

2023 Online Safety Issues Survey – Summary report

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Social
Research
Centre

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Executive Summary

Online safety and reducing harm on the internet are increasingly important issues in Australia. This report for the 2023 Online Safety Issues Survey focusses on emerging trends in online harm and provides an exploration of the types of online harms that Australians experience. This report aims to provide additional information on online harm to those covered in the 2022 National Online Safety Survey (NOSS), delving into specific emerging types of online harm such as online hate speech, volumetric attacks, and image-based abuse, as well as understanding motivations of perpetrators, and the impact of education. This report focusses on the specific types of harm that are in the purview of the eSafety Commissioner to complement and build upon existing research.

The 2023 Online Safety Issues Survey was informed by the 2022 National Online Safety Survey, however, it has been designed as a stand-alone research project and comparisons are not made. While several questions are similar between the research studies, there are considerations to be mindful of which limit comparisons. Specifically, these considerations are:

- Environmental factors and the timeframes of the two surveys, with the National Online Safety Survey 2022 conducted off the back of the third wave of COVID-19 in Australia.
- Legislative changes, such as the introduction of the *Online Safety Act 2021*, in January 2022.
- Various policy and program initiatives undertaken by the Department.

Overview of key highlights

Experiences of online harms are generally concentrated among those who are recognised as being more vulnerable – women, young people and those from diverse communities. Often it is these same cohorts who are heavy users of online platforms, and their increased exposure coupled with their personal characteristics are relevant factors which make them more likely to be targeted for harm. The impact of online harms is naturally then also greater in comparison to the general population with moderate impacts on health and wellbeing reported more commonly among women and Aboriginal and or Torres Strait Islander respondents, while those with disability report severe impacts.

General online behaviour and harm

The research demonstrates the strong prevalence of the internet in the lives of Australians, and the potential this has for the risk of exposure to harms. Exposure to the internet is high amongst respondents, with 64.69% using the internet more than five times a day.

The most common online activities done in the last 12 months are using email (94.02%), banking or paying bills (86.24%), browsing, surfing or researching (84.80%), and accessing the news and information (81.33%).

A substantial proportion of respondent's report experiencing online harm in the last 12 months, with the most common negative online experience being encountering unwanted or inappropriate sexual content (15.22%), followed by receiving repeated unwanted contact from an individual (12.77%).

A small proportion of respondents (4.60%) have experienced cyberbullying in the form of being called offensive names or being ridiculed or made fun of in the last 12 months, while 0.42% of respondents have experienced image-based abuse and have had private photos or videos of them shared online or electronically without their permission. A slightly larger proportion (2.17%) have had someone threaten them with image-based abuse.

Cyber-flashing and volumetric attacks

Two topical and emerging areas identified for exploration in the survey were cyber-flashing and volumetric attacks (more commonly known as ‘pile-on attacks’).

When asked directly and presented with a definition of cyber-flashing, 7.92% of participants reported experiencing cyber-flashing in the last 12 months. Those aged 35-54 (10.03%) and respondents in cohorts such as those who speak a language other than English at home, those with disability, those who identify as LGBTQIA+, and those who identify as Aboriginal and or Torres Strait Islander generally are more susceptible to being cyber-flashed.

When asked directly and presented with a definition of volumetric attacks, 2.63% of Australian’s report experiencing this online harm in the past 12 months.

Online hate speech

Highlighting the attitudes and experiences of Australians of online hate speech and ways to prevent it occurring are critical components of keeping Australians safe when online.

It is important to note that the definitions of online hate speech as provided by respondents are far ranging, drawing out highly specific aspects identified as online hate speech as well as more general expressions and behaviours online. When defined by respondents, hate speech includes aspects such as racism, discrimination, targeting due to gender and sexuality, and inciting hate, violence or harm. The articulation of hate speech as having a broader meaning, such as ‘saying negative things to someone’, is also relevant to participants in defining hate speech.

Witnessing online hate speech is a reality for many Australians, with a net of 50.28% of respondents having witnessed any type of hate speech online in the last 12 months. Furthermore, 15.19% of respondents report having *experienced* online hate speech themselves in the last 12 months. Reports of experiencing online hate speech is significantly higher among those who identify as LGBTQIA+, those with disability, and those with a culturally and linguistically diverse background. Having experienced sexually offensive remarks or comments, or misogyny or demeaning views of women is significantly higher among women (6.29%) than men (0.89%).

Just over two-thirds of respondents (68.16%) agree that the government should be more involved in preventing and responding to online hate speech (net ‘agree’ and ‘strongly agree’), suggesting substantial support for greater government intervention on social media to prevent online hate speech.

Perpetrators of online harm

Understanding the motivations of those who commit harm online is key in understanding ways to address and prevent it. From NOSS in 2022 an understanding was gained about many of the types of actions that were being carried out online, but further investigation was required to understand the drivers and reasons why they were being committed.

The findings suggest that some perpetrators of online harm may not be committing harm due to premediated malice, but rather in response to comments or situations online (‘the person said or posted something or an opinion I disagreed with’ being 30.54%). Another key reason for perpetrating is ‘I didn’t think of it as harmful, or I thought it was harmless’ (28.42%), which highlights the role of education about online empathy. Misplaced humour is also a reason cited for negative online behaviours (‘I intended it as a joke or it was funny’, 27.53%).

This is not to minimise the responsibility of perpetrators, but rather could highlight a lack of awareness that those committing online harm have of their actions and impact on others. This highlights the role of education about online empathy.

Prevention and education in online harm

An aspect important in controlling and preventing online harm, including hate speech, is understanding methods to educate about online safety and the impact actions taken online have on others. This section looks at the levels and methods of access to online safety education materials, and how they could help in reducing online harm in Australia.

Approximately one-third of adults (29.90%) report they have ever accessed information or materials about online safety. Those that have accessed online safety information most commonly source it from websites or apps that they use (47.86%), or from government departments or websites (47.47%).

Schools are an important source for online safety education and harm prevention, with just under four-fifths of parents (79.77%) report that their children have ever received information about online safety at school.

In terms of platforms, adults were also asked whether they have ever used the online safety features provided on various platforms, with almost half (49.79%) reporting they have not used the safety features on any of the online platforms. Facebook is the most common platform where respondents have used safety features (35.22%), followed by Google (16.83%), and Instagram (15.68%).

Children and online harm

Children as a group are particularly vulnerable to the effects of online harm, and understanding their experiences is critical to effective prevention and intervention. From research conducted by the department in the National Online Safety Survey 2022, we know that children are becoming exposed to internet access at an increasingly younger age, particular through the use of portable devices such as smart phones, and were experiencing negative online behaviours (NOSS Report 2022). The Online Safety Issues Survey explored further into online harm issues that were affecting children such as online hate speech and other specific aspects of online harm, as well as school and government role in prevention and education.

1. Overview of approach

1.1. Background

The Social Research Centre was commissioned by the Department of Infrastructure, Transport, Regional Development, Communications, and the Arts (the Department) to conduct the 2023 Online Safety Issues Survey (the survey). The survey was designed to build on the learnings from the 2022 National Online Safety Survey, and aimed to explore the incidence, experience and exposure of Australian adults and children aged 13 to 17 years to various emerging online harms.

The survey focussed on the following six key online safety issues:

1. motivations of those who perpetrate online harm
2. prevalence and experiences of cyber-flashing
3. volumetric (or 'pile-on') attacks
4. effectiveness of schools at preventing online harm and the role of government resources in prevention
5. Australians' experiences preventing exposure to harms, and
6. Australians' understanding of, and views about dealing with, hateful online communications.

The purpose of the survey was to provide data on the prevalence and impact of emerging online safety issues, improve understanding of online safety behaviour and awareness of emerging, and establish a robust evidence base for the development of online safety policy and programs.

1.2. Survey design

1.2.1. Survey development

The main phases in the survey design included the following:

- Workshop with key Department staff to clearly understand and map strategic organisational data needs.
- Rapid evidence review, with respect to addressing content gaps identified in the previous step (Attachment A).
- Developing new items to completely meet the objectives of the research where suitable items could not be identified from existing instruments.

1.2.2. Cognitive testing

Several items from the questionnaire underwent cognitive testing prior to the survey being finalised to ensure questions and response options performed as intended. Ten cognitive interviews were conducted with adults via videoconference. These interviews examined the extent to which respondents understood the questions being asked and were able to provide sensible and accurate answers using the response frames available. Recommendations from the cognitive testing were summarised in a memo and annotated questionnaire, and changes to the questionnaire were implemented as appropriate based on this feedback.

1.3. Methodology summary

1.3.1. Data collection

The survey used the Social Research Centre's probability-based online panel, Life in Australia™, for data collection. Cohorts in the sample included adults, parents of children aged 13 to 17, and children aged 13 to 17.

An opt-in / non-probability online panel, i-Link Research Solutions (i-Link) was used to source a non-probability sample boost of parents of children aged 13 to 17 and children aged 13 to 17.

Data from Life in Australia™ and i-Link were blended during the data processing stage using statistical weighting techniques to minimise the bias associated with non-probability samples.

1.3.1. Comparisons to the National Online Safety Survey 2022

The 2023 Online Safety Issues Survey was informed by the 2022 National Online Safety Survey, however, it has been designed as a stand-alone research project and comparisons are not made. While several questions are similar between the research studies, there are considerations to be mindful of which limit comparisons. Specifically, these considerations are:

- Environmental factors and the timeframes of the two surveys, with the National Online Safety Survey 2022 conducted off the back of the third wave of COVID-19 in Australia.
- Legislative changes, such as the introduction of the Online Safety Act 2021, in January 2022.
- Various policy and program initiatives undertaken by the Department.

1.3.2. Survey length

The average survey length was 16.9 minutes for Life in Australia™ respondents and 22.2 minutes for respondents from i-Link panel.

1.3.3. Ethics approval

The methodology and all materials for the survey were reviewed and received approval from the Bellberry Limited human research ethics committee. The approval number is 2023-01-032.

Further details on the survey methodology can be found in the Technical Report (Attachment B).

1.4. Reading and interpreting results

1.4.1. Chart labelling

For ease of reading, responses for values less than 2% have generally been omitted on charts.

1.4.2. Rounding of numbers

Results are shown rounded to two decimal places. Due to rounding, some results in charts or tables may not add to 100%.

1.4.3. Significance testing and confidence intervals

Data were analysed using Q Research Software (Q), including significance testing. Statistical testing was undertaken to establish whether the responses from one subgroup were statistically significantly different to other subgroups.

Where differences across subgroups are mentioned in the report commentary (for example, 'higher than', or 'lower than'), unless otherwise noted, it implies that a statistically significant difference at a 95% confidence level has been established. This means that when a difference is described as being 'significant' one can be 95% confident that the difference is real and not due to random sampling variation.

1.4.4. List of abbreviations

Abbreviation	Full term
DITRDCA	Department of Infrastructure, Transport, Regional Development, Communications and the Arts
LGBTQIA+	Lesbian, Gay, Bisexual, Transsexual / Transgender, Questioning / Queer, Intersex, Asexual
OSIS	Online Safety Issues Survey 2023
NOSS	National Online Safety Survey 2022
SRC	The Social Research Centre

1.4.5. List of terms and definitions

Term	Definition
Adults	Respondents to the survey aged 18 and over who use the internet
Cyber-flashing	Cyber-flashing is an online action whereby someone sends or shares with you photos or videos which are nude, semi-nude or sexual, without your permission or without you requesting them'
Children	When referring to 'children' in general throughout this report, it refers to respondents to the children's survey who are aged 13-17 as a whole, unless a particular age group has been specified
Respondents	Respondents to the survey aged 18 and over who use the internet
The Department	Department of Infrastructure, Transport, Regional Development, Communications and the Arts
The survey	the Online Safety Issues Survey 2023
Volumetric attacks / Pile-on attacks	A 'pile-on attack' occurs where a person is tagged or is linked to an abusive post which others like, share,

Term	Definition
	<p>repost with additional commentary. Often the content is shared with an accelerating level of outrage and toxicity. They target a person with a high volume of abuse, which is often done by encouraging others to also 'pile on'.</p> <p>Note: Throughout the report, the commentary reflects the term 'volumetric', while the charts reflect the term displayed to respondents, 'pile-on attacks'.</p>

2. Introduction

In today's interconnected world, where technology serves as the backbone of our daily lives, the internet has emerged as a powerful force transforming the way we communicate, entertain, learn, and work. With its numerous benefits, the digital landscape also presents a range of online safety issues that require education, protections and, in some situations regulation.

The rapid advancement of technology has enabled us to access a vast array of information, connect with people from around the globe, and engage in a multitude of online activities. However, this unprecedented level of connectivity has also given rise to a host of emerging risks and vulnerabilities. From cyberbullying and identity theft to phishing attacks and online scams, the internet has become a breeding ground for malicious activities that can negatively impact individuals and communities.

The 2022 National Online Safety Survey (NOSS) commissioned by the Department of Infrastructure, Transport, Regional Development, Communications, and the Arts (the Department), showed how facilitating safe online experiences is critical for all Australians. This research assessed the prevalence and impact of online safety issues, including harmful online content and conduct, and how different cohorts of the Australian population were affected.

This current research and report on the Online Safety Issues Survey (OSIS), now focusses on emerging trends in online harm and provides an exploration of the types of online harms that Australians experience, including adolescents. This report provides additional information on online harms to those covered in the NOSS, by examining specific emerging types of online harms such as online hate speech, volumetric attacks, and image-based abuse, as well as understanding perpetrator motivations, and the impact of education. The research also explored the importance of digital literacy and education as essential tools in navigating the digital landscape safely. Generative AI has since emerged as an even newer online issue but was not specifically covered in this research. By promoting awareness and empowering individuals with the necessary knowledge and skills, we can equip them to make informed decisions, recognise potential threats, and foster responsible online behaviour.

OSIS focusses on the specific types of online harm that are in the purview of the Department and the eSafety Commissioner to complement and build upon existing research. By understanding the nature and examining the impact of these harmful behaviours, we can identify key preventive measures and provide support systems to create a safer online environment for all.

3. General online behaviour and harms

Overview

The research demonstrates the strong prevalence of the internet in the lives of Australians, and the potential this has for the risk of exposure to harms. Exposure to the internet is high amongst adults, with 64.69% using the internet more than five times a day.

The most common online activities undertaken in the last 12 months are using email (94.02%), banking or paying bills (86.24%), browsing, surfing or researching (84.80%), and accessing the news and information (81.33%).

A substantial proportion of respondent's report experiencing online harm in the last 12 months, with the most common negative online experience being unwanted or inappropriate sexual content (15.22%), followed by repeated unwanted contact from an individual (12.77%).

A small proportion of respondents (4.60%) have experienced cyberbullying in the form of being called offensive names or being ridiculed or made fun of in the last 12 months, while 0.42% of respondents have experienced image-based abuse and have had private photos or videos of them shared online or electronically without their permission. A slightly larger proportion (2.17%) have had someone threaten them with image-based abuse.

3.1. General internet usage and online harm

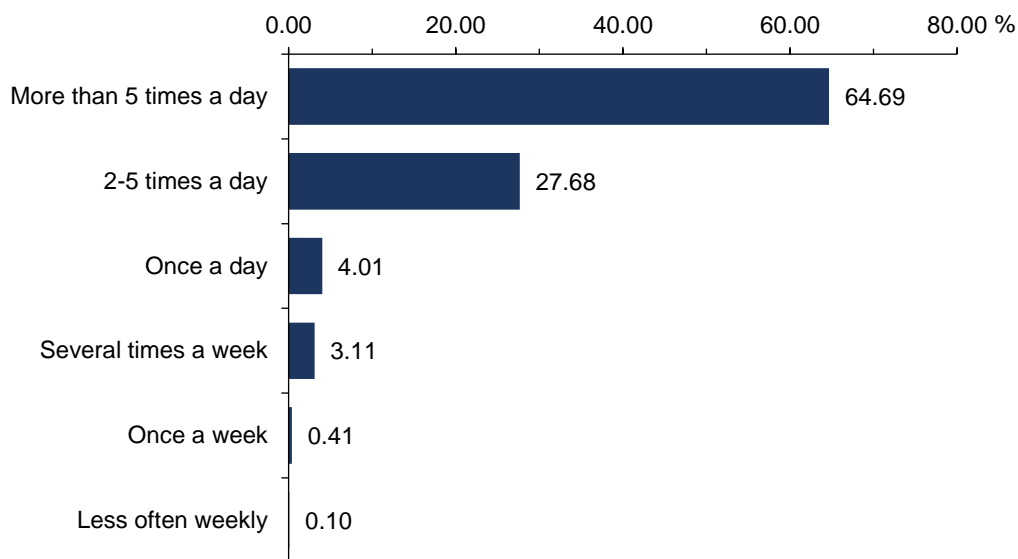
To start the survey, respondents were asked about their general online usage, such as how often they use the internet and what they do online. They were also asked about different types of problems they might have faced while being online.

Adults in Australia are using the internet very frequently, with more than two-fifths of respondents (64.69%) saying they use the internet more than five times a day, and a further 27.68% saying they use it two to five times a day (refer Figure 1).

Reporting that they use the internet more than five times a day is significantly higher among:

- those who speak a language other than English at home (80.19% vs 60.19% of those who only speak English)
- those who identify as LGBTQIA+ (83.83% vs 62.34% of those who don't identify as LGBTQIA+).

Figure 1 Frequency of using the internet



Base: All adults (n=2922).

Source: QB2. In a typical week, how often do you use the internet?

The most common online activities undertaken in the last 12 months are using email (94.02%), banking or paying bills (86.24%), browsing, surfing or researching (84.80%), and accessing the news and information (81.33%). Most respondents also use the internet for social purposes such as instant messaging (75.88%) and social networking (67.15%) (refer Figure 2).

A greater proportion of those who speak a language other than English at home report using the internet for work or study activities compared to those who only speak English, including:

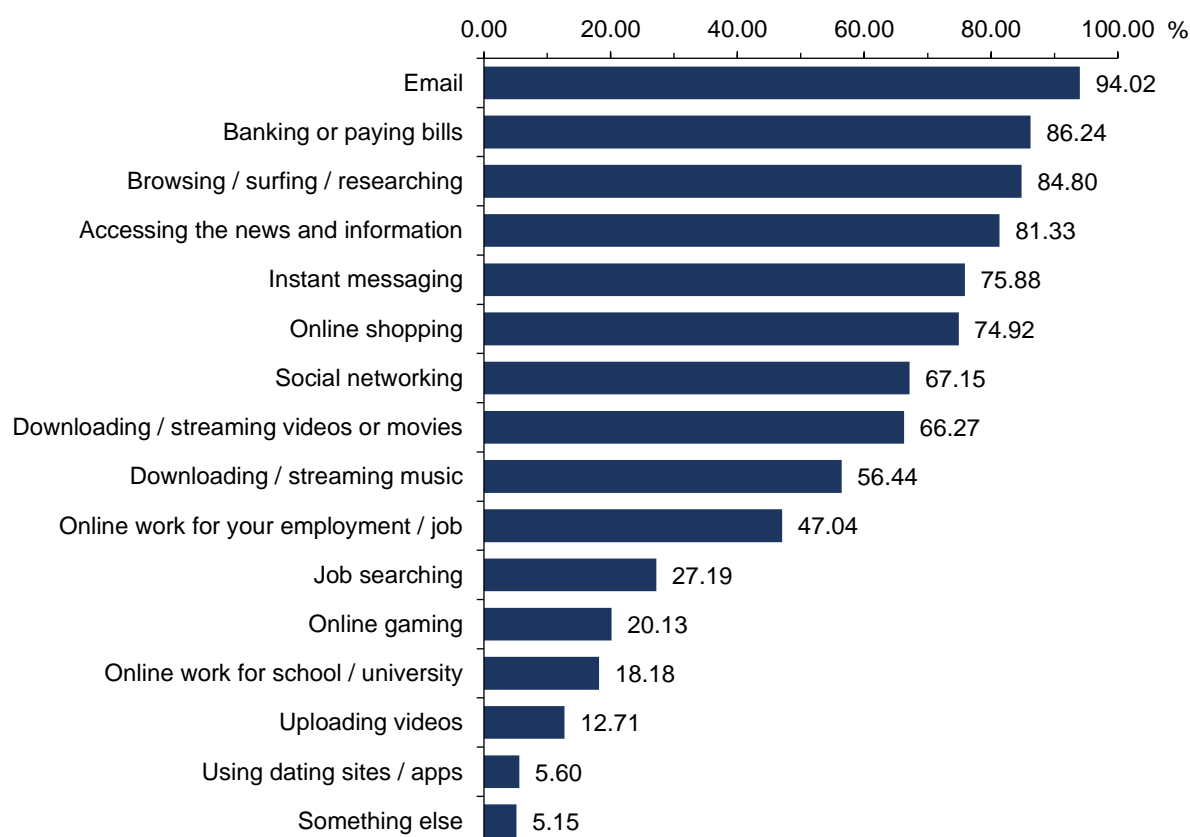
- online work for their employment or job (56.22% vs 44.10%)
- job searching (38.69% vs 23.50%)
- online work for school or university (29.27% vs 14.57%).

Compared to respondents who don't identify as LGBTQIA+, using the internet for the following activities is significantly higher among respondents who identify as LGBTQIA+:

- instant messaging (87.18% vs 74.52%)
- online shopping (84.45% vs 73.90%)
- social networking (81.56% vs 65.48%)
- downloading / streaming videos or movies (80.22% vs 64.66%)
- downloading / streaming music (77.83% vs 53.82%)
- job searching (39.19% vs 25.71%)
- online gaming (38.25% vs 17.82%)
- online work for school or university (30.41% vs 16.53%)
- using dating sites or apps (17.39% vs 4.15%).

Aboriginal and or Torres Strait Islander respondents are more likely to report using the internet for online gaming (36.54%), uploading videos (22.57%), and using dating sites or apps (13.76%), compared to non-Aboriginal or Torres Strait Islander respondents (19.78%, 12.52%, and 5.44%, respectively).

Figure 2 Online activities done in the last 12 months



Base: All adults (n=2922).

Source: QB3. What have you ever used the internet for in the last 12 months?

Note: Refused (0.29%) responses not shown on chart.

The most common negative online experience is encountering unwanted or inappropriate sexual content (15.22%), followed by receiving repeated unwanted contact from an individual (12.77%). A smaller proportion of respondents (4.60%) experienced cyberbullying in the form of being called offensive names, ridiculed or made fun of in the last 12 months.

Of note, when asked to select experiences in the context of the range of other online harms, 4.66% report having experienced cyber-flashing, while 1.62% report having experienced volumetric attacks.

While only a very small proportion of respondents have experienced image-based abuse – 0.42% have had private photos or videos of them shared online or electronically without their permission – a slightly larger proportion (2.17%) have had someone threaten them with image-based abuse.

Being sent or coming across unwanted or inappropriate sexual content is also significantly higher among certain groups, including:

- those who speak a language other than English at home (20.84% vs 13.58% of those who only speak English)
- those who identify as LGBTQIA+ (25.31% vs 13.84% of those who don't identify as LGBTQIA+)
- those aged 18-34 (22.11%) compared to those aged 35-54 (13.18%) and 55+ (11.54%)
- those who have accessed online safety materials (20.85% vs 12.90% of those who have not accessed online safety materials). This is potentially indicative of respondents looking for materials about online harm following experiences of image-based abuse.

When considering online harm as sum of all of the negative experiences listed in Table 1, having experienced online harm is significantly higher among certain groups, such as:

- those who speak a language other than English at home (40.19% vs 30.31% of those who only speak English)
- those with disability (48.93% vs 30.10% of those without disability)
- those who identify as LGBTQIA+ (51.11% vs 30.17% of those who don't identify as LGBTQIA+)
- those who identify as Aboriginal and or Torres Strait Islander (57.95% vs 32.25% of those who are non-Aboriginal or Torres Strait Islander)

In addition to the above diverse community groups, experiences of online harms is generally higher among younger age groups, specifically those aged 18-34 (40.42%) or 35-54 (34.61%), compared to those aged 55+ (24.79%).

Table 1 **Negative online experiences in the last 12 months**

Activity	%
I was sent, or came across, unwanted or inappropriate sexual content online	15.22
I received repeated unwanted online contact by someone who was not a business or organisation	12.77
I was sent, or came across, unwanted or inappropriate violent content online	8.37
Cyber-flashing	4.66
I was called offensive names, ridiculed or made fun of online	4.60
I received online or electronic communication that offended, insulted or abused me because of my identity or beliefs	3.96
Someone pretended to be me online	3.61
I was sent, or came across, online content that promoted or provided instructions for drug use	3.34
Someone created a false online identity to intentionally upset me or lead me on (also known as 'catfishing')	3.05
Someone electronically tracked my location or movements without my permission	2.98
Lies or rumours were spread about me online	2.48
I was threatened by someone who said they would send or post private photos or videos of me without my permission.	2.17
Someone threatened to harm or abuse me	1.78

Activity	%
I was sent, or came across, online content that promoted or provided instructions in self-harm	1.66
Pile-on attack	1.62
Private photos or videos of me (nude or semi-nude or sexual) were shared online or electronically without my permission	0.42
None of these things happened to me	66.81

Base: All adults (n=2922).

Source: QB4. Which, if any of the following, have you personally experienced online in the last 12 months?

Note: Don't know (0.13%) and Refused (0.32%) responses not shown in table.

4. Specific types of online harm: Cyber-flashing and Volumetric attacks

Overview

Two topical and emerging areas identified for exploration in the survey were cyber-flashing and volumetric attacks (more commonly known as 'pile-ons' or 'pile-on attacks'), and further information was required about prevalence and people's experiences of cyber-flashing and volumetric attacks.

When asked directly and presented with a definition of cyber-flashing, the prevalence in the last 12 months is 7.92%. Those aged 35-54 (10.03%) and in cohorts such as those who speak a language other than English at home, with disability, who identify as LGBTQIA+, and who identify as Aboriginal and or Torres Strait Islander generally are more susceptible to being cyber-flashed.

When asked directly and presented with a definition of volumetric attacks, 2.63% of respondents report that they experienced this type of online harm in the last 12 months.

4.1. Cyber-flashing prevalence and experiences

When presented with the definition of cyber-flashing, slightly more than half (51.41%) of respondents report that they were aware of cyber-flashing before taking the survey. The definition given in the survey was *'Cyber-flashing is an online action whereby someone sends or shares with you photos or videos which are nude, semi-nude or sexual, without your permission or without you requesting them'*.

