

Supporting your child to be safe online

It is normal for children to be curious about the world around them, and for parents to worry about their children's safety both off and online. Here are some things you can do together to help keep your family safe:

1. Come up with family rules together

- o how long you each spend online every day.
- o keep talking together about what your child sees and accesses online.

2. Talk together about respectful relationships

- o make sure your child knows who their trusted adults are.
- o make sure your child knows it's okay to say 'no' and how to notice someone who might want to harm them.

3. Keep learning

- o ask your child what their favorite websites or social media apps are, download them and try them out yourself.
- o to learn more about how you can support your child to be safe online, you may wish to view these resources developed especially for parents:

[netsafe.org: Advice for Parents](https://www.netsafe.org/advice-for-parents)

[netsafe.org: Parenting](https://www.netsafe.org/parenting)

[Facebook Parents Portal](https://www.facebook.com/parentsportal)

[Facebook Topic: Parents](https://www.facebook.com/topicpage/parents)

[getsafeonline.org: Safeguarding Children](https://www.getsafeonline.org/safeguarding-children)

[getsafeonline.org: Protecting Yourself](https://www.getsafeonline.org/protecting-yourself)



If your child is having a bad experience online

1. **If your child is really upset or shows signs of actual or intended self-harm, get help immediately. Don't leave your child alone.**
2. **Find out what happened - it's never too late to start a conversation.** If you're worried your child may be being bullied or abused, don't be afraid to raise the issue with them and ask them if anything has happened.
3. **Be supportive and listen.** Your child needs to feel safe to be open and honest with you. Don't interrupt and let them tell you what has happened.
4. **Be there for them unconditionally.** Your child needs to know you're there to help them get through tough situations together.
5. **Don't blame or criticise your child** for being the target of bullies or other bad people, even if you feel disappointed or upset. Avoid being judgmental about what behavior they were engaged in before the incident.
6. **Share your own experiences.** Relating to your child's situation will encourage them to share what happened and how they feel about it.

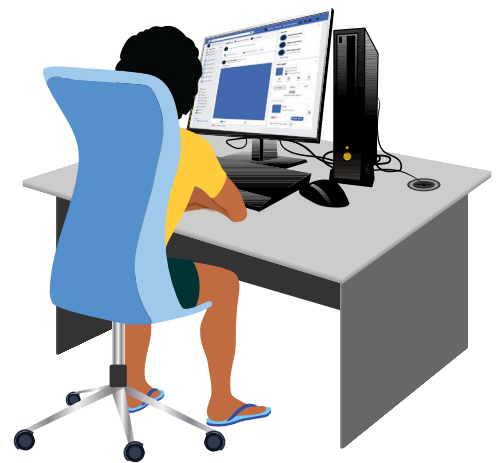
7. **Avoid making promises you can't keep**, but do reassure your child that you want to help find a successful resolution to the problem.
8. **Suggest options for them to deal with the situation.** Don't dictate, but offer solutions and encourage them to come up with their own ways of dealing with the situation. Your child needs to believe in and feel like a part of the action plan for it to work.
9. **If you feel your child is in danger, take immediate action.** If it's happening at your child's school, talk to the principal. Your child's safety is the priority.
10. **Report harmful and violating online content to the service provider.** If the person is using an online service to target your child, report it. You can report offensive and harmful material involving yourself, your child and anyone else to most sites and services.

For more information on reporting violating photos, videos, posts, people or groups on Facebook, visit the [Help Centre](#). You may also wish to read [Facebook's Community Standards](#) to learn what is and is not allowed on the platform.

If you're worried your child is accessing sexual images or pornography online

Do you want to talk to your child about relationships, their changing bodies or what they see on the internet, but don't know where to start? Here are some ideas to help you get the conversation started.

1. It is never too early or too late to start talking about consent and respect in relationships.
2. Don't punish your child – sometimes children accidentally come across explicit materials, sometimes their friends share things with them and sometimes they are just naturally curious. Be kind and understanding.
3. Depending on the maturity level of your child and your family culture and background, you may wish to talk about what sex is. Discussions about love and intimacy are important, as are discussions about boundaries, appropriate ages for intimacy, and other personal values.
4. If your child has been shown pornography by peers or older students, remind them that it's okay to say 'no' and stand out from the crowd.
5. Reinforce that it is never a good idea to share pornography with anyone else, or store it on any device.



To learn more about how you can support your child to be safe online, you may wish to view [these resources](#) developed especially for parents.

Crisis support for yourself, your child or your child's friends:

FIJI

If life is in danger, call 911

Child Helpline Fiji:

24-hour toll-free: 1325

National Domestic Violence:

24-hour toll-free helpline: 1560

Lifeline Fiji:

132 454 / 3630 400 / 9402 541

[@lifelinefiji](#)

Psychiatric Survivors Association:

3319 043 or 9538 667 [@psafiji](#)

Fiji Women's Crisis Center:

Suva: 0331 3300 / 0920 9470

Nadi: 0670 7558 / 0918 2884

Ba: 0667 0466 / 0923 9775

Rakiraki: 0669 4012 / 0912 9790

Labasa: 0881 4609 / 0937 7784

[@FijiWomen](#)

Empower Pacific Counselling Centres:

Lautoka: 0773 0010 Nadi: 0776 0018

Suva: 0778 0015 Labasa: 0776 0017

[@EmpowerPacific](#)

Online Safety Commission Fiji:

The Online Safety Commission is the Fijian agency responsible for advocating for safe and responsible online behaviour for all Fijians and provides a space for individuals to report concerns of online abuse. For more information, visit the Online Safety Commission website at [Online Safety Commission](#) or call (+679) 9980 242.

PAPUA NEW GUINEA

If life is in danger, call:

NCD police: 1800 100

Goroka police: 5321 222

Wewak police: 4562 222 / 7103 0345

AROB police: 9739 755 (north)
Morobe police: 7090 3300 (toll free)
Kiunga police: 6491 022
Daru police: 6459 022

ITok Kaunselin Helpim Lain:

7150 8000 [@ITokHelpimLain](#)

Family and Sexual Violence Action Committee:

3211 714 [@FSVAC](#)

TONGA

If life is in danger, call 911

Women and Children Crisis Centre:

0800 444 [@tongawccc](#) [@counsellingwccc](#)

National Centre for Women and Children:

26567

[Tonga National Centre for Women and Children](#)

SAMOA

If life is in danger, call 911

Fa'ataua Le Ola – Samoa Lifeline:

800 5433 [@FLOsamoa](#)

Samoa Victim Support Group:

800 7874 / 27904 / 25392

[@samoavictimsupportgroup](#)