Factsheet\\_ManagingReputation.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-01/Factsheet_ManagingReputation.pdf)

### Reference:

Australian Government: Office of the Children's eSafety Commissioner (2017) *Digital Reputation*, date accessed 4 January, 2017, <https://www.esafety.gov.au/esafety-information/esafety-issues/digital-reputation>

# Offensive or Illegal Content

Some online content is prohibited under Australian law because it is offensive or illegal. Such material can be found on websites, forums, peer-to-peer networks, and sites providing access to live streamed video. When inadvertently accessed, prohibited offensive and illegal content can be highly distressing.



## Further Information About Offensive or Illegal Content:

Australian Cybercrime Online Reporting Network > Learn About Cybercrime >  
*Prohibited Offensive and Illegal Content*

<https://www.acorn.gov.au/learn-about-cybercrime/prohibited-offensive-and-illegal-content>

Office of the Children's eSafety Commissioner > Complaints and Reporting >  
*Offensive and Illegal Content Complaints*

<https://www.esafety.gov.au/hotline>

### Reference:

Australian Cybercrime Online Reporting Network (2017) *Prohibited, Offensive and Illegal Content*, date accessed 4 January, 2017,  
<https://www.acorn.gov.au/learn-about-cybercrime/prohibited-offensive-and-illegal-content>

# Cyberbullying

Cyberbullying is bullying that is done through the use of technology. For example, using the Internet, a mobile phone or a camera to hurt or embarrass someone is considered cyberbullying. It can be shared widely with a lot of people quickly, which is why it is so dangerous and hurtful.

## Further Information About Cyberbullying:

Australian Human Rights Commission > *Complaints*

<https://www.humanrights.gov.au/complaint-information>

Australian Human Rights Commission > *Cyberbullying: what it is and how to get help: violence, harassment and bullying fact sheet*

<https://www.humanrights.gov.au/cyberbullying-what-it-and-how-get-help-violence-harassment-and-bullying-fact-sheet>

Lifeline

<https://www.lifeline.org.au/>

### Reference:

Australian Human Rights Commission (2017) *Cyberbullying: what it is and how to get help: violence, harassment and bullying Fact sheet*, date accessed 4 January, 2017,

<https://www.humanrights.gov.au/cyberbullying-what-it-and-how-get-help-violence-harassment-and-bullying-fact-sheet>



# Websites for Children

Be Internet Awesome

<https://beinternetawesome.withgoogle.com/resources>

Bullying. No Way!

<https://bullyingnoway.gov.au/>

Kids Helpline

<https://kidshelpline.com.au/>

Lawstuff : Know Your Rights

<http://www.lawstuff.org.au/>

Office of the Children's eSafety Commissioner >  
Classroom Resources

<https://www.esafety.gov.au/education-resources/classroom-resources/>

Office of the Children's eSafety Commissioner > eSafety  
Issues

<https://www.esafety.gov.au/esafety-information/esafety-issues/>

Officer of the Children's eSafety Commissioner > Games,  
Apps and Social Networking

<https://www.esafety.gov.au/esafety-information/games-apps-and-social-networking>

Reach Out: Cyberbullying

<https://au.reachout.com/everyday-issues/cyberbullying>

Student Wellbeing Hub > *Resources*

[https://studentwellbeinghub.edu.au/resources#/resource-search?pageNumber=1&pageSize=9&focusareas=online safety](https://studentwellbeinghub.edu.au/resources#/resource-search?pageNumber=1&pageSize=9&focusareas=online%20safety)

Think U Know

<https://www.thinkuknow.org.au/>



# Downloadable/Printable Tip Sheets and Guides for Children

## General:

Telstra: Cybersafety > Your Resources > Resources for Kids and Teens > *Kids Safety Tipsheet (ages 10-12)*

<https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/cyber-safety-kids-safety-tipsheet.pdf>

Telstra: Cybersafety > Your Resources > Resources for Kids and Teens > *Teens Safety Tipsheet (ages 13-17)*

<https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/cyber-safety-teens-safety-tipsheet.pdf>

Telstra: Cybersafety > Your Resources > Resources for Kids and Teens > *My First Mobile Agreement*

<https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/cyber-safety-my-first-mobile-agreement.pdf>

Think U Know > How-To-Guides > *A Youth Guide to CyberSafety*

<https://www.thinkuknow.org.au/node/41>

## Digital Reputation:

Think U Know > How-To-Guides > *A Guide to Managing Your Reputation*

[https://www.thinkuknow.org.au/sites/default/files/2017-01/Factsheet\\_ManagingReputation.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-01/Factsheet_ManagingReputation.pdf)