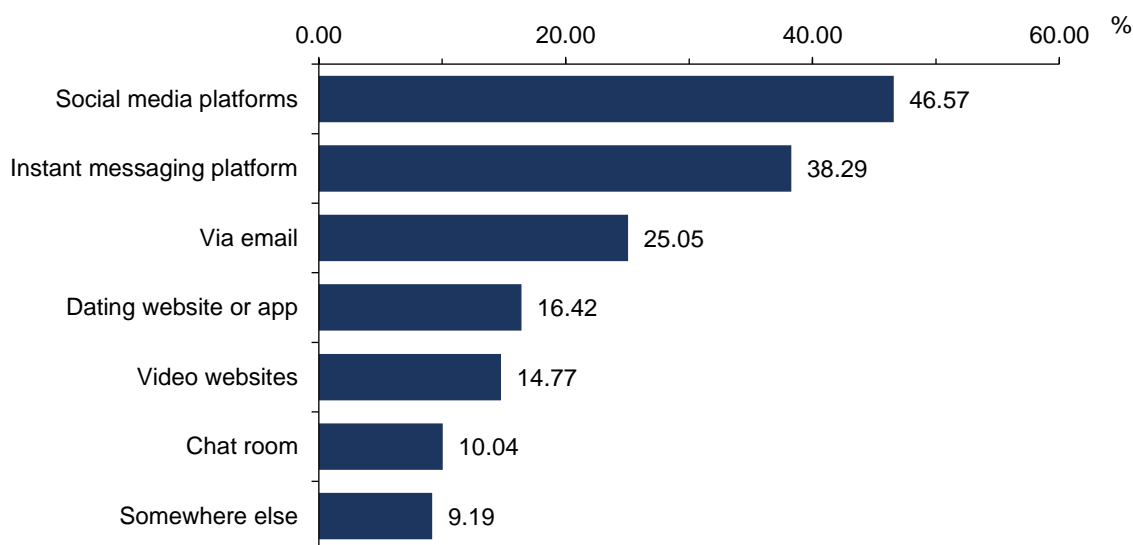
Just under one in ten respondents (7.92%) report that they experienced cyber-flashing in the last 12 months. Experiences of cyber-flashing tends to be concentrated within certain cohorts, particularly those who are generally recognised as being more vulnerable, including people:

- who identify as Aboriginal and or Torres Strait Islander (16.93% vs 7.74% of non-Aboriginal or Torres Strait Islander people)
- who identify as LGBTQIA+ (18.23% vs 6.51% of those who don't identify as LGBTQIA+)
- with disability (11.60% vs 7.33% of those without disability)
- who speak a language other than English at home (11.65% vs 6.82% of those who only speak English at home)
- aged between 35-54 years (10.03% vs 5.14% of those aged 55+ years).

Cyber-flashing is most commonly experienced on social media platforms (46.57%), instant messaging platforms (38.29%), or email (25.05%) (refer Figure 3). The proportion of respondents who identify as LGBTQIA+ to report experiencing cyber-flashing on a dating website or app (38.58%) is approximately four times higher compared to those who do not identify as LGBTQIA+ (9.17%). A significantly greater proportion of Aboriginal and or Torres Strait Islander respondents also report experiencing cyber-flashing on a dating website or app (28.74%), compared to non-Aboriginal or Torres Strait Islander respondents (15.87%).

Those who speak a language other than English at home more commonly report experiencing cyber-flashing in a chat room (21.64%) compared to those who only speak English at home (4.08%), as do those with disability (27.82%) compared to those without disability (5.48%). A greater proportion of respondents with disability also report experiencing cyber-flashing while online gaming (3.31%) compared to those without disability (1.52%).

Figure 3 Platform where cyber-flashing occurred



Base: Respondents who have experienced cyber-flashing in the last 12 months (n=329).

Source: QF3. Where online did the cyber-flashing occur?

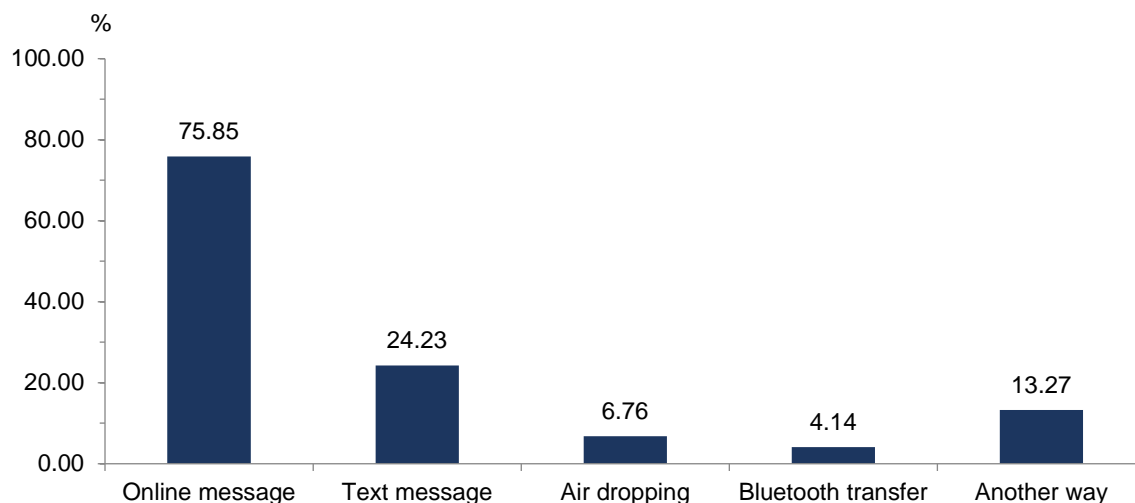
Note: Responses <2% not shown on chart: While online gaming (1.89%).

Three-quarters of respondents (75.85%) report that they experienced cyber-flashing via an online message, while just under one-quarter (24.23%) noted that it occurred via a text message (Figure 4).

Women are more likely than men to report experiencing cyber-flashing via air dropping (11.42% vs 3.14%) and Bluetooth transfer (6.91% vs 1.99%), as are those with disability compared to those without disability (19.54% vs 3.49% and 12.43% vs 2.02%, respectively).

Aboriginal and or Torres Strait Islander respondents are more likely to report that cyber-flashing occurred via a text message (59.10% vs 22.69%), air dropping (26.23% vs 5.90%), and Bluetooth transfer (21.80% vs 3.36%) than those who do not identify as Aboriginal or Torres Strait Islander.

Figure 4 **How cyber-flashing occurred**



Base: Adults who have experienced cyber-flashing in the last 12 months (n=329).

Source: QF4. How did the cyber-flashing occur?

Note: Refused (0.66%) responses not shown on chart.

4.2. Volumetric attacks

The term ‘pile-on attack’ was used in the survey as it was considered more accessible than ‘volumetric attacks’ which is typically used by more technical audiences. After being provided with a definition of ‘pile-on attacks’, just under two-fifths of respondents (39.63%) report awareness of the term prior to taking the survey. The definition given in the survey was ‘A *‘pile-on attack’ occurs where a person is tagged or is linked to an abusive post which others like, share, repost with additional commentary. Often the content is shared with an accelerating level of outrage and toxicity. They target a person with a high volume of abuse, which is often done by encouraging others to also ‘pile on’.*

The prevalence of having experienced a volumetric attack in the last 12 months is 2.63%.

Those most vulnerable to volumetric attacks includes respondents:

- with disability (8.57% vs 1.66% of those without disability)
- who identify as Aboriginal and or Torres Strait Islander (17.90% vs 2.32% of those who do not identify as Aboriginal and or Torres Strait Islander).

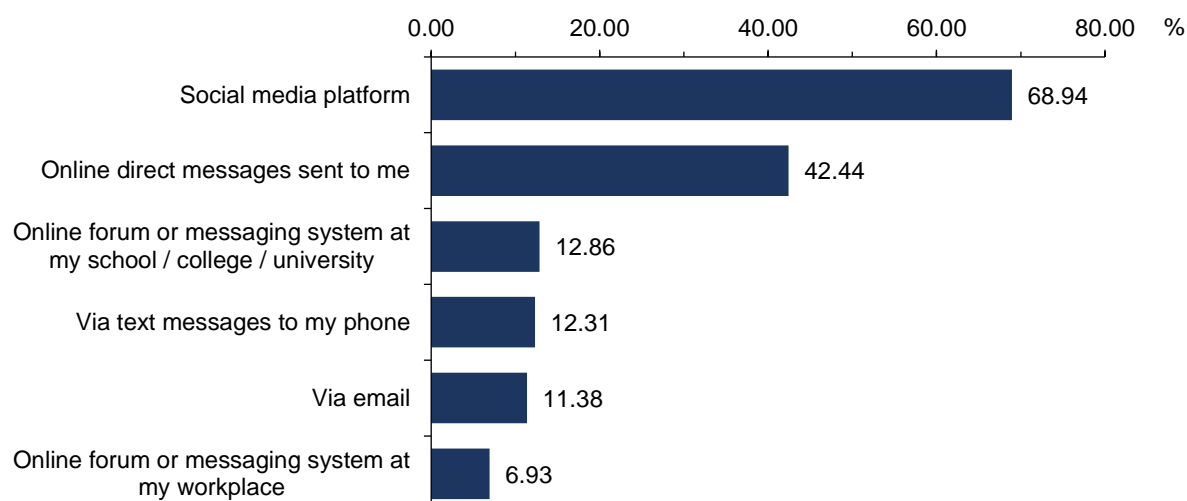
Social media platforms are the most commonly reported locations where volumetric attacks occur (68.94%) (refer Figure 5). Targeting for education resources about volumetric attacks could focus on platforms most frequently mentioned such as Facebook, Instagram, TikTok, and Twitter.

Experiencing a volumetric attack via text messages to their phone is significantly higher among those who speak a language other than English at home (23.09%) than those who only speak English (5.74%).

A greater proportion of Aboriginal and or Torres Strait Islander respondents (27.33%) and men in the general population (11.48%) report that the volumetric attack occurred through an online forum or

messaging system at their workplace, compared to non-Aboriginal or Torres Strait Islander respondents (3.75%) and women in the general population (4.05%), respectively.

Figure 5 **How volumetric attack occurred**



Base: Adults who have experienced a pile-on attack in the last 12 months (n=189).

Source: QV4. Where did the pile-on attack(s) happen to you?

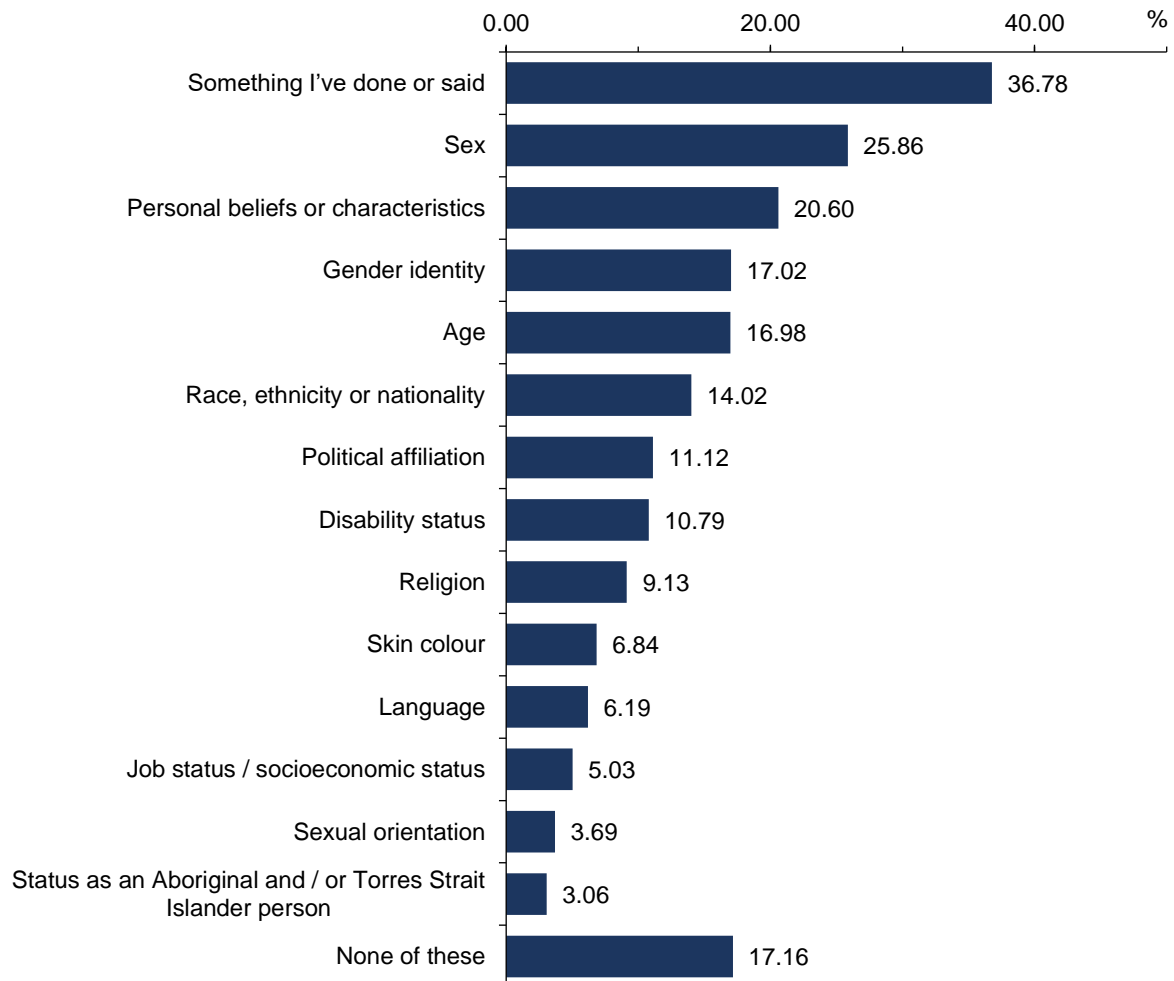
Note: Don't know (1.88%) and Refused (4.80%) responses not shown on chart. Responses <2% not shown on chart: Other (1.91%).

More than one-third of respondents (36.78%) believe the reason they were targeted in a volumetric attack was due to something they said or did, while one-quarter (25.86%) stated it was because of their sex, and one-fifth (20.60%) because of another personal characteristic or beliefs (refer Figure 6). A greater proportion of those who speak a language other than English at home say they were targeted for their race, ethnicity, or nationality (30.64%), religion (16.53%), or language (11.63%), compared to those who only speak English (3.89%, 4.62%, and 2.86%, respectively).

Reasons for being targeted in a volumetric attack also differ among respondents:

- with disability as compared to those without disability:
 - gender identity (31.25% vs 5.18%)
 - age (30.48% vs 5.74%)
 - disability status (19.94% vs 3.17%).
- who are men as compared with women:
 - job or socioeconomic status (11.03% vs 1.22%)
 - sexual orientation (6.13% vs 2.14%)
 - status as an Aboriginal and or Torres Strait Islander person (5.93% vs 1.24%)
 - political affiliation (24.12% vs 2.86%).

Figure 6 Reasons for being targeted in a volumetric attack



Base: Adults who have experienced a pile-on attack in the past 12 months (n=189).

Source: QV5. Were you targeted for any of these reasons?

Note: Responses <2% not shown on chart: Something else (1.68%).

5. Online hate speech

Overview

Highlighting the attitudes and experiences of Australians regarding online hate speech and ways to prevent it occurring are critical components of keeping Australians safe online.

Respondents define online hate speech in far ranging terms, drawing out specific aspects such as racism and cyber abuse as well as more general expressions and behaviours online. When defined by respondents, 'hate speech' includes aspects such as racism, discrimination, targeting due to gender and sexuality, and inciting hate, violence or harm. The articulation of hate speech as having a broader meaning, such as 'saying negative things to someone', is also relevant to participants in how respondents define hate speech.

Witnessing online hate speech is a reality for half of all adults, with a net of 50.28% of respondents having witnessed some form of hate speech online in the last 12 months. Furthermore, 15.19% of respondents report having *experienced* online hate speech themselves in the last 12 months. Experiencing various types of online hate speech is significantly higher among those who identify as LGBTQIA+, those with disability, and those with a culturally and linguistically diverse background.

31.43% of women and 25.57% of men have witnessed sexually offensive remarks or comments, while 6.29% of women have been targeted by misogyny or demeaning views towards women.

Just over two-thirds of respondents (68.16%) agree that the government should be more involved in preventing and responding to online hate speech (net 'agree' and 'strongly agree'), suggesting substantial support for higher levels of government intervention on social media and with technology platforms and providers to prevent online hate speech.

5.1. Online hate speech: Meanings, expressions and attitudes

Respondents were asked to define online hate speech in their own words. Verbatim responses were then coded into themes (refer Figure 7).

Through this open-ended question, respondents were able to express examples of what online hate speech means to them, including examples of online abuse based on personal characteristics. Racism and discrimination are a core defining element of online hate speech:

"Someone who put someone down. Maybe someone who makes a comment if your skin's a different colour."

"Racist or discriminatory comments."

"All kinds of racist remarks."

Gender identity and sexual orientation are also identified aspects of online hate speech:

"Very homophobic remarks."

"Sexual orientation harassment."

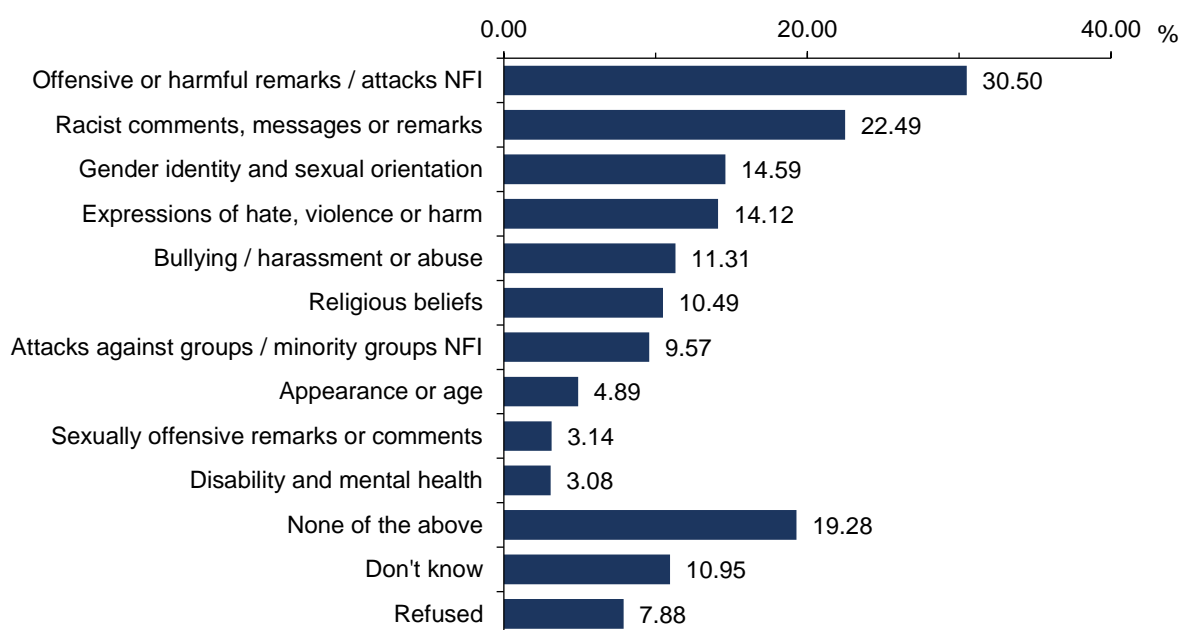
Hate, violence, and examples of threatening harm are also mentioned by respondents:

"People sitting behind keyboards expressing hate."

“People saying negative things about your race sexual orientation or beliefs and threatening harm, or telling you to kill yourself.”

Just under one-third of respondents (30.50%) gave a broad definition of online hate speech that falls under offensive or harmful remarks or attacks. Slightly over one-fifth (22.49%) say online hate speech refers to racist comments, messages or remarks. Gender identity and sexual orientation were identified by 14.59%, while expressions of hate, violence or harm regardless of any personal characteristic were mentioned by 14.12%. Approximately one-tenth (9.57%) say that online hate speech also includes attacks against certain groups, including minority groups.

Figure 7 Definition of online hate speech



Base: All adults (n=2922).

Source: QH1_Coded. In your own words, please describe what you consider online hate speech to be?

Note: Responses <2% not shown on chart: Political affiliation (1.90%), Image-based abuse (1.16%), Radical extremist comments and views (0.50%), Personal attacks (0.31%), Anti-abortion sentiment (0.02%).

Respondents were then presented with a list of expressions and asked to select which they believe constitute online hate speech (Table 2). The most commonly selected expressions are harassing or offensive comments based on race, ethnicity or nationality (86.79%), discrimination against or inciting hate, violence, fear or hostility towards particular groups (86.78%), and harassing or offensive comments based on skin colour (85.97%).

More than three-quarters of respondents (76.73%) say that they consider dehumanising language to be online hate speech. (The definition of dehumanising language provided to respondents in the survey was *“Dehumanisation is a process by which a particular group is marked as sub-human. This may include describing them as animals or disease. The U.N. provides the example that a Rwandan newspaper labelled the Tutsis as “cockroaches.”*)

For each of the expressions listed, a significantly higher proportion of women than men note that they consider the item to represent online hate speech. Conversely, a greater proportion of men (5.94%) say that none of these expressions constitute online hate speech, compared to women (2.87%).

Compared to those who don't identify as LGBTQIA+, a significantly higher proportion of those who identify as LGBTQIA+ indicate that they consider the following expressions to be online hate speech:

- harassing or offensive comments based on race, ethnicity or nationality (93.51% vs 85.97%)
- harassing or offensive comments based on gender (90.41% vs 82.33%)
- dehumanising language (85.59% vs 75.64%).

Compared to younger respondents, a significantly higher proportion of respondents aged 55+ years consider many of the expressions to be online hate speech, including:

- rude or offensive remarks regardless of personal beliefs or characteristics (79.80% vs 70.59% of those aged 35-54, and 61.40% of those aged 18-34)
- radical extremist views and posting symbols or codes associated with extremist groups (80.40% vs 68.72% of those aged 18-34)
- expressions of Holocaust denial (78.02% vs 65.23% of those aged 18-34 and 65.65% of those aged 35-54).

Table 2 Expressions considered to be online hate speech

Expression	%
Harassing or offensive comments based on race, ethnicity or nationality	86.79
Discrimination against or inciting hate, violence, fear or hostility towards particular groups	86.78
Harassing or offensive comments based on skin colour	85.97
Harassing or offensive comments based on disability status	84.51
Harassing or offensive comments based on sexual orientation	84.04
Harassing or offensive comments based on religious beliefs	83.26
Harassing or offensive comments based on gender	83.24
Sexually offensive remarks or comments, misogyny or demeaning views of women	81.98
Harassing or offensive comments based on language	77.69
Dehumanising language	76.73
Harassing or offensive comments based on age	76.30
Radical extremist views and posting symbols or codes associated with extremist groups	76.17
Harassing or offensive comments based on political affiliation	73.39
Rude or offensive remarks regardless of personal beliefs or characteristics	71.24
Expressions of Holocaust denial	70.04
Extreme nationalism	62.47
None of these	4.39

Base: All adults (n=2922).

Source: QH2. Which of the following expressions would you consider to be online hate speech?

Note: Don't know (0.55%) and Refused (0.24%) responses not shown in table.

Just over two-thirds of respondents (68.16%) agree that the Australian government should be more involved in preventing and responding to online hate speech (net 'agree' and 'strongly agree'),

suggesting substantial support for greater government intervention to prevent harmful content and mitigate impact on individuals and the community.

A majority of respondents (72.65%) agree that websites and social media platforms are not doing enough to prevent online hate speech (net 'agree' and 'strongly agree').

Overall, there is significant support from the general population to prevent online hate speech, with barely one in ten respondents (12.20%) agreeing that hate speech content should not be moderated by social media platforms.

A significantly higher proportion of men (15.44%) than women (9.02%) agree that moderation should not be put in place on social media regardless of the content posted (net 'agree' and 'strongly agree').

Those who identify as LGBTQIA+ are more likely to agree that website owners and social media platforms are not doing enough to prevent online hate speech (82.26%), compared to those who don't identify as LGBTQIA+ (71.45%).

Agreement (net 'agree' and 'strongly agree') that the government should be more involved in preventing and responding to online hate speech is significantly higher among:

- women (71.73% vs 64.52% of men)
- those aged 55+ (76.23% vs 63.37% of those aged 18-34 and 63.63% of those aged 35-54)
- parents of children aged 13-17 (76.34% vs 67.43% of those who are not parents of children aged 13-17)
- parents of children aged 16-17 (80.66% vs 67.46% of those who are not parents of children aged 16-17).

Table 3 Agreement with statements on moderation of online hate speech

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
	%	%	%	%	%
Website owners and social media platforms are not doing enough to prevent online hate speech	3.36	4.89	18.78	40.59	32.06
Government should be more involved in preventing and responding to online hate speech	4.90	7.37	19.36	42.01	26.16
No moderation should be put in place on social media platforms regardless of the content posted on those platforms	44.16	29.66	13.79	7.60	4.60

Base: All adults (n=2922).

Source: QH9. To what extent do you agree or disagree with the following statements about online hate speech?

Note: Don't know and Refused responses not shown in table. DK and REF % vary by statement.

5.2. Experiences of online hate speech

A total of 15.19% of respondents report having experienced online hate speech in the last 12 months.

The most common type of online hate speech experienced during this period (refer Table 4) is rude or offensive remarks regardless of personal beliefs or characteristics (5.86%), followed by sexually

offensive remarks or comments, or misogyny or demeaning views of women (3.62%), and harassing or offensive comments based on political affiliation (3.60%).

The proportion of women who reported experiencing sexually offensive remarks or comments, or misogyny or demeaning views of women was significantly higher (6.29%) than men (0.89%).

Compared to those who only speak English, a greater proportion of those who speak a language other than English at home have experienced:

- harassing or offensive comments based on race, ethnicity or nationality (6.65% vs 2.12%)
- extreme nationalism (5.29% vs 2.04%)
- discrimination against or inciting hate, violence, fear or hostility towards particular groups (3.98% vs 1.58%)
- harassing or offensive comments based on skin colour (4.03% vs 1.29%)
- harassing or offensive comments based on language (2.86% vs 0.96%).

