

Helplines

Kids Helpline

1800 55 1800

Phone and online counselling service for people aged 5-25. 24/7, toll free.

Lifeline

13 11 14

Crisis support and suicide prevention service for all Australians. 24/7

Beyondblue

1300 22 4636

Information and support for people suffering depression. 24/7
Youth Beyond Blue offers a service for people aged 12-25 and offers online chat support 3pm-12am.

Headspace / eHeadspace

1800 650 890

Free online and telephone service that supports young people aged between 12 and 25 and their families going through a tough time. Support for young people worried about their mental health or experiencing issues such as depression, bullying and isolation. Support is also available to concerned parents or carers. 9am-1am

Parentline

132289

Parentline is a phone service for parents and carers of children from birth to 18 years old. We offer confidential and anonymous counselling and support on parenting issues.



Promoting Healthy Habits @ Home

Role model – we learn more from observing others behaviour and attitudes towards technology. Do you role model healthy device habits?

Engage in screen time together – join in. It is an excellent way to monitor and support you child if things go wrong!

Family technology plan – guidelines around screen time, tech free zones/times, access etc. the WHOLE family follows!

Educate yourself – research apps/games before giving the ok. Use the eSafety Guide and free parent webinars.

Spend time offline together as a family – schedule time on a weekly basis e.g. Tech Free Nights (include in your family tech plan).

Encourage hobbies/interests – not everything we do needs to involve a device!

Facilitate social interactions – build and support connections away from screens

Be curious - come from a place of curiosity. Seek to understand rather than demand!

Service Provider Parent Support

Telstra: <https://www.telstra.com.au/cyber-security-and-safety/online-safety-wellbeing>

Optus: <https://www.optus.com.au/support/family-hub>

Aussie Broadband: <https://www.aussiebroadband.com.au/help-centre/internet/online-safety-content-filtering/>

tpg: <https://support.tpg.com.au/parental-safety-advice>

Starlink: <https://starlinkinstallationpros.com/starlink-parental-controls-managing-internet-usage-for-families/>

Vodafone: <https://www.vodafone.com.au/blog/lifestyle/manage-screen-time-and-set-parental-controls>

For other carriers, simply search: *providers name parental controls* in your web browser to find out about their parental controls.

Websites

Office of eSafety

eSafety Guide (privacy and safety controls within apps)
<https://www.esafety.gov.au/key-issues/esafety-guide>

Parent resources (free fact sheets and webinars)
<https://www.esafety.gov.au/parents/resources>

Cyberbullying

<https://www.esafety.gov.au/parents/issues-and-advice/cyberbullying>

Reporting online abuse

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

Translated resources (online safety advice in over 25 languages)
<https://www.esafety.gov.au/diverse-groups>

Alannah & Madeline Foundation

DigiTalk – online safety hub for parents.
<https://www.alannahandmadeline.org.au/learning-resources/digitalk>

Dolly's Dream

Parent Hub - information about online safety and bullying.
<https://dollysdream.org.au/parent-hub/>

Beacon App - free cyber safety app for parents and carers. <https://www.dollysdream.org.au/what-we-do/beacon-cyber-safety-app>

Think U Know (Australian Federal Police)

Resources for Parents and Carers

<https://www.thinkuknow.org.au/resources-tab/parents-and-carers>

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