# Downloadable/Printable Tip Sheets and Guides for Children

## Using Apps, Websites and Online Services:

Think U Know > How-To-Guides > *A Youth Guide to ASKfm*

[https://www.thinkuknow.org.au/sites/default/files/2017-01/AskFSY\\_2016%20Youth%20AskFM%20Factsheet.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-01/AskFSY_2016%20Youth%20AskFM%20Factsheet.pdf)

Think U Know > *A Youth Guide to Facebook*

[https://www.thinkuknow.org.au/sites/default/files/2017-01/FBFSY\\_2016%20Youth%20Facebook%20Factsheet.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-01/FBFSY_2016%20Youth%20Facebook%20Factsheet.pdf)

Think U Know > *A Youth Guide to Instagram*

[https://www.thinkuknow.org.au/sites/default/files/2017-06/InstFSY\\_2016%20Instagram%20Youth%20Factsheet\\_0.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-06/InstFSY_2016%20Instagram%20Youth%20Factsheet_0.pdf)

Think U Know > How-To-Guides > *A Youth Guide to Kik*

[https://www.thinkuknow.org.au/sites/default/files/2017-01/KikFSY\\_2016%20KIK%20Messenger%20Youth%20Factsheet\\_0.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-01/KikFSY_2016%20KIK%20Messenger%20Youth%20Factsheet_0.pdf)

Think U Know > How-To-Guides > *A Youth Guide to Minecraft*

[https://www.thinkuknow.org.au/sites/default/files/2017-01/MinecraftYouth\\_FA\\_web.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-01/MinecraftYouth_FA_web.pdf)

Think U Know > How-To-Guides > *A Youth Guide to Snapchat*

[https://www.thinkuknow.org.au/sites/default/files/2017-01/SnapFSY\\_2016%20Snapchat%20Youth%20Factsheet.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-01/SnapFSY_2016%20Snapchat%20Youth%20Factsheet.pdf)

Think U Know > How-To-Guides > *A Youth Guide to Twitter*

[https://www.thinkuknow.org.au/sites/default/files/2017-01/TWFSY\\_2015YouthTwitterFactsheet.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-01/TWFSY_2015YouthTwitterFactsheet.pdf)

Think U Know > *A Youth Guide to YouTube*

[https://www.thinkuknow.org.au/sites/default/files/2017-01/YTFSY\\_2016\\_Youth\\_YouTube\\_Factsheet.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-01/YTFSY_2016_Youth_YouTube_Factsheet.pdf)



# Websites for Parents

Bullying. No Way! > Responding to Bullying > *How Parents and Carers Can Respond*

<https://bullyingnoway.gov.au/RespondingToBullying/Parents>

Kids Helpline > *Info for Parents*

<https://kidshelpline.com.au/parents/tips/>

Officer of the Children's eSafety Commissioner > *iParent*

<https://www.esafety.gov.au/education-resources/iparent>

Student Wellbeing Hub > *Parents*

<https://studentwellbeinghub.edu.au/home#/>

Telstra : Cybersafety > *Your Family*

<https://www.telstra.com.au/consumer-advice/cyber-safety/for-families>

Think U Know

<https://www.thinkuknow.org.au/parents-portal>



# Downloadable/Printable Infographics, Tip Sheets and Guides for Parents



## General:

Office of the Children's eSafety Commissioner > iParent > *The Latest Stats and Facts About Aussie Kids Online*

<https://www.esafety.gov.au/-/media/cesc/documents/infographics/ocesc-kids-online.pdf>

Office of the Children's eSafety Commissioner > *Parents Guide to Online Safety*

<https://www.esafety.gov.au/about-the-office/resource-centre/brochure-parents-guide-to-online-safety>

Telstra : Cybersafety > *Parenting in the Digital Age*

[https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/02-06-15\\_CyberSafety\\_GeneralTipsV1.pdf](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/02-06-15_CyberSafety_GeneralTipsV1.pdf)



## Managing Devices and Balancing Screen Time in the Home:

Office of the Children's eSafety Commissioner > *8 Tips to Keep on Top of Your Child's Screen Time*

<https://www.esafety.gov.au/education-resources/iparent/staying-safe/balancing-time-online/8-tips-to-keep-on-top-of-your-childs-screen-time>

Office of the Children's eSafety Commissioner > *Keeping an Eye on Screen Time*

<https://www.esafety.gov.au/education-resources/iparent/staying-safe/balancing-time-online/keeping-an-eye-on-screen-time>

Office of the Children's eSafety Commissioner > iParent > *7 Ways Parents Can Manage Web Connected Devices in the Home*