Having experienced the following types of online hate speech is significantly higher among those who identify as LGBTQIA+, compared to those who don't identify as LGBTQIA+:

- rude or offensive remarks regardless of personal beliefs or characteristics (11.07% vs 5.03%)
- sexually offensive remarks or comments, or misogyny or demeaning views of women (7.66% vs 3.11%)
- dehumanising language (6.28% vs 2.37%)
- harassing or offensive comments based on gender (7.13% vs 2.22%)
- discrimination against or inciting hate, violence, fear or hostility towards particular groups (5.55% vs 1.66%)
- harassing or offensive comments based on sexual orientation (6.64% vs 1.26%)
- harassing or offensive comments based on disability status (3.30% vs 1.23%)
- harassing or offensive comments based on language (3.62% vs 1.14%).

When compared to those without disability, the proportion of those with disability who report having experienced online hate speech is significantly higher for most types of hate speech, except harassing or offensive comments based on political affiliation, harassing or offensive comments based on race, ethnicity or nationality, and expressions of Holocaust denial.

The prevalence of experiencing online hate speech is also significantly higher for Aboriginal and or Torres Strait Islander respondents for all expressions apart from harassing or offensive comments based on political affiliation, and extreme nationalism.

Table 4 Online hate speech experienced in the last 12 months

Expression	%
Rude or offensive remarks regardless of personal beliefs or characteristics	5.86
Sexually offensive remarks or comments, misogyny or demeaning views of women	3.62
Harassing or offensive comments based on political affiliation	3.60
Harassing or offensive comments based on race, ethnicity or nationality	3.16

Expression	%
Harassing or offensive comments based on religious beliefs	2.84
Dehumanising language	2.82
Extreme nationalism	2.79
Harassing or offensive comments based on gender	2.74
Discrimination against or inciting hate, violence, fear or hostility towards particular groups	2.13
Harassing or offensive comments based on skin colour	1.92
Harassing or offensive comments based on sexual orientation	1.84
Radical extremist views and posting symbols or codes associated with extremist groups	1.80
Harassing or offensive comments based on age	1.76
Harassing or offensive comments based on disability status	1.62
Harassing or offensive comments based on language	1.40
Expressions of Holocaust denial	0.48
None of these	84.09

Base: All adults (n=2922).

Source: QH5. Have you personally experienced any of the following directed at you online in the last 12 months?

Note: Don't know (0.44%) and Refused (0.27%) responses not shown in table.

Respondents who have experienced online hate speech in the last 12 months were asked to indicate which expression of hate speech they have experienced most often during that time (Table 5). The most frequently experienced type of online hate speech is rude or offensive remarks regardless of personal beliefs or characteristics (25.51%). Approximately one-tenth of respondents (10.04%) say they experienced harassing or offensive comments based on race, ethnicity or nationality most often, although this is significantly higher for those who speak a language other than English at home (21.71%) than those who only speak English (5.04%).

Table 5 Online hate speech experienced most often in the last 12 months

Expression	%
Rude or offensive remarks regardless of personal beliefs or characteristics	25.51
Sexually offensive remarks or comments, misogyny or demeaning views of women	12.02
Harassing or offensive comments based on race, ethnicity or nationality	10.04
Harassing or offensive comments based on political affiliation	9.54
Harassing or offensive comments based on religious beliefs	6.05
Extreme nationalism	6.03
Harassing or offensive comments based on skin colour	5.41
Harassing or offensive comments based on gender	4.88
Dehumanising language	4.03
Harassing or offensive comments based on age	3.53
Harassing or offensive comments based on sexual orientation	3.02
Discrimination against or inciting hate, violence, fear or hostility towards particular groups	2.83
Harassing or offensive comments based on disability status	2.29

Base: Adults who have experienced online hate speech in the last 12 months (n=650).

Source: QH5B. Which of the following have you personally had directed at you most often online in the last 12 months?

Note: Don't know (0.93%) and Refused (0.37%) responses not shown in table. Responses <2% not shown in table: Harassing or offensive comments based on language (1.97%), Radical extremist views and posting symbols or codes associated with extremist groups (1.46%), Expressions of Holocaust denial (0.08%).

The most common actions taken in response to experiencing online hate speech (refer Table 6) are blocking the user, person or people responsible for contacting them (45.51%), contacting or reporting the incident to the website or platform or using the "Report Abuse" button (29.95%), and speaking to family or friends (29.47%). Some respondents say they engage with the perpetrator by commenting back or replying to their comments (23.42%) or confronting them either in person or online (11.21%).

Compared to those without disability, the following actions are reported significantly more frequently among those with disability:

- contacted or reported it to a government department (7.63% vs 1.94%)
- confronted the perpetrator (18.98% vs 8.43%)
- sought mental health support (12.93% vs 4.24%)
- contacted the local police (12.56% vs 1.86%)
- contacted the eSafety Commissioner (8.71% vs 1.62%)
- contacted the Australian Federal Police (8.43% vs 1.38%)
- did the same thing back to the person (11.05% vs 3.39%).

A greater proportion of LGBTQIA+ respondents report that they changed or disguised their username or name (23.62%) compared to respondents who don't identify as LGBTQIA+ (7.12%).

Several actions are more common among Aboriginal and or Torres Strait Islander respondents than non-Aboriginal or Torres Strait Islander respondents, including:

- contacted or reported it to a government department (9.54% vs 2.98%)
- complained to a relevant human rights or anti-discrimination authority (24.90% vs 3.02%)
- closed their account or stopped using the service altogether (50.35% vs 9.91%)
- changed or disguised their username (38.70% vs 7.89%)
- told their teacher, school, or university (8.65% vs 3.03%)
- told their boss, HR, or a colleague at their work (10.93% vs 4.49%)
- contacted the eSafety Commissioner (10.08% vs 3.00%)
- contacted the Australian Federal Police (11.19% vs 2.65%).

Table 6 **Actions taken in response to online hate speech**

Actions	%
I blocked the user, person or people from contacting me	45.51
Contacted or reported it to the website or platform / used the "Report Abuse" button	29.95
Spoke to family or friends	29.47
I deleted all upsetting messages / content / photos / videos	25.50
Commented back or replied to some of the messages / comments	23.42
Spent less time online, stopped using the internet for a while, or closed or deactivated my account temporarily	18.99
Closed my account or stopped using the service altogether	12.70

Actions	%
Confronted the perpetrator (in person or online)	11.21
Changed or disguised my username or name	10.01
Searched online for how to deal with this type of problem	9.12
Sought mental health support	6.55
Did the same thing back to the person	5.40
Told my boss, HR or a colleague at my work	4.94
Contacted the local police	4.68
Complained to a relevant human rights or anti-discrimination authority	4.52
I contacted the eSafety Commissioner	3.49
Contacted or reported it to a government department	3.44
Told the teacher / school / college / university	3.42
Contacted the Australian Federal Police	3.23

Base: Adults who have experienced online hate speech in the last 12 months (n=650).

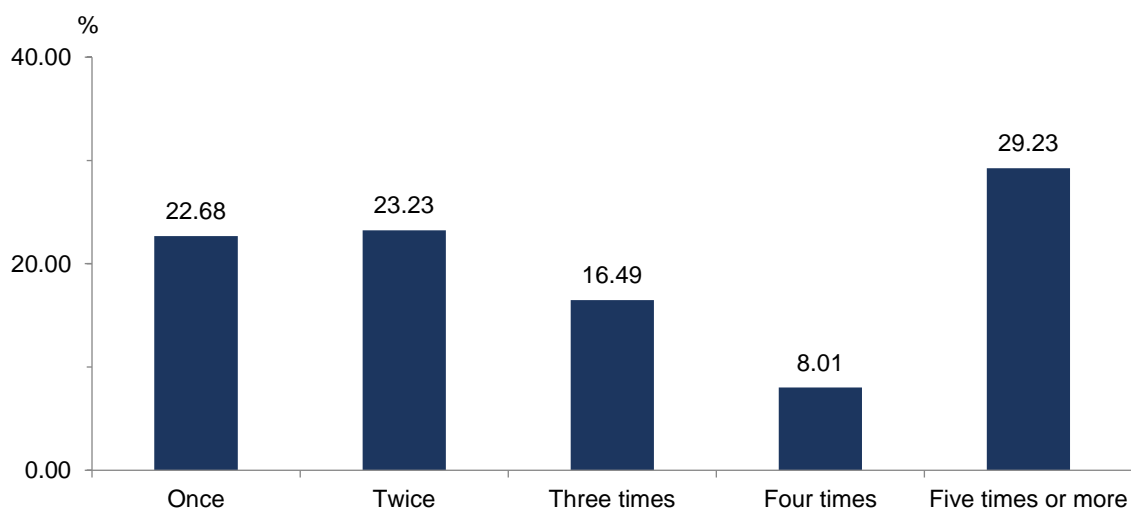
Source: QH6_1. What action(s), if any, did you take when you experienced the online hate speech? + QH6_2. And what action(s), if any, did you take when you experienced the online hate speech?

Note: Don't know (0.24%) and Refused (0.61%) responses not shown in table.

Alarming, more than one-quarter of respondents who experienced online hate speech in the last 12 months (29.23%) say that they have experienced it five or more times during that period (refer Figure 8). A slightly lower proportion report that the experience occurred once (22.68%) or twice (23.23%).

Reporting that the online hate speech occurred five or more times is significantly higher among respondents with disability (48.86%) than those without disability (22.23%).

Figure 8 Number of times online hate speech occurred



Base: Adults who have experienced online hate speech in the last 12 months (n=650).

Source: QH7. How many times did this experience happen in the last 12 months?

Note: Don't know (0.35%) responses not shown on chart.

While nearly half of those respondents who experienced online hate speech in the last 12 months (46.11%) say it did not affect their health or wellbeing at all, a substantial proportion say they were

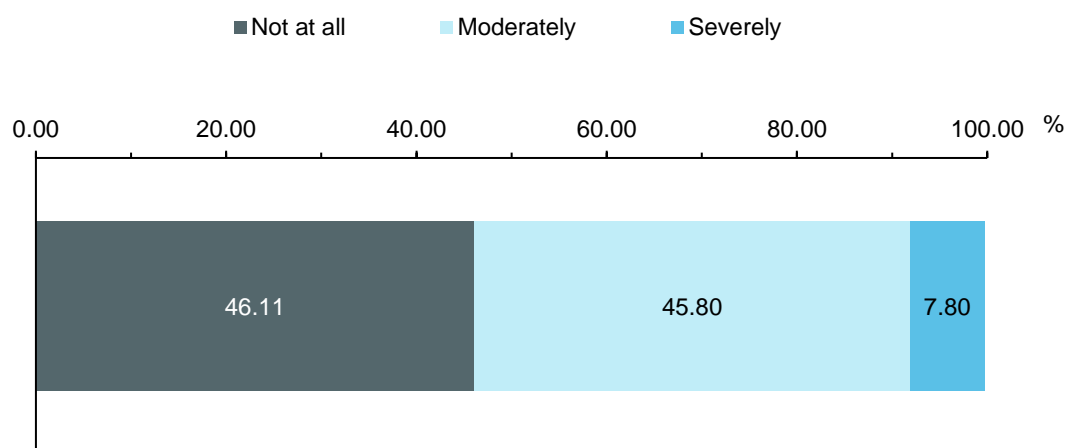
affected moderately (45.80%) or severely (7.80%), highlighting that online hate speech can have serious implications (refer Figure 9).

A moderate impact on health and wellbeing was reported more commonly among:

- Aboriginal and or Torres Strait Islander respondents (76.42%) compared to non-Aboriginal or Torres Strait Islander respondents (43.54%)
- women (60.88%) compared to men (32.66%).

Severe impacts on health and wellbeing are most pronounced for those with disability (15.04%) for whom a significantly greater proportion report being affected this way, compared to those without disability (5.21%).

Figure 9 **How much experience of online hate speech negatively affected online health or wellbeing**



Base: Adults who have experienced online hate speech in the last 12 months (n=650).

Source: QH8. To what extent did this experience, in the last 12 months, negatively affect your health or wellbeing?

Note: Don't know (0.30%) responses not shown on chart.

5.3. Witnessing online hate speech

In addition to measuring the experiences of online hate speech in the survey, the prevalence of *witnessing* online hate speech was also measured. As shown in Table 7, the prevalence of witnessing online hate speech is high, with approximately half of all respondents reporting they have witnessed any type of hate speech listed online (50.28% net).

The most common types of online hate speech witnessed in the last 12 months are rude or offensive remarks regardless of personal beliefs or characteristics (29.92%), sexually offensive remarks or comments, or misogyny or demeaning views of women (28.53%), and harassing or offensive comments based on race, ethnicity or nationality (25.54%).

Those who identify as LGBTQIA+ are more likely to have witnessed all types of online hate speech listed, compared to those who don't identify as LGBTQIA+. Similarly, when compared to those without disability, those with disability are more likely to have witnessed most types of online hate speech

except rude or offensive remarks regardless of personal beliefs or characteristics, and discrimination against or inciting hate, violence, fear or hostility towards particular groups.

Respondents who speak a language other than English at home are also more likely to say they have witnessed various types of online hate speech, compared to those who only speak English at home, including:

- harassing or offensive comments based on race, ethnicity or nationality (31.07% vs 23.64%)
- harassing or offensive comments based on religious beliefs (28.53% vs 18.89%)
- dehumanising language (25.66% vs 18.25%)
- harassing or offensive comments based on language (15.07% vs 10.15%).

Table 7 Online hate speech witnessed in the last 12 months

Expression	%
Rude or offensive remarks regardless of personal beliefs or characteristics	29.92
Sexually offensive remarks or comments, misogyny or demeaning views of women	28.53
Harassing or offensive comments based on race, ethnicity or nationality	25.54
Harassing or offensive comments based on gender	23.76
Harassing or offensive comments based on sexual orientation	23.21
Harassing or offensive comments based on political affiliation	21.12
Harassing or offensive comments based on religious beliefs	21.10
Harassing or offensive comments based on skin colour	20.99
Discrimination against or inciting hate, violence, fear or hostility towards particular groups	20.39
Dehumanising language	19.92
Extreme nationalism	17.13
Harassing or offensive comments based on age	13.19
Radical extremist views and posting symbols or codes associated with extremist groups	12.79
Harassing or offensive comments based on disability status	12.19
Harassing or offensive comments based on language	11.26
Expressions of Holocaust denial	10.85
I've witnessed none of these	48.97

Base: All adults (n=2922).

Source: QH3. Have you witnessed any of the following activities online being directed at someone or a group of people in the last 12 months?

Note: Don't know (0.58%) and Refused (0.17%) responses not shown in table.

The types of online hate speech witnessed most often in the last 12 months are shown in Table 8, with rude or offensive remarks regardless of personal beliefs or characteristics being the most common (21.52%).

Women are more likely to report having witnessed sexually offensive remarks or comments, or misogyny or demeaning views of women most often (19.05%) compared to men (11.84%), as are those who only speak English at home (17.85%) compared to those who speak a language other than English (10.24%).

Table 8 Online hate speech witnessed most often in the last 12 months

Expression	%
Rude or offensive remarks regardless of personal beliefs or characteristics	21.52
Sexually offensive remarks or comments, misogyny or demeaning views of women	15.70
Harassing or offensive comments based on race, ethnicity or nationality	10.50
Harassing or offensive comments based on political affiliation	7.96
Harassing or offensive comments based on sexual orientation	6.89
Harassing or offensive comments based on religious beliefs	6.78
Discrimination against or inciting hate, violence, fear or hostility towards particular groups (e.g. immigrants)	5.42
Harassing or offensive comments based on gender	5.34
Extreme nationalism	4.74
Harassing or offensive comments based on skin colour	3.64
Dehumanising language	3.52
Harassing or offensive comments based on language	2.10

Base: Adults who have witnessed online hate speech in the last 12 months (n=1437).

Source: QH3B. Which of the following activities being directed at someone or a group of people have you witnessed most often online in the last 12 months?

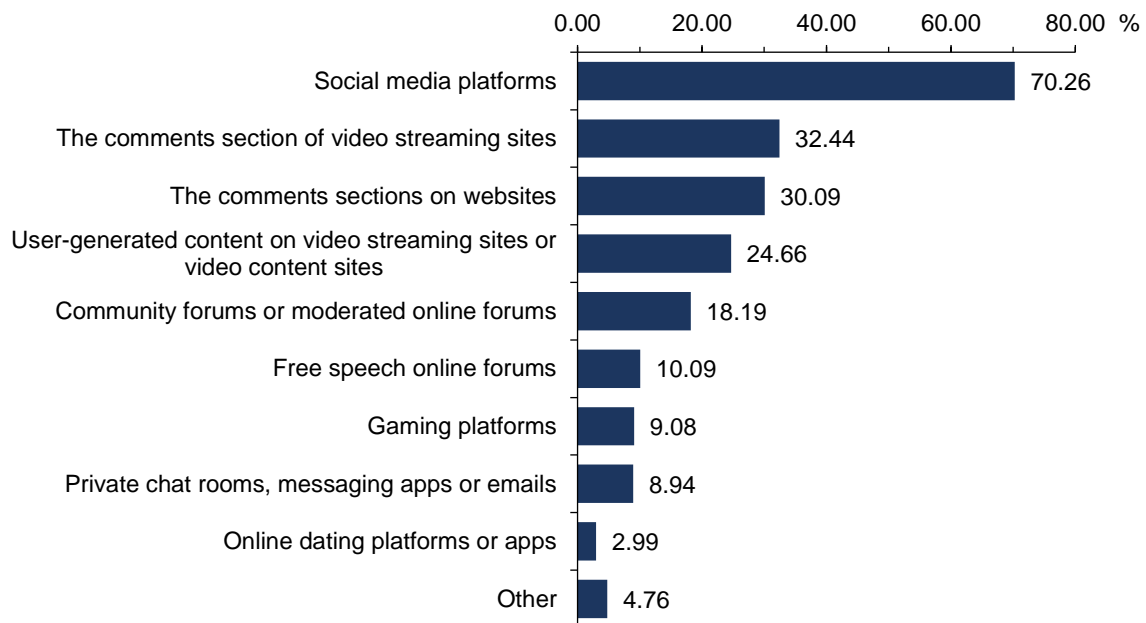
Note: Don't know (1.00%) and Refused (0.25%) responses not shown in table. Responses <2% not shown in table: Harassing or offensive comments based on age (1.81%), Radical extremist views and posting symbols or codes associated with extremist groups (1.27%), Harassing or offensive comments based on disability status (0.94%), Expressions of Holocaust denial (0.63%).

The vast majority of respondents who report having witnessed online hate speech in the last 12 months saw it on social media platforms (70.26%), while just under a third report seeing hate speech in the comments section of video streaming sites (32.44%) or the comments section of other websites (30.09%) (refer Figure 10).

Those who identify as LGBTQIA+ are significantly more likely to report seeing online hate speech on social media platforms (80.93%) compared to those who don't identify as LGBTQIA+ (68.61%), as are women (76.91%) compared to men (62.59%).

A significantly higher proportion of respondents who speak a language other than English at home also report seeing online hate speech in the comments section of video streaming sites such as YouTube (40.95%), compared to those who only speak English (28.89%).

Figure 10 **Where witnessed online hate speech**



Base: Adults who have witnessed online hate speech in the last 12 months (n=1437).

Source: QH4. On which of the following platforms did you see the <activity from QH3B> occur?

Note: Don't know (0.26%) responses not shown on chart.

6. Perpetrators of online harm

Overview

Understanding the motivations of those who perpetrate harm online is key in understanding ways to address and prevent it. The 2022 National Online Safety Survey highlighted many harmful online behaviours experienced by Australians, but further investigation was required to understand the drivers and reasons why they were being committed.

The findings in the 2023 Online Safety Issues Survey suggest that some perpetrators of online harm may not be committing harm due to premediated malice, but often in response to comments or situations online ('the person said or posted something or an opinion I disagreed with' being 30.54%). Another key reason for perpetrating is 'I didn't think of it as harmful, or I thought it was harmless' (28.42%), which highlights the role of education about online empathy. Misplaced humour is also a reason cited for negative online behaviours ('I intended it as a joke or it was funny', 27.53%). Whether this is respondents seeking to rationalise their negative online behaviour is difficult to determine but does suggest people may none-the-less show a lack of empathy when interacting online or trivialise their behaviour when challenged about it.

6.1. Perpetration of negative online behaviours online and motivators

The majority of respondents (94.40%) report not having intentionally done any of the negative online activities listed in Table 9 in the last 12 months. However, a minority of respondents confirm that they have perpetrated online harm (net 5.48% perpetration). Cyberbullying and discrimination are the most common types of negative behaviour perpetrated online, with 3.28% of respondents reporting having called someone offensive names or ridiculed or made fun of them, and 1.51% having sent online communication that could have offended, insulted or abused someone because of their identity or beliefs.

A significantly higher level of perpetration among men than women is recorded for the following activities:

- called someone else offensive names, or ridiculed or made fun of them (4.82% vs 1.78%)
- sent online communication that could have offended, insulted or abused someone because of their identity or beliefs (2.33% vs 0.71%)
- spread lies or rumours about someone (1.11% vs 0.25%)
- pile-on attack (1.02% vs 0.09%)
- sent someone unwanted or inappropriate violent content (0.39% vs 0.10%)
- made repeated unwanted contact with someone (0.32% vs 0.10%)
- shared private photos or videos of someone (nude, semi-nude, or sexual) without their permission (0.27% vs 0.06%)
- threatened to share someone's private photos or videos without their permission (0.26% vs 0.06%).

Having sent someone content that promoted or provided instructions in self-harm is higher among women (0.68%) than men (0.17%).

When considering a net of all the activities listed in Table 9, a significantly higher proportion of those aged 18-34 (9.44%) have perpetrated online harm in the last 12 months, compared to those aged 35-54 (5.24%) and those aged 55+ (2.51%). Perpetration is also higher for those aged 35-54 compared to those aged 55+.

Table 9 Negative online behaviours perpetrated in the last 12 months

Activity	%
Called someone else offensive names, ridiculed, or made fun of someone else online	3.28
Sent online communication that could have offended, insulted or abused someone because of their identity or beliefs	1.51
Electronically tracked someone else's location or movements without their permission	0.92
Threatened to harm or abuse someone else	0.82
Spread lies or rumours about someone else online	0.67
Pile-on attack	0.55
Cyber-flashing	0.49
Sent someone else online content that promoted or provided instructions in self-harm	0.42
Sent someone else online content that promoted or provided instructions for drug use	0.33
Pretended to be someone else online	0.32
Created a false online identity to intentionally upset someone or lead them on (also known as 'catfishing')	0.26
Sent someone else unwanted or inappropriate violent content online	0.24
Made repeated unwanted online contact with someone who was not a business or organisation	0.21
Shared private photos or videos of someone else (nude or semi-nude or sexual) online or electronically without their permission	0.16
Threatened someone by saying you would send or post private photos or videos of them without their permission	0.16
Sent someone else unwanted or inappropriate sexual content online	0.15
I have not done any of these things	94.40

Base: All adults (n=2922).

Source: QP1. In the past 12 months, which, if any, of the following activities have you intentionally done online?

Note: Don't know (0.08%) and Refused (0.04%) responses not shown in table.

Those who have perpetrated negative online behaviours were asked to indicate the reason or reasons for their actions. The most commonly reported reasons are that they:

- reacted to something the person had said or posted that they disagreed with (30.54%)
- didn't think of it as harmful (28.42%)
- intended it as a joke or it was funny (27.53%).

Furthermore, more than one-quarter (26.81%) said that they were provoked or did it in response to something the target had said or posted about them.

A greater proportion of women report the reasons for their negative behaviour was they just weren't thinking (28.49%), or their friends were doing it or they did it as a group (27.32%) compared to men (6.52% and 4.15%, respectively).

A greater proportion of those aged 18-34 years (41.96%) report that they didn't think of the behaviour as harmful, or they thought it was harmless, compared to those aged 35-54 years (13.88%).

Table 10 Reasons for perpetrating negative behaviour

Reason	%
The person said or posted something or an opinion I disagreed with	30.54
I didn't think of it as harmful, or I thought it was harmless	28.42
I intended it as a joke or it was funny	27.53
I was provoked / in response to something said or posted about me / to get back at someone	26.81
I was trying to get a response or reaction from the other person	21.60
To shock, upset or annoy someone	20.55
Other people were doing the same thing or others had done it	15.19
I just wasn't thinking	13.49
Friends were doing it / we did it as a group	11.50
It was online, not in real life, so it didn't matter as much	11.12
Other (please specify)	10.54

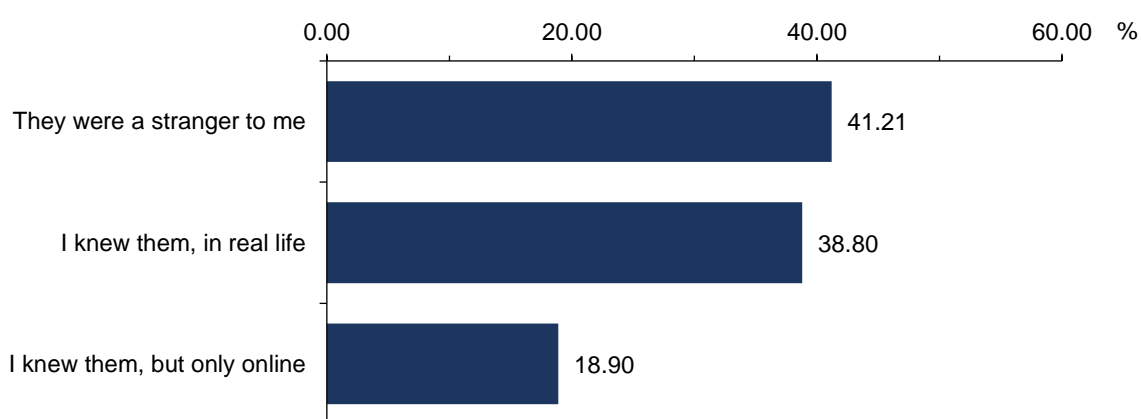
Base: Adults who have perpetrated online harm in the past 12 months (n=305).

Source: QP2. And which of the following were reasons for conducting this activity?

Note: Don't know (0.07) responses not shown in table.

While approximately two-fifths (41.21%) of perpetrators say that the target of their negative online behaviour was a stranger to them, a similar proportion report it was someone they knew in real life (38.80%) demonstrating the cross-over in actions from online to in-real life. It is less common, however, for the target to be someone the perpetrator knew only online (18.90%).

Figure 11 Whether perpetrator knew target of behaviour



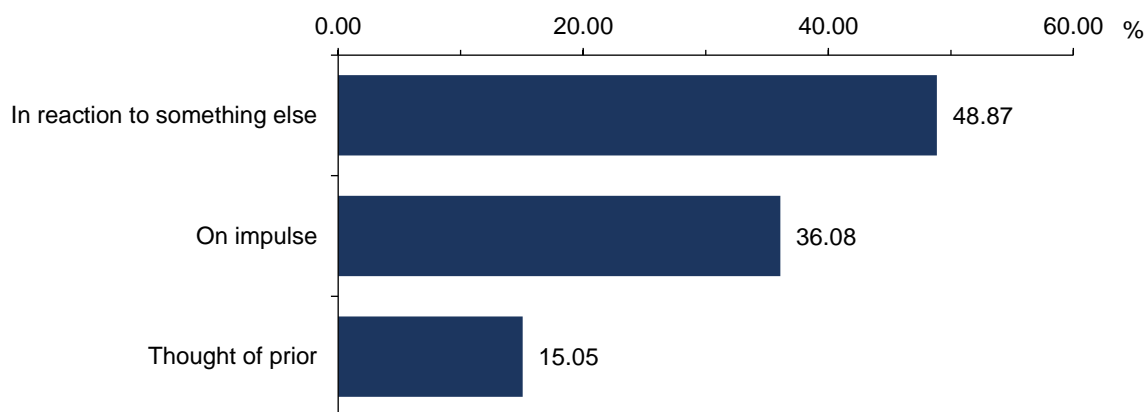
Base: Adults who have perpetrated online harm in the past 12 months (n=305).

Source: QP3. Did you know the person this activity was done to?

Note: Don't know (1.09%) responses not shown on chart.

Almost half the perpetrators report that they behaved harmfully in reaction to something that had previously happened (48.87%), while more than one-third (36.08%) say they acted impulsively. This suggests that negative online behaviour is most often a reaction to previous interactions and impulsiveness, noting however that 15.05% of respondents' actions were premeditated.

Figure 12 Whether negative behaviour was impulsive or thought of prior

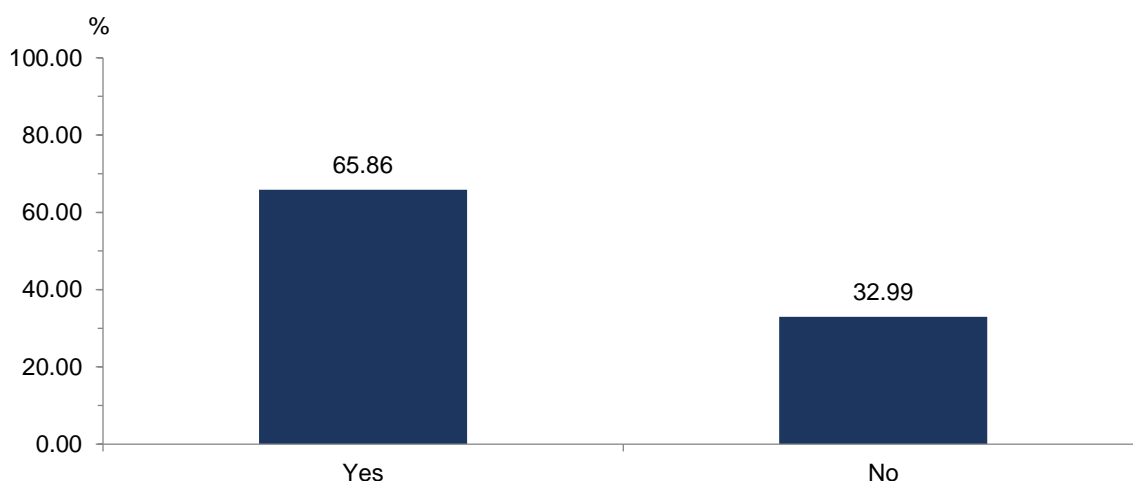


Base: Adults who have perpetrated online harm in the past 12 months (n=305).

Source: QP5. And was the activity done on impulse or in reaction, or was it thought of prior?

Education can play an important role in preventing online harm, as evidenced by almost one-third of perpetrators (32.99%) reporting that they would not have done the negative action if they had more information or knowledge about the impacts of their behaviour on people. Increasing information and knowledge of the harmful effects of negative online behaviour is important in helping to raise awareness and help reduce its prevalence.

Figure 13 Whether perpetrators would still have done negative action with greater education about the impact of behaviour



Base: Adults who have perpetrated online harm in the past 12 months (n=305).

Source: QP6. Would you still have undertaken this action if you'd had more information or knowledge about the impacts this action has on people?

Note: Don't know (1.16%) responses not shown on chart.

7.Prevention and education in online harm

Overview

An important aspect in controlling and preventing online harm is understanding methods to educate about online safety and raise awareness to the impact actions taken online have on others. This section looks at the levels and methods of access to online safety education materials, and how they can help reduce online harm in Australia.

Approximately one-third of respondents (29.90%) report they have accessed information or materials about online safety. Those that have accessed online safety information most commonly source it from websites or apps that they use (47.86%), or from government departments or websites (47.47%).

Schools are an important source for online safety education and harm prevention, with almost four-fifths of parents (79.77%) reporting that their children have received information about online safety at school.

Respondents were also asked if they have ever used the online safety features provided on platforms and websites, with almost half (49.79%) reporting they have not used such features. Among those who have, usage was most frequently cited on Facebook (35.22%), followed by Google (16.83%), and Instagram (15.68%).

7.1. Sources of information about online safety

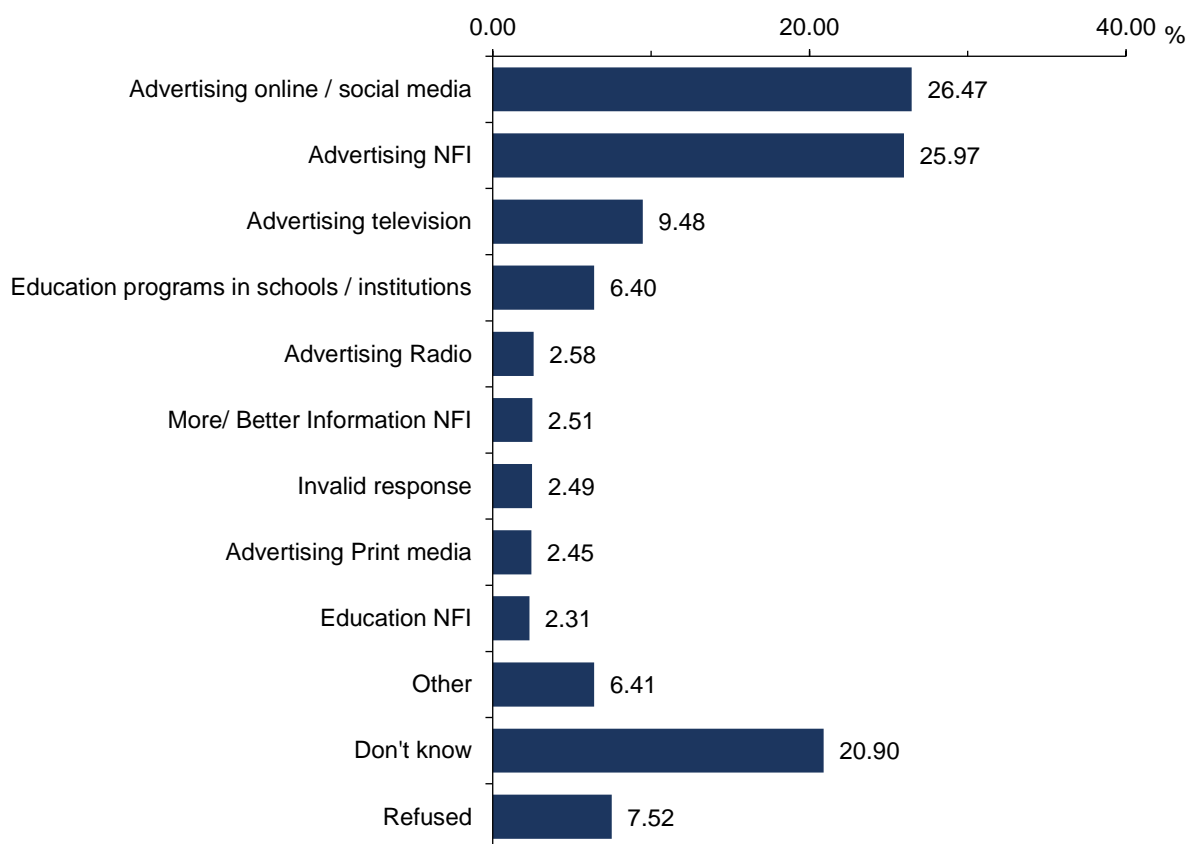
7.1.1. Online safety materials

All respondents were asked to suggest actions to increase awareness of the eSafety Commissioner (refer Figure 14). The most common suggestions include general advertising (25.97%), advertising specially online or on social media (26.47%), and, less commonly, advertising on television (9.48%). Approximately one-fifth (20.90%) are not sure what could be done.

The suggestion of education programs in the community is significantly higher among those who speak a language other than English at home (1.57%), compared to those who only speak English (0.48%).

A greater proportion of respondents who identify as LGBTQIA+ (35.11%) and women (30.97%) suggest advertising online or on social media, compared to respondents who don't identify as LGBTQIA+ (25.28%) and men (21.87%), respectively.

Figure 14 Suggested actions to increase awareness of the eSafety Commissioner



Base: All adults (n=2922).

Source: QG6_Coded. What do you think could be done to increase awareness of the eSafety Commissioner?

Note: Responses <2% not shown on chart: Advertising Outdoors and Indoors (1.23%), Education programs in workplaces (1.11%), Education programs in the community (0.73%), Advertising Mail (0.33%), Education programs led by law enforcement (0.03%).

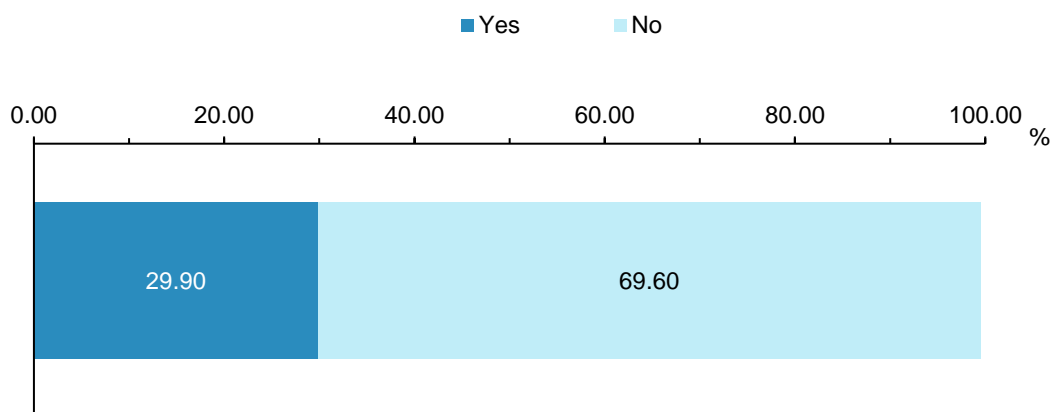
Just under one-third of respondents (29.90%) have ever accessed information or materials about online safety (refer Figure 15).

Having accessed online safety materials is significantly higher among the following groups:

- those who speak a language other than English at home (36.04% vs 27.86% of those who only speak English)
- those with disability (45.43% vs 27.37% of those without disability)
- women (32.88% vs 26.85% of men)
- those with a post-graduate degree (38.87% vs 25.68% of those with education up to year 12, and 24.42% of those with a TAFE / Trade Certificate)
- parents of children aged 13-15 (37.96% vs 29.17% of those who are not parents of children aged 13-15)
- those who have experienced harm online (40.72% vs 24.39% of those who have not experienced harm)
- those who have witnessed online hate speech (36.84% vs 22.56% of those who have not witnessed online hate speech)

- those who have experienced online hate speech (44.25% vs 27.08% of those who have not experienced online hate speech).

Figure 15 Whether respondents have accessed online safety materials or information



Base: All adults (n=2922).

Source: QG3. Have you ever accessed any materials or information about online safety? This could be materials provided by the government, organisations or websites.

Note: Don't know (0.50%) responses not shown on chart.

Those that have accessed online safety information most commonly source it from websites or apps that they use (47.86%), or from government departments or websites (47.47%) (refer Figure 16). Almost two-fifths (16.82%) have accessed information from the eSafety Commissioner, while a similar proportion have used informal sources such as their friends (17.21%) or family (13.88%).

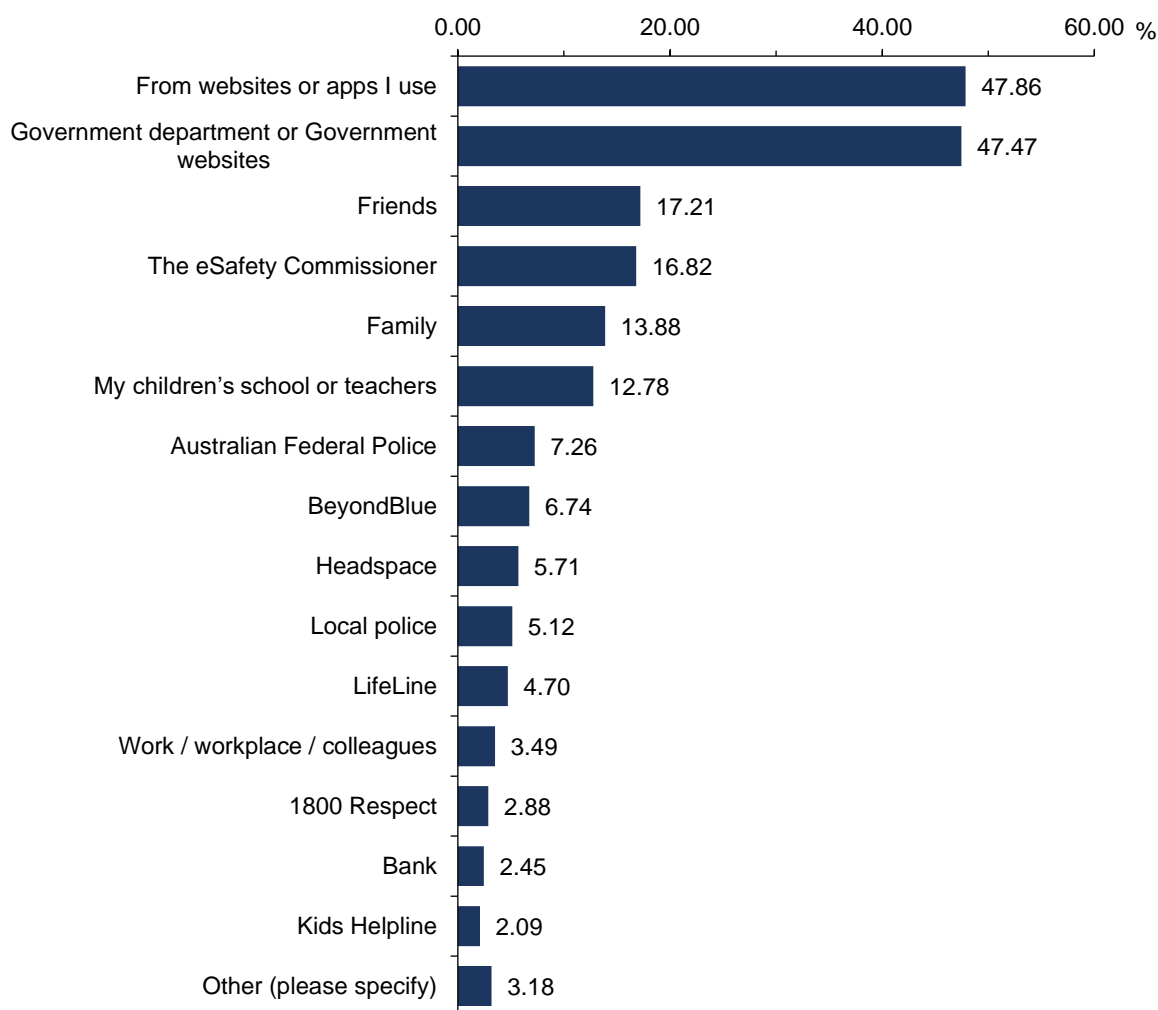
Having accessed information from the eSafety Commissioner is significantly higher for respondents who have experienced cyber-flashing in the last 12 months (29.51%), compared to those who have not (15.48%).

A greater proportion of women (16.42%) than men (8.21%) report having accessed online safety information from their children's school or teachers.

Aboriginal and or Torres Strait Islander respondents more commonly report accessing information from the following sources (than non-Aboriginal or Torres Strait Islander people):

- their children's school or teachers (36.57% vs 12.12%)
- Headspace (17.99% vs 5.37%)
- local police (17.11% vs 4.79%)
- 1800 Respect (10.85% vs 2.66%)
- Kids Helpline (9.53% vs 1.89%)

Figure 16 Source of online safety materials or information



Base: Adults who have accessed materials or information about online safety (n=1045).

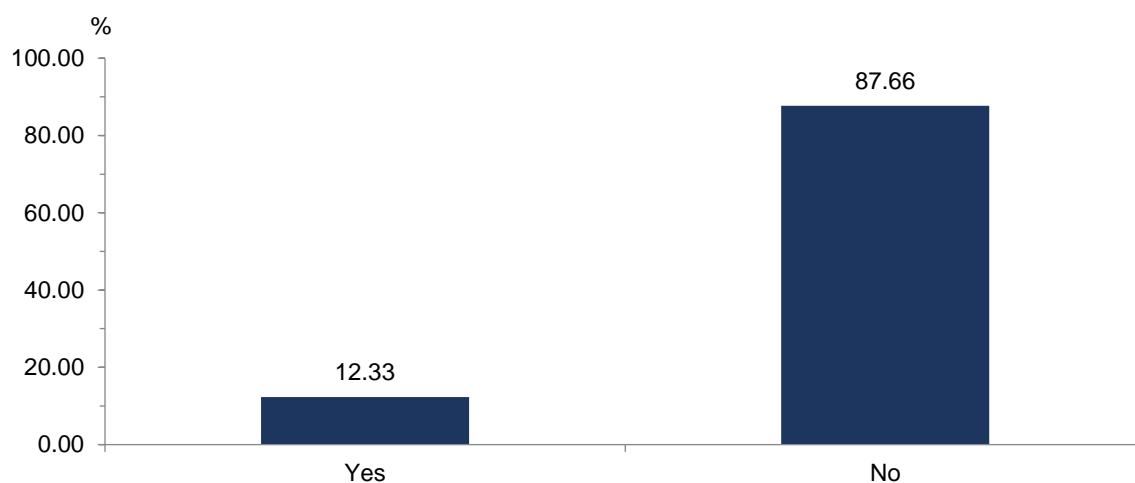
Source: QG4. Where did you get information about online safety?

Note: Don't know (1.69%) responses not shown on chart. Responses <2% not shown on chart: None of these (1.94%).

Just over one-tenth of respondents who speak a language other than English (12.33%) have accessed online safety materials in the language they speak at home (refer Figure 17).

A greater proportion of Aboriginal and or Torres Strait Islander respondents report having accessed information in the language they speak at home (76.96%), compared to those who are not Aboriginal and or Torres Strait Islander (11.46%).

Figure 17 Whether respondents have accessed online safety materials in a language other than English



Base: Adults who speak a language other than English at home (n=466).

Source: QG7. Have you ever accessed information about online safety in the language you speak at home? (I.e. in a language other than English?)

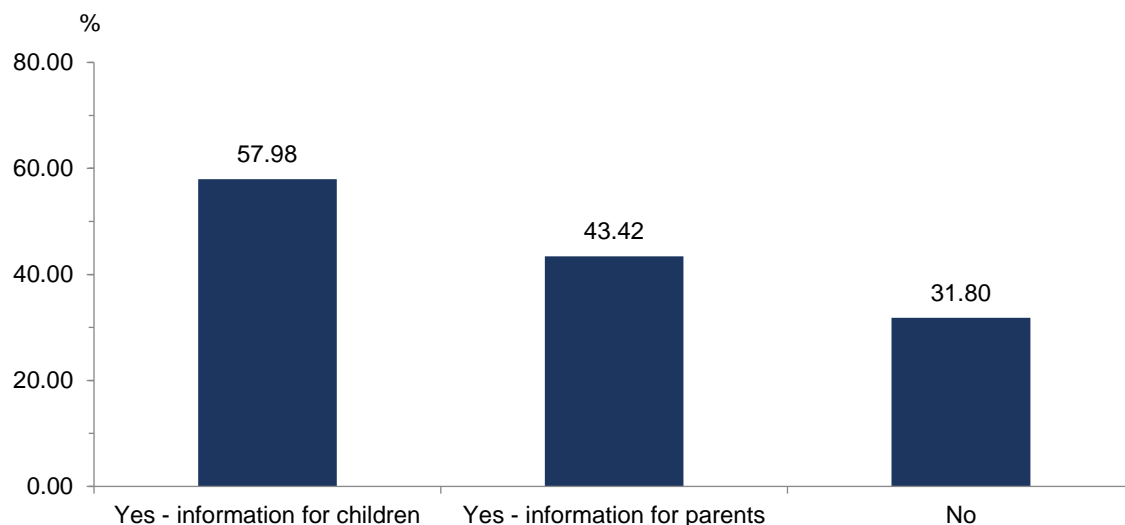
Note: Refused (0.02%) responses not shown on chart.

7.1.2. School prevention and sources of online safety material

Just under four-fifths of parents (79.77%) report that their children have ever received information about online safety at school. This is consistent with the proportion of children aged 13-17 who say their school or teachers (73.74%) have given them information about how to stay safe online.

In terms of the last 12 months, however, parents (57.98%) more commonly say that their child's school has provided online safety education materials than their children (43.42%) (refer Figure 18).

Figure 18 Whether child's school has provided online safety materials



Base: Parents of children aged 13-17 (n=1055).

Source: QG10. Has the school your <selected child's age> year old attends provided online safety education materials in the past 12 months?

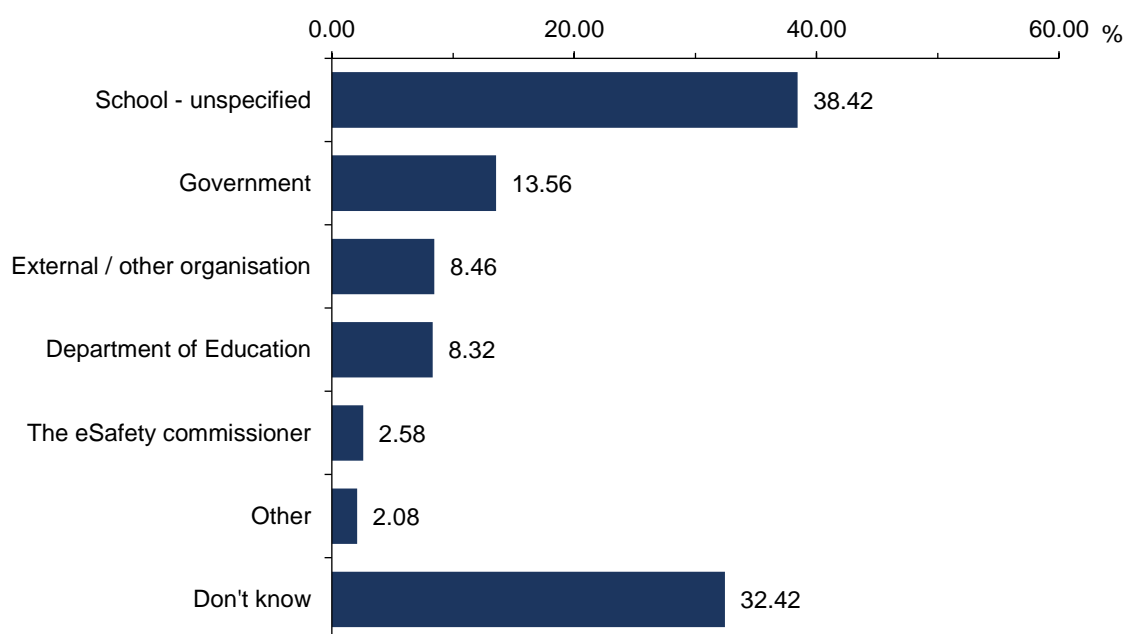
Note: Don't know (3.37%) responses not shown on chart.

Almost one-third of parents (32.42%) whose child's school has provided them online safety materials say they don't know who produced the content, while just under two-fifths (38.42%) say the school produced it (refer Figure 19). More than one-tenth of parents (13.56%) thought the materials were from government sources, while a slightly smaller proportion indicated that they were from an external or other unknown organisation (8.46%) or the Department of Education (8.32%).

Reporting that the materials were produced by an external or other unknown organisation is significantly higher among:

- those who speak a language other than English at home (23.70% vs 5.26% of those who only speak English)
- those with disability (32.32% vs 5.33% of those without disability)
- those who identify as LGBTQIA+ (47.64% vs 5.22% of those who don't identify as LGBTQIA+).

Figure 19 Who produced online safety materials provided by school



Base: Parents whose child's school has produced online safety materials in the past 12 months (n=733).

Source: QG11_Coded. Who produced them or where were they from?