<https://www.esafety.gov.au/education-resources/iparent/7-ways-infographic>

Office of the Children's eSafety Commissioner > *Should My Child Be on Social Media?*

<https://www.esafety.gov.au/education-resources/iparent/staying-safe/social-networking/should-my-child-be-on-social-media>

Office of the Children's eSafety Commissioner > iParent > *Strategies Used By Parents to Keep Kids Safe Online*

<https://www.esafety.gov.au/-/media/cesc/documents/infographics/ocesc-parenting-online.pdf>

Telstra : Cybersafety > *Balancing Screen Time*

[https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/02-06-15\\_CyberSafety\\_BalanceScreenTimeV1.pdf](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/02-06-15_CyberSafety_BalanceScreenTimeV1.pdf)

# Downloadable/Printable Infographics, Tip Sheets and Guides for Parents



## Cyberbullying:

Office of the Children's eSafety Commissioner > *How to Report Cyberbullying Material* (also available in other languages)

<https://www.esafety.gov.au/-/media/cesc/esafety-corporate/brochures-and-posters/how-to-report-cyberbullying-poster/how-to-report-cyberbullying-english-a3.pdf>

Telstra : Cybersafety > *Tackle Cyberbullying*

<https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/cyber-safety-cyberbullying.pdf>



## Protecting Personal Information:

Telstra : Cybersafety > *Children's Personal Information*

<https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/cyber-safety-child-personal-info.pdf>

## Digital Reputation:

Telstra : Cybersafety > *Digital Footprint*

<https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/cyber-safety-digital-footprint.pdf>

## Offensive or Illegal Content:

Telstra : Cybersafety > *Inappropriate Content*

[https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/02-06-15\\_CyberSafety\\_InappropriateContentV1.pdf](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/02-06-15_CyberSafety_InappropriateContentV1.pdf)

# Downloadable/Printable Infographics, Tip Sheets and Guides for Parents



## Online Radicalisation:

Think U Know > Resources > Factsheets > *Online Radicalisation*

<https://www.livingsafetogether.gov.au/informationadvice/Documents/radicalisation-and-the-internet.pdf>

## Using Apps, Websites and Online Services

Think U Know > Resources > Factsheets > *A Parent's Guide to ASKfm*

[https://www.thinkuknow.org.au/sites/default/files/2017-01/AskFSP\\_2016%20Parents%20AskFM%20Factsheet.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-01/AskFSP_2016%20Parents%20AskFM%20Factsheet.pdf)

Think U Know > Resources > Factsheets > *A Parent's Guide to Facebook*

[https://www.thinkuknow.org.au/sites/default/files/2017-01/FBFSP\\_2016%20Parents%20Facebook%20Factsheet.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-01/FBFSP_2016%20Parents%20Facebook%20Factsheet.pdf)

Think U Know > Resources > Factsheets > *A Parent's Guide to Instagram*

[https://www.thinkuknow.org.au/sites/default/files/2017-01/InstFSP\\_2016%20Instagram%20Parents%20Factsheet.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-01/InstFSP_2016%20Instagram%20Parents%20Factsheet.pdf)

Think U Know > Resources > Factsheets > *A Parent's Guide to KIK Messenger*

[https://www.thinkuknow.org.au/sites/default/files/2017-01/KikFSP\\_2016%20KIK%20Messenger%20Parents%20Factsheet\\_0.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-01/KikFSP_2016%20KIK%20Messenger%20Parents%20Factsheet_0.pdf)

Think U Know > Resources > Factsheets > *A Parent's Guide to Minecraft*

[https://www.thinkuknow.org.au/sites/default/files/2017-01/MinecraftParents\\_FA\\_web.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-01/MinecraftParents_FA_web.pdf)

Think U Know > Resources > Factsheets > *A Parent's Guide to Snapchat*

[https://www.thinkuknow.org.au/sites/default/files/2017-01/SnapFSP\\_2016%20Snapchat%20Parents%20Factsheet.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-01/SnapFSP_2016%20Snapchat%20Parents%20Factsheet.pdf)

Think U Know > Resources > Factsheets > *A Parent's Guide to Twitter*

[https://www.thinkuknow.org.au/sites/default/files/2017-01/TWFSP\\_2015ParentsTwitterFactsheet.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-01/TWFSP_2015ParentsTwitterFactsheet.pdf)

Think U Know > Resources > Factsheets > *A Parent's Guide to YouTube*

[https://www.thinkuknow.org.au/sites/default/files/2017-01/YTFSP\\_2016%20Parents%20Youtube%20Factsheet.pdf](https://www.thinkuknow.org.au/sites/default/files/2017-01/YTFSP_2016%20Parents%20Youtube%20Factsheet.pdf)