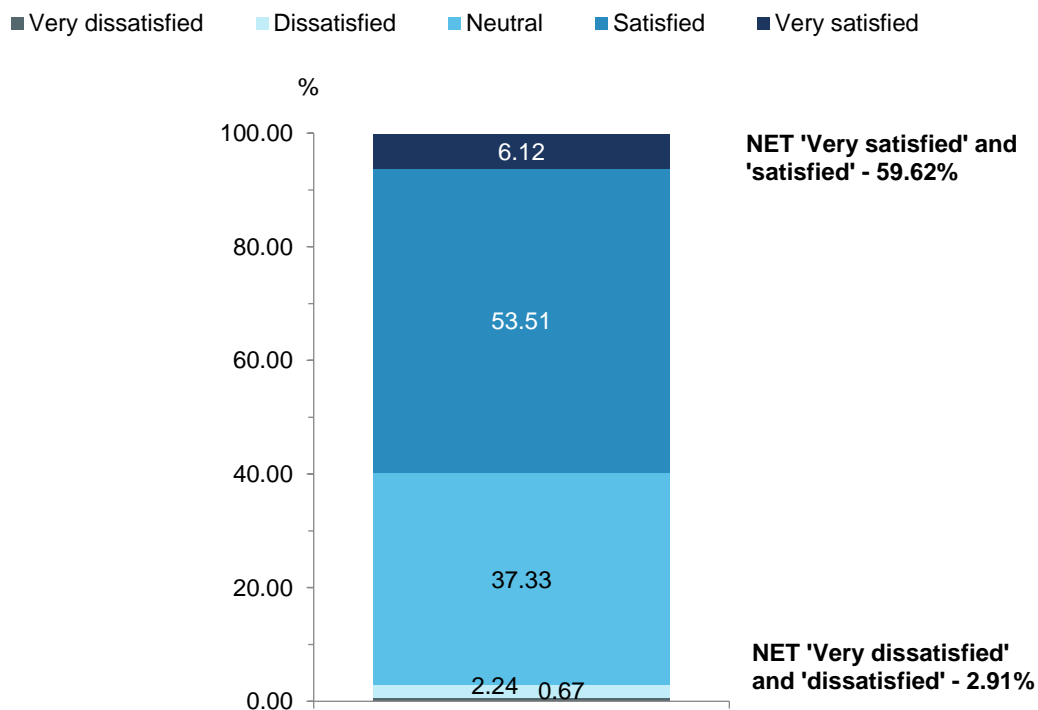
Note: Refused (1.81%) responses not shown on chart. Responses <2% not shown on chart: Secondary school (or equivalent) (1.29%), Primary school (0.21%).

The majority of parents (59.62%) report that they are satisfied with the online safety education materials provided by their child's school (net 'satisfied' and 'very satisfied'), while more than one-third (37.33%) were neutral (refer Figure 20). Only a very small proportion of parents (2.91%) were dissatisfied with the materials (net 'dissatisfied' and 'very dissatisfied').

Dissatisfaction with the materials provided by their child's school (net 'dissatisfied' and 'very dissatisfied') is significantly higher among parents with lived experience or with an acknowledged risk of online harm including:

- those with disability (8.78% vs 2.14% of those without disability)
- women (4.16% vs 1.20% of men)
- those who have experienced online harm (4.66% vs 1.25% of those who have not experienced online harm)
- those who have witnessed online hate speech (4.31% vs 0.93% of those who have not witnessed online hate speech)
- those who have experienced online hate speech (6.77% vs 1.58% of those who have not experienced online hate speech)
- those who report a moderate impact on their health and wellbeing from experiencing online hate speech (9.02% vs 0.99% of those who report no impact at all).

Figure 20 Ratings of satisfaction with online safety materials provided by school



Base: Parent's whose child's school has produced online safety materials in the past 12 months (n=733).

Source: QG12. Overall, to what extent were you satisfied or dissatisfied with the effectiveness of these education materials at preventing online safety harms?

Note: Don't know (0.14%) responses not shown on chart.

7.2. Australians' experiences preventing exposure to harms

Respondents were also asked if they have ever used the online safety features provided on platforms and websites, with almost half (49.79%) reporting they have not used such features (refer Figure 21). Respondents most commonly report using safety features on Facebook (35.22%), followed by Google (16.83%), and Instagram (15.68%).

A greater proportion of those who speak a language other than English at home report having used the safety features on the following platforms, compared to those who only speak English:

- Twitter (3.63% vs 1.15%)
- Google (25.19% vs 14.36%)
- online dating platforms or apps (4.67% vs 2.15%)
- TikTok (9.19% vs 5.22%)
- YouTube (20.40% vs 12.25%)
- WhatsApp (19.24%).

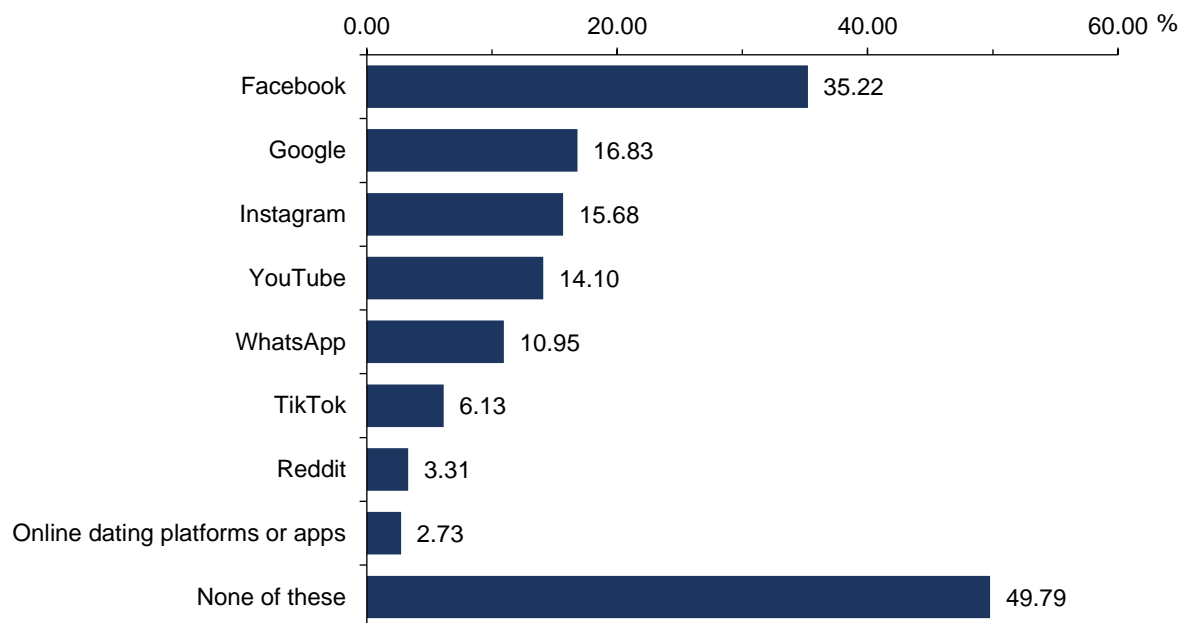
Having used the safety features on online dating platforms or apps (7.36%), YouTube (20.01%), and Reddit (9.20%) is more common among those with disability than those without disability (1.98%, 13.15%, and 2.36%, respectively).

Compared to those who don't identify as LGBTQIA+, using the safety features is significantly higher among those who identify as LGBTQIA+ for:

- Twitter (9.38%)
- other social media (2.82% vs 0.33%)
- online dating platforms or apps (10.94% vs 1.73%)
- Instagram (28.61% vs 14.12%)
- TikTok (15.14% vs 5.06%)
- Reddit (11.57% vs 2.31%).

A greater proportion of women report they have used the safety features on Facebook (43.64%) and Instagram (20.20%) compared to men (26.63% and 11.08%, respectively).

Figure 21 Online platforms where respondents have used safety features



Base: All adults (n=2922).

Source: QE1. Have you ever used any of the online safety features provided by any of the following platforms?

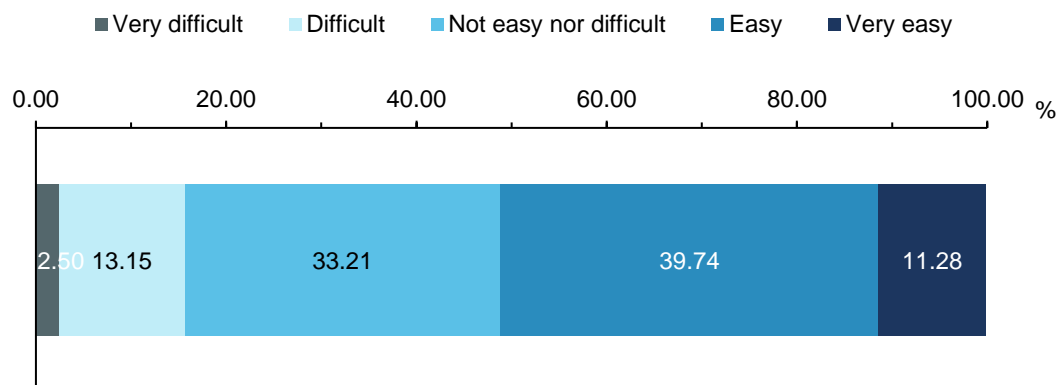
Note: Don't know (0.62%) and Refused (0.02%) responses not shown on chart. Responses <2% not shown on chart: Twitter (1.72%), Other social media (0.60%), Other website (0.12%), Email (0.09%), Other (0.28%).

Just over half of those who have used online safety features (51.02%) rate them as easy to use (net 'easy' and 'very easy'), while one-third (33.21%) say they were neither easy nor difficult.

Ease of use isn't universal, however, with a greater proportion of people with the following characteristics reporting safety features as being difficult (net 'difficult' and 'very difficult') to use:

- those with disability (23.50%) compared to those without disability (14.12%)
- Aboriginal and or Torres Strait Islander respondents (39.91%) compared to non-Aboriginal or Torres Strait Islander respondents (15.04%)
- women (18.32%) compared to men (12.18%).

Figure 22 **Ratings of ease of using safety features on online platforms**



Base: Adults who have used an online safety feature on a platform (n=1571).

Source: QE3. You mentioned you have used online safety features on <platform> . To what extent is it easy or difficult to use the control features on this platform?

8. Comparing experiences of harm between parents and children

Experiencing online harms – by parents and children

Parents

This section focuses on respondents who are parents of at least one child aged 13-17. The most common online harms experienced by parents are being sent or coming across unwanted or inappropriate sexual content (18.84%), receiving repeated unwanted contact from someone (17.44%), and being sent or coming across unwanted or inappropriate violent content online (8.36%) (refer Table 11).

Table 11 Parents' negative experiences online in the last 12 months

Activity	%
I was sent, or came across, unwanted or inappropriate sexual content online	18.84
I received repeated unwanted online contact by someone who was not a business or organisation	17.44
I was sent, or came across, unwanted or inappropriate violent content online	8.36
I was called offensive names, ridiculed or made fun of online	6.72
I received online or electronic communication that offended, insulted or abused me because of my identity or beliefs	6.48
Someone pretended to be me online	6.16
Cyber-flashing	5.97
Lies or rumours were spread about me online	4.57
I was threatened by someone who said they would send or post private photos or videos of me without my permission.	4.30
Someone created a false online identity to intentionally upset me or lead me on (also known as 'catfishing')	3.79
I was sent, or came across, online content that promoted or provided instructions for drug use	3.52
Pile-on attack	3.49
Someone electronically tracked my location or movements without my permission	3.04
Someone threatened to harm or abuse me	3.02
I was sent, or came across, online content that promoted or provided instructions in self-harm	2.86
Private photos or videos of me (nude or semi-nude or sexual) were shared online or electronically without my permission	1.71
None of these things happened to me	55.81

Base: Parents of at least one child aged 13-17 (n=1055).

Source: QB4. Which, if any of the following, have you personally experienced online in the last 12 months?

Note: Don't know (0.03%) and Refused (0.13%) responses not shown in table.

Children

To reduce cognitive load on children, the survey firstly asked children whether they had experienced online harm or not, and only then if they indicated they had experienced harm were they asked further questions about the types of harms. This means that while the percentages for children are not directly

comparable to parents, we can still identify the types of harms experienced by children. The most common online harms experienced by children are being called offensive names, ridiculed or made fun of online (35.78%), having lies or rumours spread about them (24.74%), and being sent or coming across unwanted or inappropriate violent content (23.49%) (refer Table 12).

Table 12 Children's negative experiences online in the last 12 months

Activity	%
I was called offensive names, ridiculed or made fun of online	35.78
Lies or rumours were spread about me online	24.74
I was sent, or came across, unwanted or inappropriate violent content online	23.49
I was sent, or came across, unwanted or inappropriate sexual content online	22.58
I received repeated unwanted online contact by someone who was not a business or organisation	21.26
I received online or electronic communication that offended, insulted or abused me because of my identity or beliefs	18.61
Cyber-flashing	18.22
Someone threatened to harm or abuse me	15.04
Pile-on attack	14.75
I was sent, or came across, online content that promoted or provided instructions in self-harm	13.36
Someone created a false online identity to intentionally upset me or lead me on (also known as 'catfishing')	12.94
I was sent, or came across, online content that promoted or provided instructions for drug use	11.99
I was threatened by someone who said they would send or post private photos or videos of me (nude or semi-nude or sexual) without my permission	11.29
Someone pretended to be me online	10.46
Someone electronically tracked my location or movements without my permission	7.99
Private photos or videos of me (nude or semi-nude or sexual) were shared online or electronically without my permission	6.69
None of these things happened to me	8.35

Base: Children aged 13-17 who have experienced online harm in the last 12 months (n=271).

Source: QCB6. You said that sometime in the last 12 months, someone had done something to you that was hurtful, nasty or upsetting when you were online. What did they do? + QCC6. You said that sometime in the last 12 months, someone had done something to you that was hurtful, nasty or upsetting when you were online. What did they do?

Experiencing cyber-flashing – by parents and children

Parents

The prevalence of cyber-flashing for parents is 5.97% when asked in the context of the full list of harms, however, it measures at 12.45% when asked directly.

Children

Due to the sensitive nature of the topic, children were only asked about cyber-flashing within the context of the full list of harms and were not asked whether they had experienced cyber-flashing directly. Among children who indicated that they have experienced online harm in the last 12 months, the prevalence of cyber-flashing is 18.22%.

Experiencing volumetric attacks - by parents and children

Parents

The prevalence of volumetric attacks for parents is 3.49% when asked in the context of the full list of harms, and slightly higher at 5.10% when asked directly.

Children

Children aged 13-15 were asked directly if they have ever experienced a volumetric attack, and 14.98% confirmed that they had. They were also asked in the context of the full list of harms if they had experienced a volumetric attack, the prevalence for ages 13-15 is 15.32% (of those who experienced harm).

Of children aged 16-17 who indicate they have experienced online harm in the last 12 months, 13.94% indicate they have experienced a volumetric attack when asked in the context of the full list of harms and 11.92% when asked directly.

Witnessing online hate speech– by parents and children

Parents

The level of witnessing any online hate speech by parents is 53.36%. Details of the prevalence of each type of hate speech witnessed are listed in Table 13.

Table 13 Online hate speech witnessed by parents in the last 12 months

Expression	%
Harassing or offensive comments based on race, ethnicity or nationality	23.99
Sexually offensive remarks or comments, misogyny or demeaning views of women	23.25
Rude or offensive remarks regardless of personal beliefs or characteristics	20.93
Harassing or offensive comments based on skin colour	18.43
Harassing or offensive comments based on gender	18.14
Harassing or offensive comments based on religious beliefs	16.31
Harassing or offensive comments based on sexual orientation	15.77
Discrimination against or inciting hate, violence, fear or hostility towards particular groups	15.19
Harassing or offensive comments based on political affiliation	14.72
Harassing or offensive comments based on age	12.73
Dehumanising language	10.15
Harassing or offensive comments based on language	9.97
Radical extremist views and posting symbols or codes associated with extremist groups	9.50
Harassing or offensive comments based on disability status	8.31
Extreme nationalism	6.85
Expressions of Holocaust denial	5.49
I've witnessed none of these	46.44

Base: Parents of at least one child aged 13-17 (n=1055).

Source: QH3. Have you witnessed any of the following activities online being directed at someone or a group of people in the last 12 months?

Note: Don't know (0.20%) responses not shown in table.

Children

Children aged 13-15 were presented with a shorter list of types of online hate speech, to reduce cognitive burden (refer Table 14). The level of witnessing any online hate speech is 54.48% for children 13-15 aged, and 56.23% for children aged 16-17 (refer Table 15).

Table 14 Online hate speech ever witnessed by children aged 13-15

Expression	%
Harassing or offensive comments due to someone's gender	24.94
Harassing or offensive comments due to someone's sexual orientation	23.48
Harassing or offensive comments due to someone's race, ethnicity or nationality	22.97
Harassing or offensive comments due to someone's skin colour	21.82
Harassing or offensive comments due to someone's language	14.17
Harassing or offensive comments due to someone's age	14.15
Harassing or offensive comments due to someone's disability status	14.09
Harassing or offensive comments due to someone's religious beliefs	13.77
Harassing or offensive comments due to someone's political affiliation	6.45
None of these	45.13

Base: All children aged 13-15 (n=510).

Source: QCB7. Have you ever come across any of the following online being said to someone or to a group?

Note: Don't know (0.39%) responses not shown in table.

Table 15 Online hate speech witnessed by children aged 16-17 in the last 12 months

Expression	%
Rude or offensive remarks regardless of personal beliefs or characteristics	25.17
Harassing or offensive comments based on sexual orientation	19.91
Sexually offensive remarks or comments, misogyny or demeaning views of women	19.88
Harassing or offensive comments based on gender	19.53
Harassing or offensive comments based on race, ethnicity or nationality	18.80
Harassing or offensive comments based on skin colour	18.11
Discrimination against or inciting hate, violence, fear or hostility towards particular groups	16.28
Harassing or offensive comments based on disability status	12.52
Harassing or offensive comments based on language	11.93
Dehumanising language	11.73
Harassing or offensive comments based on religious beliefs	10.17
Harassing or offensive comments based on age	9.03
Radical extremist views and posting symbols or codes associated with extremist groups	7.61
Harassing or offensive comments based on political affiliation	6.81
Extreme nationalism	6.46

Expression	%
Expressions of Holocaust denial	5.49
None of these	43.42

Base: All children aged 16-17 (n=322).

Source: QCC7. Have you seen any of the following online being directed at someone or to a group in the last 12 months?

Note: Don't know (0.35%) responses not shown in table.

9.Children and online harm

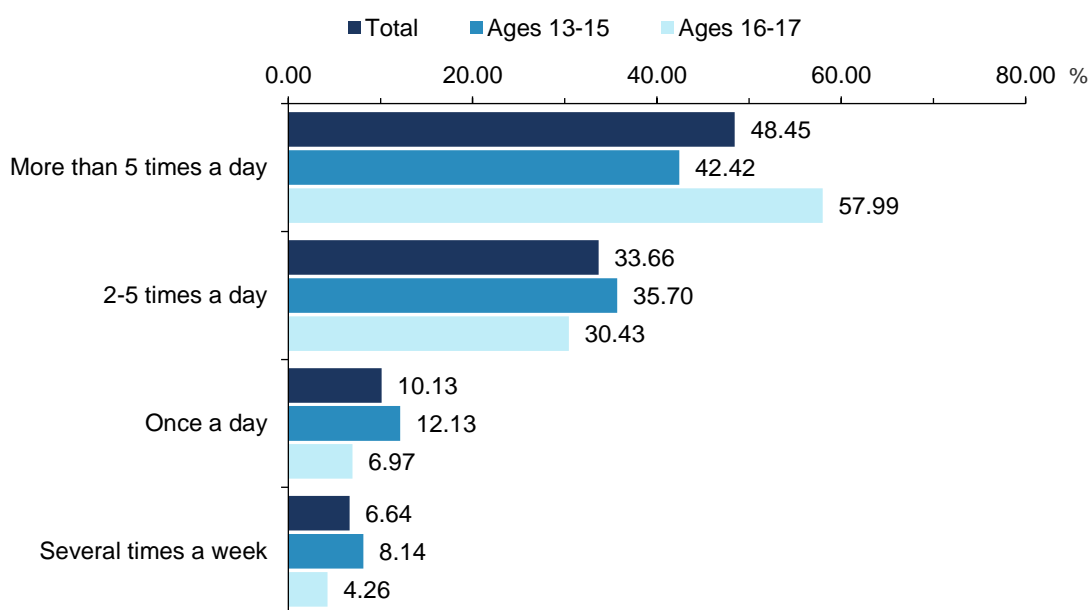
Children as a group are particularly vulnerable to the effects of online harm, and understanding their experiences is critical to effective prevention and intervention. From research conducted by the Department in the 2022 National Online Safety Survey, children were identified as being exposed to the internet at a progressively younger age and increasingly through the use of portable devices such as smart phones (NOSS Report 2022). The Online Safety Issues Survey further explored online harms affecting children, as well as the role of schools and governments in prevention and education.

9.1. General internet usage and online harm

Children are frequently using the internet, with almost half of children aged 13-17 (48.45%) using it more than five times a day, and one-third (33.66%) using it two to five times a day (refer Figure 23). Frequency of use increases with age, with a greater proportion of children aged 16-17 using the internet more than five times a day (57.99%), compared to those aged 13-15 (42.42%).

As can be expected, less frequent use of the internet typically provides fewer opportunities for online harms to be experienced. Children who report not having experienced harm online are also more likely to only use the internet several times a week (8.01%) compared to those who have experienced harm (4.05%).

Figure 23 Frequency of using the internet (Children)



Base: All children aged 13-17 (Total n=833, Ages 13-15 n=510, Ages 16-17 n=323).

Source: QCB2. How often do you use the internet at home, school or anywhere else? + QCC2. How often do you use the internet at home, school or anywhere else?

Note: Responses <2% not shown on chart: Once a week (Total 0.86%, Ages 13-15 1.40%, Ages 16-17 0.00%), Less often than weekly (Total 0.13%, Ages 13-15 0.21%, Ages 16-17 0.00%), I don't use the internet (Total 0.14%, Ages 13-15 0.00%, Ages 16-17 0.35%).

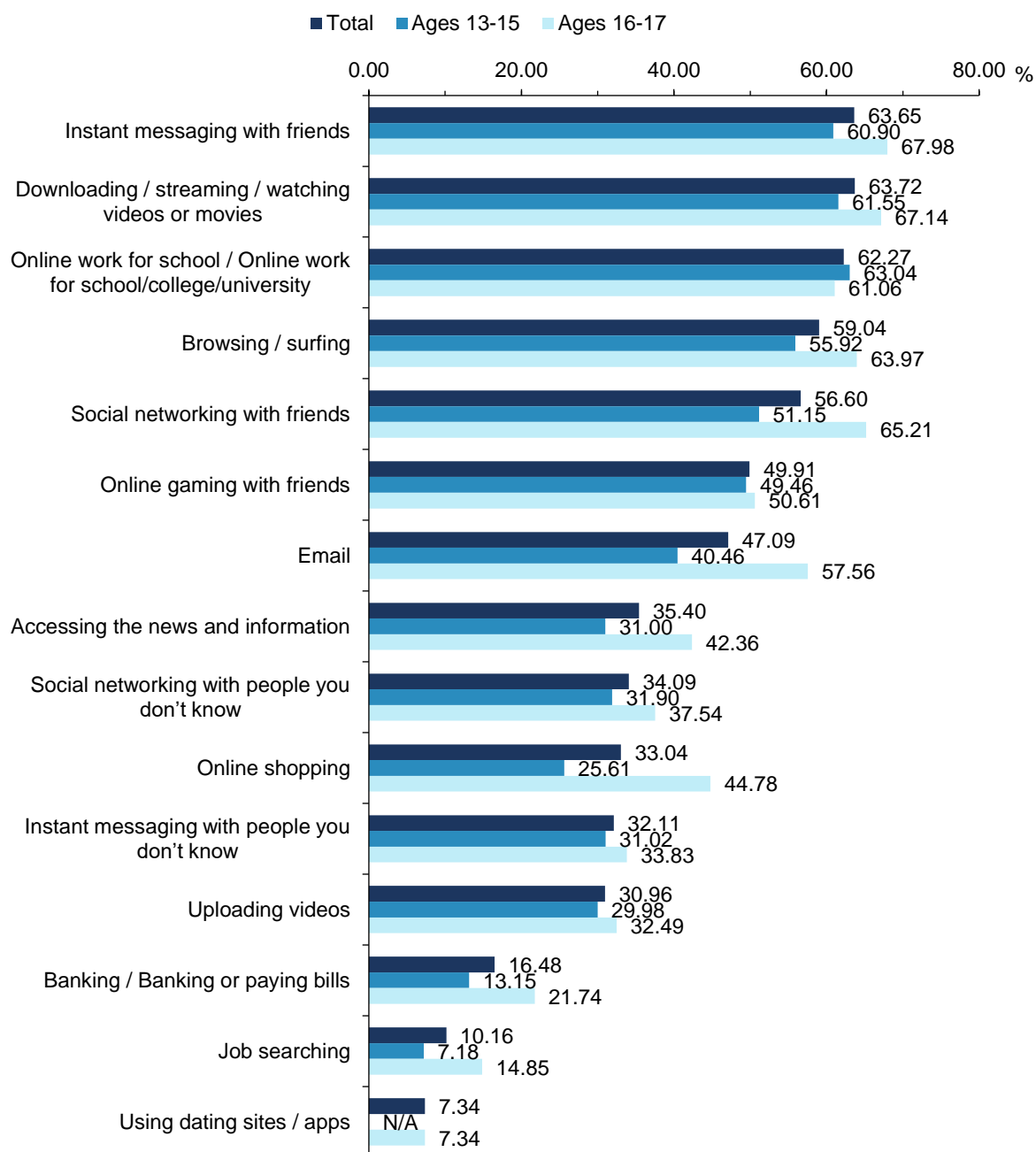
The most common online activities for children are instant messaging with friends (63.65%), downloading, streaming or watching movies or videos (63.72%), and online work for school, college or university (62.27%) (refer Figure 24).

In addition to simply using the internet more frequently, older children also use the internet for a broader range of purposes. When compared to children aged 13-15, those aged 16-17 are more likely to use the internet for:

- instant messaging with friends (67.98% vs 60.90%)
- browsing / surfing (63.97% vs 55.92%)
- social networking with friends (65.21% vs 51.15%)
- email (57.56% vs 40.46%)
- accessing the news and information (42.36% vs 31.00%)
- online shopping (44.78% vs 25.61%)
- banking or paying bills (21.74% vs 13.15%)
- job searching (14.85% vs 7.18%).

Children who have experienced online harm are also more likely to report interacting with strangers online. A greater proportion of those who have experienced harm say they use the internet for instant messaging (40.68%) or social networking (44.28%) with people they don't know, compared to children who have not experienced harm (27.71% and 28.87%, respectively).

Figure 24 Online activities done in the last 12 months (Children)



Base: Children aged 13-17 who have used the internet in the last 4 weeks (Total n=827, Ages 13-15 n=506, Ages 16-17 n=321).

Source: QCB4. Which of the following have you done on the Internet in the last 12 months? Pick all that you have done + QCC4. Which of the following have you done on the Internet in the last 12 months?

Note: Responses <2% not shown on chart: None of these (Total 0.10%, Ages 13-15 0.16%).

Approximately one third of children aged 13-17 years (33.49%) report experiencing something hurtful, nasty or upsetting online in the last 12 months. This was reported slightly less frequently among children aged 13-15 (32.12%) than those aged 16-17 it was 35.68%, however, this difference was not statistically significant.

A much greater proportion of children who have witnessed online hate speech towards others say they have also experienced it themselves (54.90%), compared to those who have not witnessed online hate speech (7.40%). This may be related to heightened exposure associated with experiencing harm themselves, or potentially related to more highly developed digital literacy around what constitutes online harm through their own lived experiences.

Cyberbullying is the most common type of online harm that children say they experience. More than one-third of children who have experienced online harm (35.78%) report they have been called offensive names or been ridiculed or made fun of online, and around one-quarter (24.74%) note that lies or rumours were spread about them online.

Older children are more likely to have been sent or come across unwanted or inappropriate violent content (30.52%), compared to those aged 13-15 (18.57%).

The proportion of children to have been sent or come across unwanted or inappropriate sexual content is three times higher among those who have not received materials or information about online safety (48.93%), compared to those who have accessed online safety materials (16.11%). This emphasises the importance of education in keeping children safe on the internet.

Table 16 **Negative online experiences in the last 12 months (Children)**

	Total	Ages 13-15	Ages 16-17
	%	%	%
I was called offensive names, ridiculed or made fun of online	35.78	40.17	29.51
Lies or rumours were spread about me online	24.74	26.82	21.76
I was sent, or came across, unwanted or inappropriate violent content online	23.49	18.57	30.52
I was sent, or came across, unwanted or inappropriate sexual content online	22.58	22.22	23.10
I received repeated unwanted online contact by someone who was not a business or organisation	21.26	23.26	18.40
I received online or electronic communication that offended, insulted or abused me because of my identity or beliefs	18.61	16.68	21.38
Cyber-flashing	18.22	18.01	18.53
Someone threatened to harm or abuse me	15.04	18.04	10.74
Pile-on attack	14.75	15.32	13.94
I was sent, or came across, online content that promoted or provided instructions in self-harm	13.36	12.39	14.75
Someone created a false online identity to intentionally upset me or lead me on (also known as 'catfishing')	12.94	12.36	13.76
I was sent, or came across, online content that promoted or provided instructions for drug use	11.99	10.52	14.08
Someone pretended to be me online	10.46	11.72	8.66
I was threatened by someone who said they would send or post private photos or videos of me (nude or semi-nude or sexual) without my permission	11.29	9.71	13.54
Someone electronically tracked my location or movements without my permission	7.99	7.49	8.71

	Total	Ages 13-15	Ages 16-17
	%	%	%
Private photos or videos of me (nude or semi-nude or sexual) were shared online or electronically without my permission	6.69	5.72	8.07
None of these things happened to me	8.35	7.22	9.96

Base: Children aged 13-17 who have experienced online harm in the last 12 months (Total n=271, Ages 13-15 n=159, Ages 16-17 n=112).

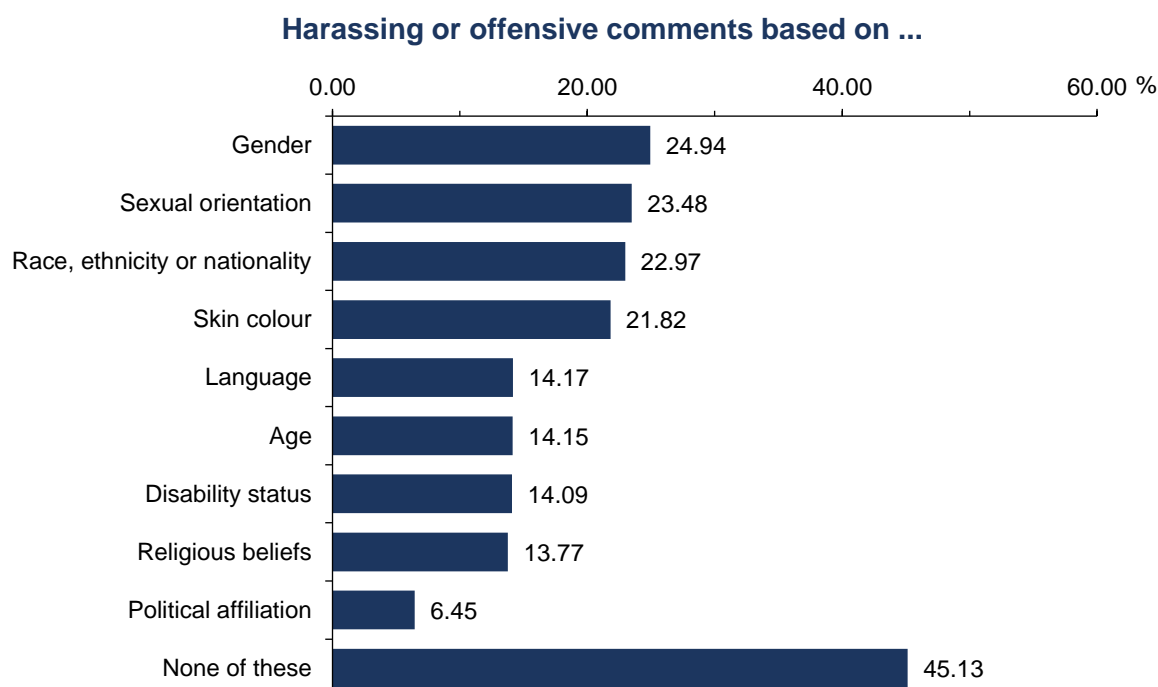
Source: QCB6. You said that sometime in the last 12 months, someone had done something to you that was hurtful, nasty or upsetting when you were online. What did they do? + QCC6. You said that sometime in the last 12 months, someone had done something to you that was hurtful, nasty or upsetting when you were online. What did they do?

9.2. Witnessing online hate speech

Most children aged 13-15 have witnessed harassing or offensive comments, and typically based on someone's gender (24.94%), sexual orientation (23.48%), or race, ethnicity or nationality (22.97%).

Those who have experienced online harm themselves are significantly more likely to have witnessed all types of online hate speech displayed in Figure 25 compared to those who have not experienced online harm.

Figure 25 Online hate speech witnessed (Children aged 13-15)



Base: Children aged 13-15 who use the internet (n=510).

Source: QCB7. Have you ever come across any of the following online being said to someone or to a group?

Note: Don't know (0.39%) responses not shown on chart.

More than two-fifths of children aged 16-17 (43.42%) have not witnessed any online hate speech in the last 12 months. The most commonly witnessed types of online hate speech among this age group are rude or offensive comments regardless of personal beliefs or characteristics (25.17%), and harassing or offensive comments based on sexual orientation (19.91%). Approximately one-fifth of children aged 16-17 have witnessed gender-based online hate speech, such as sexually offensive remarks or comments, or misogyny or demeaning views of women (19.88%), and harassing or offensive comments based on gender (19.53%).

Like younger children, those aged 16-17 who have experienced online harm are also more likely to witness all types of online hate speech listed in Table 17, compared to those who have not experienced harm.

Table 17 Online hate speech witnessed in the last 12 months (Children aged 16-17)

Expression	%
Rude or offensive remarks regardless of personal beliefs or characteristics	25.17
Harassing or offensive comments based on sexual orientation	19.91
Sexually offensive remarks or comments, misogyny or demeaning views of women	19.88
Harassing or offensive comments based on gender	19.53
Harassing or offensive comments based on race, ethnicity or nationality	18.80
Harassing or offensive comments based on skin colour	18.11
Discrimination against or inciting hate, violence, fear or hostility towards particular groups	16.28
Harassing or offensive comments based on disability status	12.52
Harassing or offensive comments based on language	11.93
Dehumanising language	11.73
Harassing or offensive comments based on religious beliefs	10.17
Harassing or offensive comments based on age	9.03
Radical extremist views and posting symbols or codes associated with extremist groups	7.61
Harassing or offensive comments based on political affiliation	6.81
Extreme nationalism	6.46
Expressions of Holocaust denial	5.49
None of these	43.42

Base: Children aged 16-17 who use the internet (n=322).

Source: QCC7. Have you seen any of the following online being directed at someone or to a group in the last 12 months?

Note: Don't know (0.35%) responses not shown on chart.

The most common actions taken by children in response to witnessing online hate speech are speaking to their family or friends (46.45%), blocking the user, person or people responsible from contacting them (39.83%), and contacting or reporting it to the website or platform, or using the "Report Abuse" button (28.43%).

A significantly higher proportion of children aged 16-17 say they contacted or reported it to the website or platform or used the "Report Abuse" button (35.66%), compared to children aged 13-15 (23.73%).

Table 18 **Actions taken in response to online hate speech witnessed (Children)**

Actions	Total	Ages 13 - 15	Ages 16 - 17
	%	%	%
Spoke to family or friends	46.45	47.67	44.57
I blocked the user, person or people from contacting me	39.83	38.58	41.74
Contacted or reported it to the website or platform / used the "Report Abuse" button	28.43	23.73	35.66
I deleted all upsetting messages/content/photos/videos	27.02	25.24	29.76
Told the teacher/school / Told the teacher/school/college/university	21.87	20.46	24.05
Spent less time online, stopped using the internet for a while, or closed or deactivated my account temporarily	16.98	16.39	17.87
Commented back or replied to some of the messages / comments	16.95	18.34	14.82
Searched online for how to deal with this type of problem	14.15	15.65	11.85
Confronted the perpetrator (in person or online)	12.23	12.12	12.39
I contacted the eSafety Commissioner	11.08	10.18	12.45
Closed my account or stopped using the service altogether	11.31	10.89	11.94
Changed or disguised my username or name	10.37	9.63	11.51
Complained to a relevant human rights or anti-discrimination authority	9.70	9.28	10.36
Sought mental health support	9.86	10.34	9.12
Contacted the local police	7.15	7.63	6.41
Did the same thing back to the person	7.74	7.72	7.77
Told my boss, HR or a colleague at my work	7.13	5.45	9.72
Contacted or reported it to a government department	5.38	4.70	6.43
Contacted the Australian Federal Police	3.84	3.46	4.44

Base: Children aged 13-17 who have witnessed online hate speech (Total n=450, Ages 13-15 n=271, Ages 16-17=179).

Source: QCB8_1. What did you do when you saw these mean or bad comments online? + QCB8_2. And what did you do when you saw these mean or bad comments online? + QCC8_1. What did you do when you saw these mean or bad comments online? + QCC8_2. And what did you do when you saw these mean or bad comments online?

Note: Don't know (Total 0.94%, Ages 13-15 0.75%) and Refused (Total 0.62%, Ages 13-15 0.75%, Ages 16-17 0.44%) not shown in table.

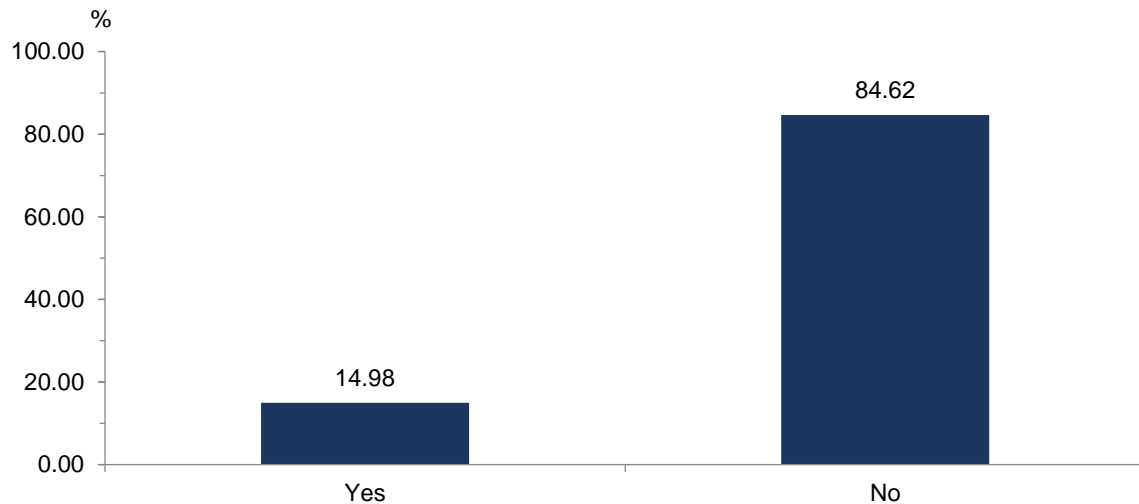
9.3. Volumetric attacks

When presented with a definition of volumetric attacks ('pile-on attacks'), two-fifths of children (40.32%) report being aware of these types of harms before taking the survey. The definition given was the same as presented to adult respondents (see section 4.2).

Concerningly, more than one-tenth of children aged 13-15 (14.98%) say they have experienced a volumetric attack (refer Figure 26). For children aged 13-15, having experienced a volumetric attack is significantly higher among those who have:

- witnessed online hate speech (25.85% vs 1.98% of those who have not witnessed online hate speech)
- received information about online safety (18.74% vs 3.48% of those who have not received information about online safety).

Figure 26 **Whether have experienced a volumetric attack (Children aged 13-15)**



Base: Children aged 13-15 who use the internet (n=510).

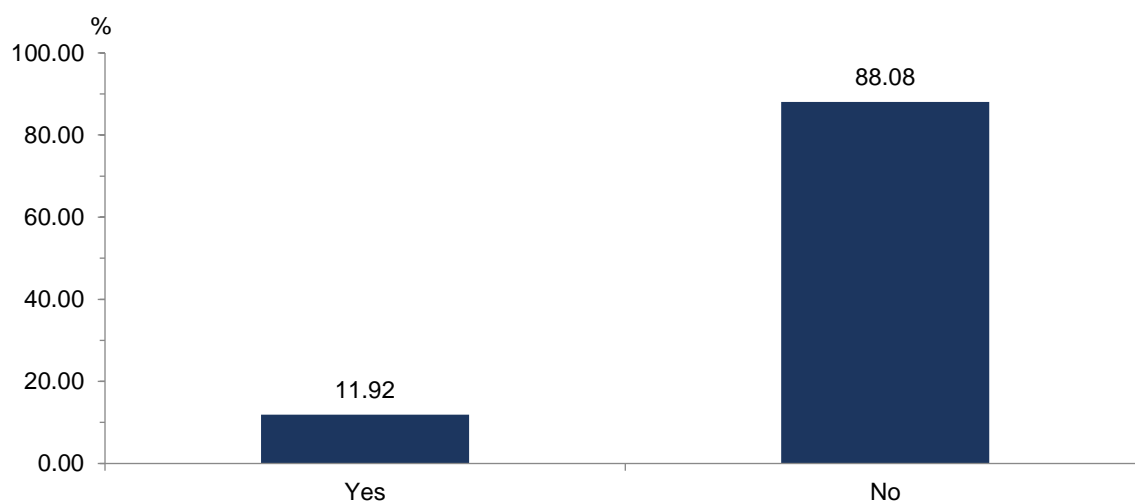
Source: QCB10. Have you ever had a pile-on attack happen to you while online?

Note: Don't know (0.41%) responses not shown on chart.

Just over one-tenth of children aged 16-17 (11.92%) say they have experienced a volumetric attack in the last 12 months (refer Figure 27). The prevalence of volumetric attacks is significantly higher among certain subgroups of children aged 16-17, including those who have:

- experienced online harm (30.81% vs 1.44% of those who have not experienced online harm)
- witnessed online hate speech (19.92% vs 2.37% of those who have not witnessed online hate speech)
- received information about online safety (14.28% vs 5.10% of those who have not received information about online safety).

Figure 27 Whether have experienced a volumetric attack in the last 12 months (Children aged 16-17)

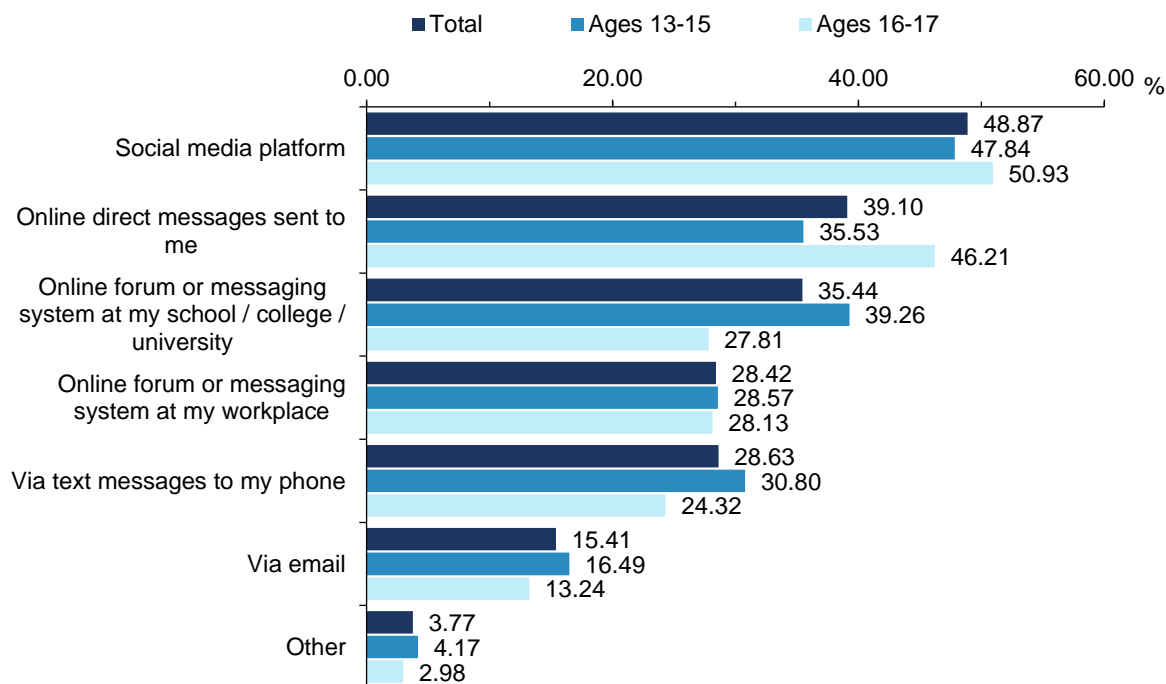


Base: Children aged 16-17 who use the internet (n=322).

Source: QCC10. Have you personally had a pile-on attack happen to you while online in the last 12 months?

Just under half of children who say they have experienced a volumetric attack (48.87%) explain it occurred on a social media platform, while 39.10% say it was online direct messages sent to them, and 35.4% report it was via an online forum or messaging system at their school, college or university (refer Figure 28).

Figure 28 How volumetric attack occurred (Children)



Base: Children aged 13-17 who have experienced a pile-on attack (Total n=112, Ages 13-15 n=75, Ages 16-17 n=37).

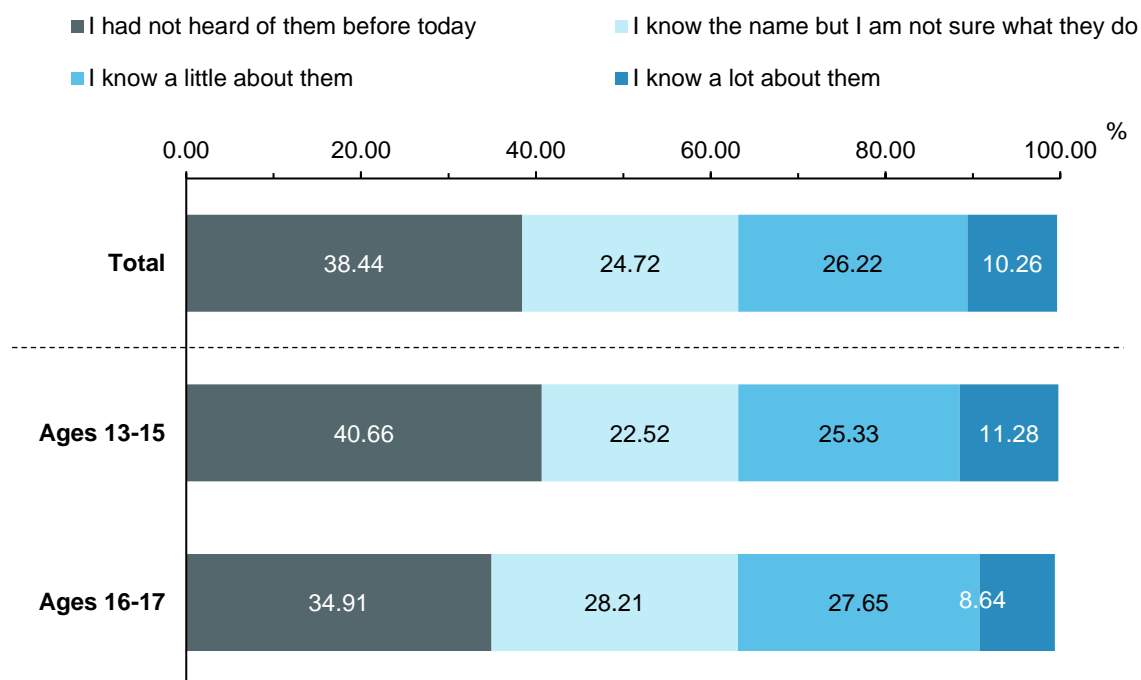
Source: QCB11. Where did the pile-on attack(s) happen to you? + QCC11. Where did the pile-on attack(s) happen to you?

9.4. General and government sources of online safety material

Just under two-fifths of children (38.44%) say they had not heard of the eSafety Commissioner prior to taking the survey, and around one-quarter (24.72%) say they know the name but are not sure what they do (refer Figure 29). On the other hand, just over one-quarter (26.22%) know a little about the eSafety Commissioner, and one-tenth (10.26%) know a lot.

A greater proportion of children who have experienced online harm (18.38%) report that they know a lot about the eSafety Commissioner, compared to those who have not experienced online harm (6.23%).

Figure 29 Knowledge of the eSafety Commissioner (Children)



Base: All children aged 13-17 (Total n=833, Ages 13-15 n=510, Ages 16-17 n=323).

Source: QCB18. How much do you know about the eSafety Commissioner? + QCC18. How much do you know about the eSafety Commissioner?

Note: Don't know (Total 0.23%, Ages 16-17 0.60%) and Refused (Total 0.13%, Ages 13-15 0.21%) responses not shown on chart.

Approximately three-quarters of children (74.95%) report having received information about online safety. This result was similar for children aged 13-15 (75.42%) and those aged 16-17 (74.22%).

By far the most common source of online safety materials among children is their school or teachers (73.74%), highlighting the important role that schools play in educating children about staying safe online. Parents are a source for almost half of children who have ever received information about online safety (52.71%), while friends are a source for just over one-fifth (21.76%).

Children aged 16-17 are more likely to have received online safety information from several sources, including:

- school or teachers (79.23% vs 70.33% of children aged 13-15)
- friends (27.23% vs 18.36% of children aged 13-15)
- brother(s) or sister(s) (19.51% vs 8.45% of children aged 13-15).

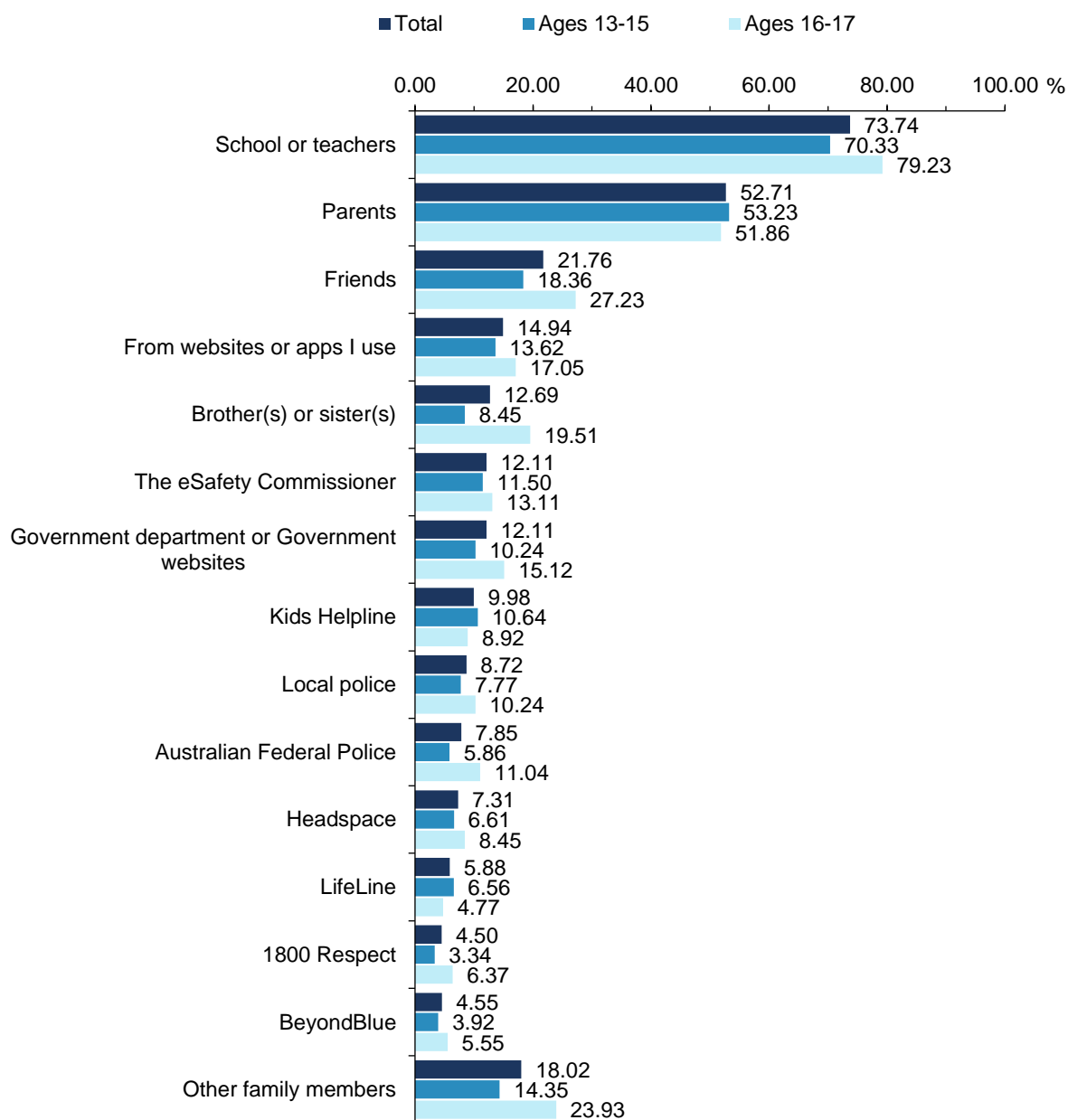
Compared to children who have not experienced online harm, those who have experienced harm are more likely to have received online safety information from formal support sources such as:

- government departments or websites (16.32% vs 9.80%)
- Kids Helpline (16.59% vs 6.31%)
- Local police (11.83% vs 7.01%)
- Australian Federal Police (13.31% vs 4.81%)

- Headspace (11.51% vs 4.98%)
- LifeLine (9.94% vs 3.61%)
- 1800 Respect (7.12% vs 3.05%)
- BeyondBlue (8.89% vs 2.12%).

They are also more likely to have received information from other family members (21.32%), compared to those who have not experienced online harm (16.25%). Conversely, a greater proportion of children who have not experienced online harm say they have received information from their school or teachers (82.40%) or parents (57.96%), compared with those who have experienced harm (58.64% and 43.86%, respectively).

Figure 30 Source of online safety materials or information (Children)



Base: Children aged 13-17 who have accessed information about online safety (Total n=613, Ages 13-15 n=375, Ages 16-17 n=238).

Source: QCB17. Who gave you this information about online safety? + QCC17. Who gave you this information about online safety?

Note: Responses <2% not shown on chart: Other (Total 0.50%, Ages 13-15 0.21%, Ages 16-17 0.95%), None of these (Total 0.33%, Ages 13-15 0.54%).

Appendix A – Corporate Governance

Methodology

Ethics Approval

The methodology and materials were reviewed and received approval from the Bellberry Limited human research ethics committee for the 2023 Online Safety Issues Survey. The approval number is Bellberry Ref No: 2023-01-032.

Surveying sensitive issues

Consistent with the ethical conduct of research with adults and children, the Social Research Centre implemented the following safeguards:

- Discussing the inclusion of certain highly sensitive questions to children that may constitute a crime.
- Providing a list of approved referral numbers / sources to all participants.
- Ensuring all aspects of the research complied with the National Statement on Ethical Conduct in Human Research (2007) (National Statement (2007)), in accordance with the National Health and Medical Research Council Act 1992.

Surveying minors

Consistent with the ethical conduct of research with children, the Social Research Centre implemented the following safeguards:

- Separate Participant Information Sheet and Consent Form (PICF) for parents and children:
 - Providing detailed but readable information (through a PICF) about the project to all participants to ensure true informed consent could be provided.
 - Ensuring clear informed consent from a parent is obtained before collecting data from children or young people.
- Ensuring the interview length for children / young people was short.
- Ensuring question language and response options, especially for children, were simple to understand and easy to use.
- Discussing the inclusion of certain highly sensitive questions to children that may constitute a crime.

Sample

A total of n=2,922 adult surveys and n=833 children surveys were completed. This comprised of n=2,038 adult surveys and n=101 children surveys conducted online via the Social Research Centre's Life in Australia™ probability based online panel. Computer assisted telephone interviews were not conducted for this research, as the topic of the survey focussed on respondents who had access to an internet connection.

An additional n=884 adult surveys were conducted using an online non-probability sample with parents of children aged 13-17. Through the non-probability sample a further n=732 children surveys were also achieved.

The final achieved sample structure for the adult sample is shown in Table 19. (Note that subgroups may not add to totals due to exclusion of 'prefer not to say' / 'don't know', and sample sizes under n=30).

Table 19 **Sample structure**

Subgroup		Count n
TOTAL	Total	2,922
	Parents	1,055
Sex (at birth)	Male	1,400
	Female	1,522
Age group	18 to 24 years	113
	25 to 34 years	382
	35 to 44 years	720
	45 to 54 years	546
	55 to 64 years	468
	65 to 74 years	486
	75 or more years	206
Sexual orientation	LGBTQIA+	223
Disability status	Live with disability	463
Aboriginal and or Torres Strait Islander status	Aboriginal and or Torres Strait Islander	230
Culturally and linguistically diverse	Speak a language other than English at home	466
State	NSW	998
	VIC	716
	QLD	559
	SA	228
	WA	270
	TAS	67
	ACT	70
Metro vs Regional	Capital City	2,054
	Rest of State	860
Capital city / rest of state by state	Greater Sydney	675
	Rest of NSW	323
	Greater Melbourne	541
	Rest of Vic	175
	Greater Brisbane	278
	Rest of Qld	281
	Greater Adelaide	186
	Rest of SA	42
	Greater Perth	222
	Rest of WA	48

Subgroup		Count n
Education	Rest of Tas.	40
	Australian Capital Territory	70
	Up to year 12	585
	TAFE / Trade Certificate	444
	Diploma	392
	Bachelor degree	846
	Post-Graduate degree	636
	Employed full time (35 hours or more per week)	1,278
	Employed part time (less than 35 hours per week)	514
	Unemployed or looking for work	61
Employment status	Retired	775
	Student	87
	Home duties	138
	Something else	67

Confidence intervals

Statistical tests were undertaken to establish whether the responses of subgroups were statistically significant. Where differences across subgroups are highlighted in the report commentary, unless otherwise noted, it implies that a statistically significant difference at a 95% confidence level has been established. This means that when a difference is described as being ‘significant’ one can be 95% confident that the difference is real and not due to random sampling variation.

Quality assurance

All research was undertaken in compliance with the International Standard of ISO 20252 Market, opinion and social research, the Research Society code of practice, standards, the Market and Social Research Privacy Principles, and the Australian Privacy Principles.

Weighting

The aim of the weighting process was to minimise the average bias (i.e., the difference between the general population and the survey population) and to maximise the representativeness of the sample.

Population distributions for demographic characteristics were obtained from the Australian Bureau of Statistics, and those for survey variables were obtained from Life in Australia™.

For sample surveys, it is very common to assign a “weight” to each respondent in the dataset to ensure that estimates made from the survey are approximately representative of the survey’s target population. A common approach (Valliant *et al.*, 2013) is to calculate weights that align respondents to the population on demographic characteristics that (1) are most different between respondents and the population, and (2) are most strongly associated with the survey’s key outcomes.

Further details on weighting for adults and children are provided below.

Weights for 18+ respondents

The Online Safety Issues Survey consisted of two components that were combined for weighting purposes:

1. A random (probability) sample of adults from Life in Australia™.
2. A convenience (non-probability) sample of parents to support extended reporting and analysis of this group.

The usual approach to weighting random (probability) samples is a two-step process that aims to reduce biases caused by non-coverage and non-response and to align weighted sample estimates with external data about the target population (Kalton and Flores-Cervantes, 2003). First, base weights are calculated to account for each respondent's initial chance of selection and for the survey's response rate. Next, the base weights are adjusted to align respondents with the population on key socio-demographic characteristics. Refer to Särndal et al. (1992) for detailed information about model-assisted survey sampling and estimation, and to Valliant et al. (2018) for a contemporary treatment of weighting and estimation for sample surveys.

The convenience (non-probability) sample used a non-random mechanism to recruit participants to the survey, which means that the design-based approach just described does not apply. Refer to Elliott and Valliant (2017) for a discussion and further references about the challenges of making inferences from non-random samples. There are several methods for weighting such samples and making estimates from them, however (refer to Valliant, 2020). One of these methods, and that used here, is "quasi-randomisation" which requires a reference sample chosen at random from the target population. The reference sample is used to estimate pseudo-selection probabilities for the convenience sample, to adjust for selection bias. For this survey, the reference sample were the probability cases from Life in Australia™.

The combined sample then had base weights for the two groups – a probability-based one for Life in Australia™ cases and an estimated one for convenience cases. To derive the adjusted weights, consideration then had to be given to the characteristics on which to align the base weights with the population. The choice of characteristics was guided by three factors:

- Which characteristics are most different between the probability and convenience samples?
- Which characteristics are most associated with the survey's key questionnaire items?
- Which characteristics are most different between the combined sample and the population?

With these factors in mind, the set of characteristics used to adjust the weights are those shown in Table 20. This table also includes the population counts and percentages, obtained from Census 2021 TableBuilder (Australian Bureau of Statistics, 2021) and from Life in Australia™. All population counts refer to the Australian adult population aged 18+ years.

The method used to adjust the base weights was regression calibration (Deville et al., 1993), implemented in R (R Core Team, 2022) using the survey package (Lumley, 2021). For more information on weighting of sample surveys, refer to Valliant et al. (2018).

Table 20 **Characteristics used for adjusting adult base weights, with population distribution and data sources**

Category	Benchmark Target (#)	Benchmark Target (%)	Source
State or territory of residence			(A)
New South Wales	6,403,715	31.54	
Victoria	5,201,515	25.62	
Queensland	4,086,793	20.13	
South Australia	1,449,803	7.14	
Western Australia	2,150,234	10.59	
Tasmania	459,012	2.26	
Northern Territory	189,570	0.93	
Australian Capital Territory	359,967	1.77	
Parent status			(B)
Does not have child 13-17	17,806,538	87.71	
Has child 13-17	2,494,071	12.29	
Age group by Highest education			(A)
18-24 years	2,234,139	11.01	
25-34 years x Less than Bachelor degree	2,087,909	10.28	
25-34 years x Bachelor degree or higher	1,682,319	8.29	
35-44 years x Less than Bachelor degree	1,977,498	9.74	
35-44 years x Bachelor degree or higher	1,590,276	7.83	
45-54 years x Less than Bachelor degree	2,186,785	10.77	
45-54 years x Bachelor degree or higher	1,117,226	5.5	
55-64 years x Less than Bachelor degree	2,270,012	11.18	
55-64 years x Bachelor degree or higher	784,591	3.86	
65+ years x Less than Bachelor degree	3,556,689	17.52	
65+ years x Bachelor degree or higher	813,163	4.01	
Gender			(A)
Man or male	9,971,164	49.12	
Woman or female	10,329,445	50.88	
Geographic location			(A)
Capital city	13,607,079	67.03	
Rest of state	6,693,530	32.97	

Sources:

(A) Census 2021 (ABS 2021)

(B) Life in Australia™

Weights for child respondents

A second weight for respondents who completed the child section of the questionnaire was also calculated. This weight reflects the child in the context of the population of Australian 13–17-year-old children. Like the non-probability sample, the design-based approach to weighting does not apply to child respondents, as there is a non-random mechanism of recruitment. Unlike the adult weighting, there is no probability-based reference sample with which the quasi-randomisation approach can be used. Instead, a super-population approach is taken, in which all respondents are assigned the same base weight of 1, and regression calibration is used to adjust base weights. More information on the super-population approach can be found in Elliott and Valliant (2017).

The set of characteristics used to adjust the child weights are those shown in Table 21. This table also includes the population counts and percentages, obtained from Census 2021 TableBuilder (Australian Bureau of Statistics, 2021). All population counts refer to the Australian 13-17 population.

Table 21 **Characteristics used for adjusting child base weights, with population distribution and data sources**

Category	Benchmark Target (#)	Benchmark Target (%)	Source
State or territory of residence by Gender by Age group			
NSW x Male x 13-15	151,487	9.98	(A)
NSW x Male x 16-17	94,799	6.24	
NSW x Female x 13-15	143,135	9.43	
NSW x Female x 16-17	88,533	5.83	
VIC x Male x 13-15	118,911	7.83	
VIC x Male x 16-17	74,217	4.89	
VIC x Female x 13-15	112,108	7.38	
VIC x Female x 16-17	69,819	4.6	
QLD x Male x 13-15	105,177	6.93	
QLD x Male x 16-17	64,693	4.26	
QLD x Female x 13-15	98,032	6.46	
QLD x Female x 16-17	61,095	4.02	
SA x Male x 13-15	32,053	2.11	
SA x Male x 16-17	20,363	1.34	
SA x Female x 13-15	30,488	2.01	
SA x Female x 16-17	19,128	1.26	
WA x Male x 13-15	51,895	3.42	
WA x Male x 16-17	31,879	2.1	
WA x Female x 13-15	49,233	3.24	
WA x Female x 16-17	29,708	1.96	
Rest of Australia x Male x 13-15	22,929	1.51	
Rest of Australia x Male x 16-17	14,045	0.93	
Rest of Australia x Female x 13-15	21,373	1.41	
Rest of Australia x Female x 16-17	13,107	0.86	

Sources:

(A) Census 2021 (ABS 2021)

Note that there were small numbers of 'Don't know', 'Refused' or 'Other' responses to some items. Since there were no corresponding categories in Census TableBuilder, such values were imputed using a statistical model (Stekhoven and Buehlmann, 2012). Given the very low prevalence of these responses, the imputation process is expected to have a negligible impact on estimates made using the weights.

Appendix B – Questionnaire

PROJECT NOTES

- Non-probability panel (i-Link sample) boosts of n=750 (approx.) parents of children aged 13-17 years, and n=638 (approx.) children aged 13-17 years (Project number = 2967B)

GENERAL PROGRAMMING NOTES

*PROGRAMMER NOTES:

- All question text in **BLUE** is CATI only and in **ORANGE** is web only. Text in **BLACK** is for both.
- Unless otherwise specified, all grid questions are to be displayed as a grid (i.e. table)
- For INTERVIEWMODE=WEB, always hide options 98, and 99. If respondent doesn't answer, please then add them to the frame via:
 - MESSAGE ON POP-UP: You have not provided a response. Is that because you're not sure, or you would prefer not to answer?
- STANDARD DISPLAY AT BOTTOM OF EACH SCREEN:

If you are feeling upset or distressed at any time during the survey, we encourage you to contact eSafety Commissioner (<https://www.esafety.gov.au/about-us/counselling-support-services>),
 Beyond Blue (www.beyondblue.org.au, 1300 22 4636),
 Headspace (headspace.org.au, 1800 650 890),
 1800RESPECT (www.1800respect.org.au, 1800 737 732),
 Kids Helpline (www.kidshelpline.com.au, 1800 551 800), or
 13YARN (www.13yarn.org.au, 13 92 76).
- Each question has an instruction tag which says which sample type to ask the question of, for example: *(PROGRAMMER: i-Link AND Life in Australia™)
- Please use the custom TIMESTAMPS throughout, thanks!

PROG: HARD QUOTAS TO BE SET UP PLEASE:

Label	Life in Australia™	i-Link panel	TOTAL	DEFINITION
TOTAL ADULTS	2000	750	2750	QB2=1-99
PARENTS of children aged 13 to 17 years old (regardless of consent / internet use)	340	750	1,090	S7=1-10
CHILDREN aged 13-17 (with internet and consent)	197	638	835	QCB1=1 (Yes consent) OR QCC1=1 (Yes consent)
CHILDREN aged 13-15 (with internet and consent)	To monitor	To monitor	To monitor	QCB1=1 (Yes consent)
CHILDREN aged 16-17 (with internet and consent)	To monitor	To monitor	To monitor	QCC1=1 (Yes consent)

internet and consent)				
-----------------------	--	--	--	--

PROG NOTES:

- NOTE – Children surveys do not count towards total survey completes
- NOTE - We will need the ability to turn off hard quota for children if needed (ie. At the start of each children's section at QCC1, QCB1)

PROG: FIELD MONITORING EXCEL EXPORT TO BE SET UP PLEASE:

	Life in Australia™	i-Link panel	TOTAL	DEFINITION
Main ADULT sample	n	n	n	QB2=1-99
18-24 years	n	n	n	S1=2-3
25-44 years	n	n	n	S1=3-7
45-64 years	n	n	n	S1=8-11
65+ years	n	n	n	S1=12-14
Female	n	n	n	S2b=2
Male	n	n	n	S2b=1
Adults who experienced online harm	n	n	n	QB4 = any of 1 to 16
Adults who are perpetrators of online harm	n	n	n	QP1 = any of 1 to 16
<u>Diverse community groups:</u>	n	n	n	
CALD adults	n	n	n	P_LOTE=1
Adults living with disability	n	n	n	S21=1
Adults identifying as LGBTIQ+	n	n	n	S23=2 to 96
Aboriginal and / or Torres Strait Island people	n	n	n	P_ATSI = 1 or 2 or 3
<u>Parents of children aged 13 to 17 years old</u> (regardless of consent / internet use)	n	n	n	S7=1-10
ALL CHILDREN aged 13 to 17 years old (with internet and consent)	n	n	n	QCB1=1 (Yes consent) OR QCC1=1 (Yes consent)
CHILDREN aged 13 to 15 years old with internet and consent)	n	n	n	QCB1=1 (Yes consent)
CHILDREN aged 16 to 17 years old with internet and consent)	n	n	n	QCC1=1 (Yes consent)
Children aged 13 to 17 years old who experience online harm	n	n	n	QCB6 = any of 1 to 16 OR QCC6 = any of 1 to 16
CHILDREN aged 13 to 17 years old who are perpetrators of online harm	n	n	n	-
TOTAL QUESTIONNAIRES (ADULTS + CHILDREN)				-

Adult's questionnaire

INTRODUCTION – ALL ADULTS

(TIMESTAMP: MAIN INTRODUCTION)

*(PROGRAMMER: i-Link and Life in Australia™)

*(PROGRAMMER: ALL ADULTS)

Welcome to our survey!

The Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the Department) has contracted the Social Research Centre, to undertake this survey on its behalf. The results will be used to gain a deeper understanding of the factors that contribute to online safety for adults and children. When completing the survey please consider risks that may cause any type of harm when online.

This survey should take you approximately 15 minutes to complete. It may take some people longer depending on their responses. Participation is completely voluntary, and you can stop or withdraw at any time. There will be no consequences for not completing the survey. If you believe that answering questions about your experience using the internet will cause you harm or distress it may not be appropriate for you to complete the survey. **If you don't wish to answer any question, you can just click 'Next' to move to the next question.**

PROG: SHOW FOR LINA ONLY (HIDE FOR ILINK)

Each adult who completes the survey will be provided with a \$10 incentive as a thank you. Each child who completes the children's section of the survey will be provided with a \$10 e-gift voucher incentive as a thank you, to be sent to the parent's registered email address that the original survey link was sent to:-

The Social Research Centre acts in compliance with the National Privacy Principles. Your answers will be strictly confidential and no information collected in the survey will be used to identify you. The Department will have not access to your individual answers. Your answers will be combined with the information from other people completing the survey for analysis and reporting by the Department and the Social Research Centre.

PROG: SHOW FOR LINA ONLY (HIDE FOR ILINK)

If you have any questions about this survey or your participation in the survey, please contact the Social Research Centre at LifelnAus@srcentre.com.au or call us on 1800 023 040.

*IF I-LINK PANEL: If you have any questions about this survey or your participation in the survey, please contact i-link on 02 9262 7171 or send us an email at muriel@i-linkresearch.com

The survey has been reviewed and approved by the Bellberry Ethics Committee (Ethics Number: 2023-01-032)

The Ethics Approval process requires you to be provided with a Participant Information Sheet. In order to continue with the survey you need to first access this statement by clicking [<here>](#).

For the 'next' button to appear, please click on the link in the above sentence to read the Participant Information Sheet before continuing.

PROGRAMMER: SURVEY CANNOT CONTINUE UNTIL THE RESPONDENT HAS ACCESSED THE PARTICIPANT INFORMATION SHEET AND RETURNED TO THE QUESTIONNAIRE

Please carefully read the Consent Form and if you agree to complete the Survey indicate your consent by clicking on the consent box.

CONSENT. To protect your privacy, before starting we need to check that you understand what is involved and agree to participate.

Please read each of the following statements carefully. If you agree with all of the statements, select “yes”. If you disagree with any of the statements, select “no”.

- I have read and understood the information in the Participant Information Sheet;
- I understand I am being asked to provide consent to participate in this research project;
- I understand the purposes of the research;
- I provide my consent for the information collected about me to be used for the purpose of this research study only.
- I understand that I am free to withdraw at any time during the project;
- I understand that I can download a copy of the Participant Information Sheet from <here>
- I am aged 18 years or older

1. Yes
2. No (TERM 6)

SUPPORT CONTACTS

*(PROGRAMMER: i-Link AND Life in Australia™)

INTRO: Please be aware that this survey may contain content that may be distressing to some people. It contains content such as questions about negative experiences online, and topics such as cyber-flashing and online pile-ons.

(PROG: PLEASE ADD HOVER OVER DEFINITION OF CYBER-FLASHING: “Cyber-flashing is an online action whereby someone sends or shares with you photos or videos which are nude, semi-nude or sexual, without your permission or without you requesting them.”)

PROG: PLEASE ADD HOVER OVER DEFINITION FOR ‘PILE-ON ATTACK’: “A ‘pile-on attack’ occurs where a person is tagged or is linked to an abusive post which others like, share, repost with additional commentary, and link to via other services. Often the content is shared with an accelerating level of outrage and toxicity. They target a person with a high volume of abuse, which is often done by encouraging others to also ‘pile on’.”)

SUPPORT. If you experience any distress during or after participating in the survey, you can access support by contacting:

eSafety Commissioner

<https://www.esafety.gov.au/about-us/counselling-support-services>

Beyond Blue

www.beyondblue.org.au

1300 22 4636

Headspace

headspace.org.au

1800 650 890

1800RESPECTwww.1800respect.org.au

1800 737 732

Kids Helplinewww.kidshelpline.com.au

1800 551 800

13YARNwww.13yarn.org.au

13 92 76

1. Continue

SCREENING QUESTIONS [S]

(TIMESTAMP: SCREENING)

*(PROGRAMMER: I-LINK SAMPLE ONLY)

S1 Which age group do you fall into?

1. Under 18 years (GO TO TERM1)
2. 18-19
3. 20-24
4. 25-29
5. 30-34
6. 35-39
7. 40-44
8. 45-49
9. 50-54
10. 55-59
11. 60-64
12. 65-69
13. 70-74
14. 75 or more years
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say (GO TO TERM2)

*(PROGRAMMER: i-Link AND Life in Australia™)

S2b What was your sex recorded at birth? We will ask about gender next.

1. Male
2. Female
3. Another term (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(PROGRAMMER: i-Link AND Life in Australia™)

S2c Which of the following best describes your current gender identity?

IF NECESSARY: Gender refers to current gender, which may be different to sex recorded at birth and may be different to what is indicated on legal documents.

(PROBE TO FRAME)

1. Man or male

2. Woman or female
3. Non-binary
4. I use a different term (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(PROGRAMMER: I-LINK SAMPLE ONLY – NOT Life in Australia™)

S3 Please indicate the area in which you currently live.

1. Australian Capital Territory
 2. Sydney
 3. NSW excluding Sydney
 4. Melbourne
 5. Victoria excluding Melbourne
 6. Brisbane
 7. Queensland excluding Brisbane
 8. Adelaide
 9. South Australia excluding Adelaide
 10. Darwin
 11. Northern Territory excluding Darwin
 12. Hobart
 13. Tasmania excluding Hobart
 14. Perth
 15. Western Australia excluding Perth
 16. Outside Australia (GO TO TERM3)
-
98. (Don't know) / Not sure (GO TO TERM3)
 99. (Refused) / Prefer not to say (GO TO TERM3)

*(PROGRAMMER: I-LINK SAMPLE ONLY – NOT Life in Australia™)

*(LIVE IN AUSTRALIA S3=1-15)

S4 What is the postcode for the suburb or town where you live?

Please enter a four-digit number for the postcode

*PROGRAMMER NOTE: VALIDATE POSTCODE FROM LOOKUP BASED ON STATE

1. Enter postcode (RANGE: 2000-7999)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(PROGRAMMER: I-LINK SAMPLE ONLY – NOT Life in Australia™)

*(S4=98 or 99, S4=INVALID, DK/REFUSED/INVALID POSTCODE)

S4a Could you please let me know which suburb you live in?

(INTERVIEWER NOTE: Type in at least the first 3 letters of suburb)

1. Enter suburb
98. (Don't know) / Not sure (GO TO TERM 4)
99. (Refused) / Prefer not to say (GO TO TERM 4)

*(PROGRAMMER: i-Link AND Life in Australia™)

P_HOUSEHOLD_STR Which of the following best describes your household?

(INTERVIEWER NOTE: Probe to best fit)

1. Person living alone
2. Couple living alone
3. Couple with non-dependent child or children
4. Couple with dependent child or children
5. Couple with dependent and non-dependent child or children
6. Single parent with non-dependent child or children
7. Single parent with dependent child or children
8. Single parent with dependent and non-dependent child or children
9. Non-related adults sharing house / apartment / flat
10. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

General internet usage P4W (As per NOSS)

*(PROGRAMMER: i-Link AND Life in Australia™)

QB1. In the last 4 weeks, have you used the internet for any purpose?

1. Yes
2. No (TERMINATE IF NOT USE INTERNET P4W:
IF LIFE IN AUSTRALIA: GO TO CLOSING QUESTIONS.
IF I-LINK SAMPLE: GO TO TERM5.
DON'T COUNT EITHER PANELLISTS TO QUOTAS)

*(PROGRAMMER: i-Link AND Life in Australia™)

P_LOTE Do you speak a language other than English at home?

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(PROGRAMMER: i-Link AND Life in Australia™)

*(P_LOTE=1, SPEAK LOTE)

P_LANG What is the **main** other language you speak at home?

1. Mandarin
2. Italian
3. Arabic
4. Cantonese
5. Greek
6. Vietnamese
7. Hindi
8. Punjabi
9. Spanish
10. Urdu
96. Other (please specify)
98. (Don't know) / Not sure

99. (Refused) / Prefer not to say

*(PROGRAMMER: i-Link AND Life in Australia™)

S21 Do you consider yourself as living with a disability?

A disability is something that has limited, restricted or impaired your everyday activities which has lasted or is likely to last for at least 6 months. This could include

- loss of hearing or sight (not corrected by glasses) or speech difficulties,
- total or partial loss of the person's bodily or mental functions,
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction,
- a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment, or that results in disturbed behaviour;
- the malfunction, malformation or disfigurement of a part of the person's body the presence in the body of organisms causing disease or illness

1. Yes
2. No

98. (Don't know) / Not sure

99. (Refused) / Prefer not to say

*(PROGRAMMER: I-LINK SAMPLE ONLY – NOT Life in Australia™)

P_ATSI Are you of Aboriginal or Torres Strait Islander origin?

1. Yes – Aboriginal
2. Yes – Torres Strait Islander
3. Yes – both
4. No

98. (Don't know) / Not sure

99. (Refused) / Prefer not to say

*(PROGRAMMER: i-Link AND Life in Australia™)

S23 The next question is about your sexual orientation. Any information you provide here or elsewhere in the survey will be kept confidential and will not be used to identify you in any way. If you're uncomfortable responding to this question, you can simply choose the 'Prefer not to say' option and go to the next topic.

Which of the following best describes your sexual orientation?

1. Straight or heterosexual
2. Lesbian
3. Gay
4. Bisexual
5. Transgender
6. Queer
7. Intersex
8. Questioning, undecided or not sure
9. Asexual or Aromantic
10. Pansexual
96. Other (please specify)
98. (Don't know) / Not sure (PROGRAMMER: SHOW ON SCREEN)
99. (Refused) / Prefer not to say (PROGRAMMER: SHOW ON SCREEN)

CHILDREN SCREENING

TIMESTAMP: CHILDREN SCREENING

PROG: ASK THIS SECTION IF:

*(P_HOUSEHOLD_STR= 3-8 OR 10 OR 98-99, COULD HAVE CHILDREN IN HOUSEHOLD)

*(P_HOUSEHOLD_STR= 3-8 OR 10 OR 98-99, COULD HAVE CHILDREN IN HOUSEHOLD)

P_NO_OF_CHILDREN How many children are currently living in your household (at least 50% of the time)? Please also include children over the age of 18.

1. <RANGE 1-10, WHOLE NUMBERS>
2. None
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(P_NO_OF_CHILDREN=1, 98 OR 99, may have children living in household)

S6. Do you have any children aged 13 to 17 living in your home?

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(S6=1, LIVING WITH ANY CHILDREN AGED 13-17)

S7 How many of your children aged 13 to 17 are living in your home?

1. <RANGE 1-10, WHOLE NUMBERS>
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*[PROGRAMMER: IF CODE 98 OR 99 (DON'T KNOW OR REFUSED) AT S7, SKIP TO START OF ADULT SURVEY (QB2)]

PROG: QS FOR ONLY 1 CHILD:

*(S7=1, LIVING WITH ONLY ONE CHILD AGED 13-17) (SCRIPTING NOTE FOR PROGRAMMERS, WE'LL ASK ABOUT S7=2-10 AT S10)

S8 How old is this child?

1. ___ years old (RANGE 13-17)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(S8=98 OR 99, DON'T KNOW OR REFUSED AGE OF CHILD)

S8a Which of the following age ranges does your child fit into?

1. 13-15 years old
2. 16-17 years old
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*[PROGRAMMER: IF CODE 98 OR 99 (DON'T KNOW OR REFUSED) AT S8A, SKIP TO START OF ADULT SECTION (QB2)]

* PROGRAMMER: IF AGE QUOTA IS COMPLETE SKIP TO S16.

*(S7=1, LIVING WITH ONLY ONE CHILD AGED 13-17) (SCRIPTING NOTE FOR PROGRAMMERS - WE'LL ASK ABOUT S7=2-10 AT S10)

S9 The survey is interested in the opinion of parents about their children's use of the internet, so we would like to hear your views about your <insert age at S8 or S8a=1 or 2> year old child. At the end of the interview, we will also ask you for permission to have your child complete a short survey.

Has your <age in S8 OR S8a> year old used the internet at any time in the last 12 months – this could be at home or school or anywhere else?

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

PROG: ROUTING FOR ONLY 1 CHILD:

*[PROGRAMMER: IF S9=CODE 1 (HAS USED THE INTERNET) AND AGE QUOTA IS FULL, GO TO S16

*[PROGRAMMER: IF CODE 2 OR 98 OR 99 (CHILD HAS NOT USED INTERNET OR DON'T KNOW OR REFUSED) AT S9, GO TO S17]

PROG: QS FOR MORE THAN 1 CHILD:

*(S7=2-10, LIVING WITH MORE THAN ONE CHILD AGED 13-17)

S10 Can you please tell me the age of each of your <insert number at S7> children aged 13 to 17 living in your home:

(LIST ROWS IN RESPONSE FRAME FOR NUMBER OF CHILDREN IN S7)

1. Child 1: _____ years old (RANGE 13-17)
2. Child 2: _____ years old (RANGE 13-17)
3. Child 3: _____ years old (RANGE 13-17)
4. Child 4: _____ years old (RANGE 13-17)
5. Child 5: _____ years old (RANGE 13-17)
6. Child 6: _____ years old (RANGE 13-17)
7. Child 7: _____ years old (RANGE 13-17)
8. Child 8: _____ years old (RANGE 13-17)
9. Child 9: _____ years old (RANGE 13-17)
10. Child 10: _____ years old (RANGE 13-17)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*PROGRAMMER: IF AGE QUOTA IS COMPLETE GO TO S16

*(S7= 2 TO 10, LIVING WITH MORE THAN ONE CHILD AGED 13-17)

S11 Which of these children have used the internet at any time in the last 12 months – this could be at home or school or anywhere else?

PROGRAMMER: LIST ALL CHILDREN AND THEIR AGE AT S10 (OR S10A) IN S11

- a. <> years old
- b. <> years old
- c. <> years old
- d. <> years old
- e. <> years old
- f. <> years old
- g. <> years old
- h. <> years old
- i. <> years old
- j. <> years old

STATEMENTS

1. Yes – has used the internet in the last 12 months
2. No – has not used internet in last 12 months
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

PROG: ROUTING FOR MORE THAN 1 CHILD:

IF NO CODE 1 AT S11 (IF S11 = CODE 2 FOR ALL OF a-j) (no child have used internet), GO TO S18

IF ONLY ONE CODE 1 AT S11 a-j (Only one child used internet), AND AGE QUOTA IS NOT FULL, GO TO S12

IF ONLY ONE CODE 1 AT S11 a-j (Only one child used internet), AND AGE QUOTA IS FULL, GO TO S16

IF MORE THAN ONE CODE 1 AT S11 a-j (More than one child used internet), AND AGE QUOTAS ARE NOT FULL, GO TO S13

IF MORE THAN ONE CODE 1 AT S11 a-j (More than one child used internet), AND ALL THEIR AGE QUOTAS ARE FULL, GO TO S16

*(ONE OF S11a-j=1), ONLY ONE CHILD USES THE INTERNET)

S12 The survey is interested in the opinion of parents about their children's use of the internet. To keep the survey as short as possible we will only ask you about your <insert age in S11 of child who has used internet (Code 1)> year old who has used the internet.

1. Continue

*(MORE THAN ONE OF S11a-j=1, MORE THAN ONE CHILD USES THE INTERNET)

S13 The survey is interested in the opinion of parents about their children's use of the internet. To keep the survey as short as possible we will only ask you about just one of your children.

(RANDOMLY SELECT CHILD WHO MEETS AGE QUOTA REQUIREMENTS AND HAS USED THE INTERNET - CODE 1 AT S11)

To make sure we get a good coverage of different ages could we ask about your internet experience and that of your <SELECTED CHILD'S AGE AT S11> year old child.

PROGRAMMER: IF MORE THAN ONE CHILD WITH THE SAME AGE IN S11 AND ONE OF THOSE CHILDREN IS SELECTED DISPLAY THE FOLLOWING TEXT

We notice you have more than one child aged <SELECTED CHILD'S AGE AT S11>. Please just tell us about one of these children when answering the survey

1. Continue

*(S9=1 OR S11=1 AND CHILD AGE QUOTA COMPLETE, CHILD USES INTERNET AND CHILD AGE GROUP IS COMPLETE)

S16 To keep the survey as short as possible we will only ask questions about you, as we already have enough surveys about children in that age group

1. Continue

*(S9=2 TO 99, ONLY 1 CHILD WHO DOES NOT USE INTERNET OR DON'T KNOW / PREFER NOT TO SAY)

S17 Since your child has not used the internet in the last 12 months and to keep the survey as short as possible, we will just ask you about your own internet usage.

1. Continue

*(S11A-J=2 OR 3, ALL CHILDREN DO NOT USE INTERNET OR DON'T KNOW / PREFER NOT TO SAY)

S18 Since your children have not used the internet in the last 12 months, or you prefer not to give their details, and to keep the survey as short as possible, we will just ask you about your own internet usage.

FLAG_INTERNET

0. Has no children that use the internet, or age quota is complete (ALL OTHERS. GO TO ADULT QRE)
1. Has child that use the internet (S9=1, S12=1, S13=1)

*(PROGRAMMER: i-Link AND Life in Australia™)

*(FLAG_INTERNET=1, HAS CHILDREN THAT USE THE INTERNET)

S24 We would like to ask you about children's safety on the internet and your opinion about your <SELECTED CHILD'S AGE AT S8 OR S11> year old child's use of the internet. Would you also be willing for this child to complete a short survey? It should take them about 5 minutes and be about their recent experience with using the internet. We will confirm this with you when you finish the survey.

1. Yes I would be willing for my child to complete a short survey (GO TO QB2)
2. Not sure, I will tell you after my survey is finished (GO TO QB2)
3. No, I don't want my child to do a survey (GO TO QB2)
98. (Don't know) / Not sure (GO TO QB2)
99. (Refused) / Prefer not to say (GO TO QB2)

REFUSAL AND TERMINATION SCRIPTS

*(S1=1, NOT 18 YEARS OLD OR OVER)

TERM1 Thanks for being prepared to help out, but for this survey we are looking for people who are in specific age groups.

*(S1=99, REFUSED TO PROVIDE AGE GROUP)

TERM2 Thanks for your time, those are all the questions we have for you today.

*(S3=16, S3=98 or 99, NOT LIVING IN AUSTRALIA)

TERM3 Thanks for being prepared to help out, but for this survey we are looking for people who are in specific areas.

*(S4a=98 or 99, NOT PROVIDING SUBURB)

TERM4 Thanks for being prepared to help out, but for this survey we are looking for people who are in specific areas.

*(QB1=2, NOT USED INTERNET IN PAST 4 WEEKS)

TERM5 Thanks for being prepared to help out, but for this survey we are looking for people who have used the internet in the past 4 weeks. Thanks anyway.

*(CONSENT=2, DOESN'T AGREE WITH ALL CONSENT STATEMENTS)

TERM6 Thanks for being prepared to help out, but for this survey we are looking for people who agree with all the statements relating to participation in this study. Thanks anyway.

Adult Questionnaire

SECTION 1 [B]. GENERAL ONLINE BEHAVIOUR

(TIMESTAMP: GENERAL ONLINE BEHAVIOUR)

*PROGRAMMER NOTE: THIS SECTION IS TO BE ASKED OF ALL ADULTS IN I-LINK PANEL AND LINA, I.E.

*(I-LINK PANEL AND LIFE IN AUSTRALIA)

*(ALL ADULTS)

*PROGRAMMER: INTRODUCTION:

To begin we would like to ask you about your general use and experiences on the internet.

Internet usage frequency (Consistent with NOSS)

*(QB1=1, P4W INTERNET USER)

QB2. In a typical week, how often do you use the internet?

1. More than 5 times a day
2. 2-5 times a day
3. Once a day
4. Several times a week
5. Once a week
6. Less often weekly
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

What internet is used for (Consistent with NOSS)

*(QB1=1, P4W INTERNET USER)

QB3. What have you ever used the internet for in the last 12 months?

Please select all that apply

(MULTIPLE) (ROTATE CODES 1 TO 15)

1. Online work for your employment / job
2. Online work for school / university
3. Instant messaging (e.g. Facebook Messenger, WhatsApp)
4. Online shopping
5. Banking or paying bills
6. Browsing / surfing / researching
7. Email
8. Social networking (e.g. tweeting, posting on Facebook, uploading to Instagram)
9. Online gaming (e.g. Fortnite, World of Warcraft)
10. Downloading / streaming music (e.g. Spotify, Apple Music, iTunes)
11. Downloading / streaming videos or movies (e.g. YouTube, TikTok, Netflix)
12. Uploading videos (e.g. YouTube, TikTok)
13. Using dating sites / apps (e.g. Tinder, Grindr, Bumble)
14. Job searching
15. Accessing the news and information (e.g. weather)
96. Something else
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Experiences of online harm (As per NOSS)

*(QB1=1, P4W INTERNET USER)

QB4. Which, if any of the following, have you personally experienced online in the **last 12 months**?

We'll expand upon some of these experiences in the rest of the survey. Please note that we'll also confirm your experiences at those specific sections.

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 16)

1. Someone pretended to be me online (e.g. by using my passwords or taking over my social media account)
2. Someone created a false online identity to intentionally upset me or lead me on (also known as 'catfishing') [HOVER: "Catfishing is when someone pretends to be someone they're not by using social media to create a false identity. This can involve using fake profile pictures, biographical information, and even communicating with the victim through fake messages and other online interactions."]
3. Someone electronically tracked my location or movements without my permission
4. I was sent, or came across, unwanted or inappropriate violent content online
5. I was sent, or came across, unwanted or inappropriate sexual content online
6. I was sent, or came across, online content that promoted or provided instructions in self-harm
7. I was sent, or came across, online content that promoted or provided instructions for drug use
8. I received repeated unwanted online contact by someone who was not a business or organisation (e.g. by a person or individual)
9. Private photos or videos of me (nude or semi-nude or sexual) were shared online or electronically without my permission
10. I was threatened by someone who said they would send or post private photos or videos of me (nude or semi-nude or sexual) without my permission.
11. Lies or rumours were spread about me online
12. I was called offensive names, ridiculed or made fun of online
13. Someone threatened to harm or abuse me
14. I received online or electronic communication that offended, insulted or abused me because of my identity or beliefs (for example, race, ethnicity, gender, nationality, sexual orientation, religion, age, disability)
15. Cyber-flashing (I was flashed by someone (e.g. someone messaged me a nude, semi-nude or sexual photo without my permission or without me requesting it)) (PROG: PLEASE ADD HOVER OVER DEFINITION OF CYBER-FLASHING: "Cyber-flashing is an online action whereby someone sends or shares with you photos or videos which are nude, semi-nude or sexual, without your permission or without you requesting them.")
16. Pile-on attack (a large number of people tagged, linked, shared, liked or messaged me with abusive or harassing material or messages) (PROG: PLEASE ADD HOVER OVER DEFINITION FOR 'PILE-ON ATTACK': "A 'pile-on attack' occurs where a person is tagged or is linked to an abusive post which others like, share, repost with additional commentary, and link to via other services. Often the content is shared with an accelerating level of outrage and toxicity. They target a person with a high volume of abuse, which is often done by encouraging others to also 'pile on'.")
97. None of these things happened to me *(EXCLUSIVE)

- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

SECTION 2 [H]. ONLINE HATE SPEECH

(TIMESTAMP: ONLINE HATE SPEECH)

*PROGRAMMER NOTE: THIS SECTION IS TO BE ASKED OF ALL ADULTS IN I-LINK PANEL AND LINA, I.E.

*(I-LINK PANEL AND LIFE IN AUSTRALIA)

*(ALL ADULTS)

*PROGRAMMER: INTRODUCTION:

Next we would like to ask you about negative experiences online, specifically online hate speech.

Defining online hate speech – unprompted (Understanding Australian perceptions of what online hate speech is)

*(ALL ADULTS)

QH1. In your own words, please describe what you consider online hate speech to be?

- 1. RECORD VERBATIM
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

Defining online hate speech – prompted (What is the threshold)

*(ALL ADULTS)

QH2. Which of the following expressions would you consider to be online hate speech?

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 16)

- 1. Harassing or offensive comments based on gender
- 2. Harassing or offensive comments based on age
- 3. Harassing or offensive comments based on skin colour
- 4. Harassing or offensive comments based on language
- 5. Harassing or offensive comments based on religious beliefs
- 6. Harassing or offensive comments based on political affiliation
- 7. Harassing or offensive comments based on sexual orientation
- 8. Harassing or offensive comments based on race, ethnicity or nationality
- 9. Harassing or offensive comments based on disability status
- 10. Rude or offensive remarks regardless of personal beliefs or characteristics, e.g. swearing, name-calling
- 11. Dehumanising language (PROG: HOVER: "Dehumanisation is a process by which a particular group is marked as sub-human. This may include describing them as animals or disease. The U.N. provides the example that a Rwandan newspaper labelled the Tutsis as "cockroaches.")
- 12. Sexually offensive remarks or comments, misogyny or demeaning views of women
- 13. Discrimination against or inciting hate, violence, fear or hostility towards particular groups (e.g. immigrants)
- 14. Expressions of Holocaust denial
- 15. Extreme nationalism
- 16. Radical extremist views and posting symbols or codes associated with extremist groups
- 97. None of these *(EXCLUSIVE)

98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

(Online harm definition for respondents)

INTRO

PROG: PLEASE ADD HOVER OVER DEFINITION OF CYBER-FLASHING: "Cyber-flashing is an online action whereby someone sends or shares with you photos or videos which are nude, semi-nude or sexual, without your permission or without you requesting them."

Throughout this survey we will be referring to 'online harm'. This refers to actions such as online hate speech, cyberbullying, 'pile-on' attacks, or cyber-flashing (rather than general internet safety or security such as scam prevention, virus prevention, or identity theft etc.).

Witnessing online hate speech

*(ALL ADULTS)

QH3. Have you **witnessed** any of the following activities online being directed at someone or a group of people in the last 12 months?

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 16)

1. Harassing or offensive comments based on gender
2. Harassing or offensive comments based on age
3. Harassing or offensive comments based on skin colour
4. Harassing or offensive comments based on language
5. Harassing or offensive comments based on religious beliefs
6. Harassing or offensive comments based on political affiliation
7. Harassing or offensive comments based on sexual orientation
8. Harassing or offensive comments based on race, ethnicity or nationality
9. Harassing or offensive comments based on disability status
10. Rude or offensive remarks regardless of personal beliefs or characteristics, e.g. swearing, name-calling
11. Dehumanising language (PROG: HOVER: "Dehumanisation is a process by which a particular group is marked as sub-human. This may include describing them as animals or disease. The U.N. provides the example that a Rwandan newspaper labelled the Tutsis as "cockroaches.")
12. Sexually offensive remarks or comments, misogyny or demeaning views of women
13. Discrimination against or inciting hate, violence, fear or hostility towards particular groups (e.g. immigrants)
14. Expressions of Holocaust denial
15. Extreme nationalism
16. Radical extremist views and posting symbols or codes associated with extremist groups
97. I've witnessed none of these *(EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Most often witnessed online hate speech

*(H3=1-16. WITNESSED ONLINE HATE SPEECH)

QH3B. Which of the following activities being directed at someone or a group of people have you **witnessed most often online** in the last 12 months?

(SINGLE) (PIPE IN THE CODES SELECTED AT QH3 OF 1-16).

(PROG: IF ONLY SELECTED A SINGLE CODE AT QH3, AUTO CODE THAT RESPONSE AT QH3B 'MOST OFTEN').

Where online hate speech occurred

*(H3=1-16, WITNESSED ONLINE HATE SPEECH).

PROG: USE QH3B (MOST OFTEN) FOR TEXT TO PIPE AT QH4.

QH4. On which of the following platforms did you see the <insert response from QH3B> occur?

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 9)

1. Social media platforms (e.g. Facebook, Instagram)
2. Community forums or moderated online forums (e.g. Reddit)
3. Private chat rooms, messaging apps or emails
4. User-generated content on video streaming sites or video content sites (e.g. YouTube, TikTok)
5. The comments section of video streaming sites (e.g. comments sections in YouTube, TikTok)
6. The comments sections on websites
7. Online dating platforms or apps (e.g. Tinder, Grindr, Bumble)
8. Gaming platforms
9. Free speech online forums (e.g. forum websites where content is not moderated)
96. Other
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Experienced online hate speech directly

*(ALL ADULTS)

QH5. Have **you personally experienced** of any of the following directed at you online in the last 12 months?

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 16)

1. Harassing or offensive comments based on gender
2. Harassing or offensive comments based on age
3. Harassing or offensive comments based on skin colour
4. Harassing or offensive comments based on language
5. Harassing or offensive comments based on religious beliefs
6. Harassing or offensive comments based on political affiliation
7. Harassing or offensive comments based on sexual orientation
8. Harassing or offensive comments based on race, ethnicity or nationality
9. Harassing or offensive comments based on disability status
10. Rude or offensive remarks regardless of personal beliefs or characteristics, e.g. swearing, name-calling
11. Dehumanising language (PROG: HOVER: "Dehumanisation is a process by which a particular group is marked as sub-human. This may include describing them as

animals or disease. The U.N. provides the example that a Rwandan newspaper labelled the Tutsis as “cockroaches.”)

12. Sexually offensive remarks or comments, misogyny or demeaning views of women
13. Discrimination against or inciting hate, violence, fear or hostility towards particular groups (e.g. immigrants)
14. Expressions of Holocaust denial
15. Extreme nationalism
16. Radical extremist views and posting symbols or codes associated with extremist groups
97. None of these *(EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Most often experience of online hate speech

*(H5=1-16. EXPERIENCED ONLINE HATE SPEECH)

QH5B. Which of the following have you **personally had directed at you most often** online in the last 12 months?

(SINGLE) (PIPE IN CODES SELECTED AT QH5 OF CODES 1-16)

(PROG: IF ONLY SELECTED A SINGLE CODE AT QH5, AUTO CODE THAT RESPONSE AT QH5B 'MOST OFTEN').

Actions taken due to experiencing online hate speech

*(H5=1-16. EXPERIENCED ONLINE HATE SPEECH)

QH6_1. What action(s), if any, did you take when you experienced the online hate speech, <pipe in code at QH5B>?

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 9)

(PROG: FIX CODES: ALWAYS SHOW CODES 1 AND 2 TOGETHER, CODES 3, 4 AND 5 TOGETHER)

1. Contacted the local police
2. Contacted the Australian Federal Police
3. I contacted the eSafety Commissioner
4. Contacted or reported it to a government department
5. Complained to a relevant human rights or anti-discrimination authority (e.g. Australian Human Rights Commission)
6. Contacted or reported it to the website or platform / used the “Report Abuse” button
7. Spoke to family or friends
8. Spent less time online, stopped using the internet for a while, or closed or deactivated my account temporarily
9. Closed my account or stopped using the service altogether
97. I didn't do anything (EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

SPLIT QN OVER TWO SCREENS:

*(H5=1-16. EXPERIENCED ONLINE HATE SPEECH)

QH6_2. And what action(s), if any, did you take when you experienced the online hate speech, <pipe in code at QH5B>?

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 10)

1. Changed or disguised my username or name
2. Did the same thing back to the person
3. Confronted the perpetrator (in person or online)
4. I deleted all upsetting messages / content / photos / videos
5. I blocked the user, person or people from contacting me
6. Searched online for how to deal with this type of problem
7. Commented back or replied to some of the messages / comments
8. Told the teacher / school / college / university
9. Told my boss, HR or a colleague at my work
10. Sought mental health support
97. I didn't do anything (EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Number of times the hate speech happened

*(H5=1-16. EXPERIENCED ONLINE HATE SPEECH)

QH7. How many times did this experience of, <insert code selected at QH5B> happen in the last 12 months?

1. Once
2. Twice
3. Three times
4. Four times
5. Five times or more
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Whether hate speech caused harm

*(H5=1-16. EXPERIENCED ONLINE HATE SPEECH)

QH8. To what extent did this experience of, <insert code selected at QH5B> in the last 12 months, negatively affect your health or wellbeing?

1. Not at all
2. Moderately
4. Severely
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Attitudes to online hate, and government intervention

*(ALL ADULTS)

QH9. To what extent do you agree or disagree with the following statements about online hate speech?

Please select one per row

(SR PER ROW) (RANDOMISE ROWS)

- a. No moderation should be put in place on social media platforms regardless of the content posted on those platforms
- b. Website owners and social media platforms are not doing enough to prevent online hate speech
- c. Government should be more involved in preventing and responding to online hate speech

(RESPONSE FRAME)

- 1. Strongly disagree
- 2. Disagree
- 3. Neither agree nor disagree
- 4. Agree
- 5. Strongly agree
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

SECTION 4 [F]. CYBER-FLASHING & ONLINE DATING

(TIMESTAMP: CYBER-FLASHING)

*PROGRAMMER NOTE: THIS SECTION IS TO BE ASKED OF ALL ADULTS IN I-LINK PANEL AND LINA, I.E.

*(I-LINK PANEL AND LIFE IN AUSTRALIA)

*(ALL ADULTS)

*PROGRAMMER: INTRODUCTION.

In this section we would like to ask you about some certain aspects of online harm that you may or may not have come across before. Remember if there are any questions you are not comfortable answering, you can simply click through to the next question.

Awareness of cyber-flashing

*(ALL ADULTS)

QF1. We would like to talk to you about 'cyber-flashing'. Cyber-flashing is an online action whereby someone sends or shares with you photos or videos which are nude, semi-nude or sexual, without your permission or without you requesting them.

Were you aware of online cyber-flashing before today?

- 1. Yes
- 2. No
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

Experienced cyber-flashing

*(ALL ADULTS)

(PROG: ADD HOVER OVER DEFINITION OF CYBER-FLASHING: "Cyber-flashing is an online action whereby someone sends or shares with you photos or videos which are nude, semi-nude or sexual, without your permission or without you requesting them.")

QF2. Have you personally experienced cyber-flashing in the last 12 months?

- 1. Yes
- 2. No
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

Where experienced cyber-flashing

*(EXPERIENCED CYBER-FLASHING, QF2=1)

(PROG: ADD HOVER OVER DEFINITION OF CYBER-FLASHING: "Cyber-flashing is an online action whereby someone sends or shares with you photos or videos which are nude, semi-nude or sexual, without your permission or without you requesting them.")

QF3. Where online did the cyber-flashing occur?

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 7)

1. Social media platforms (e.g. Facebook, Instagram)
2. Video websites (e.g. TikTok, YouTube)
3. Dating website or app (e.g. Tinder, Grindr, Bumble)
4. Instant messaging platform (e.g. Messenger, WhatsApp)
5. Chat room (e.g. Chatroulette, Omegle)
6. Via email
7. While online gaming
96. Somewhere else
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

How the cyber-flashing happened

*(EXPERIENCED CYBER-FLASHING, QF2=1)

(PROG: ADD HOVER OVER DEFINITION OF CYBER-FLASHING: "Cyber-flashing is an online action whereby someone sends or shares with you photos or videos which are nude, semi-nude or sexual, without your permission or without you requesting them.")

QF4. How did the cyber-flashing occur?

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 4)

1. Air dropping (PROG ADD HOVER: "A method to wirelessly send files such as photos, videos, websites, or locations between other nearby Apple or iOS devices")
2. Bluetooth transfer (PROG ADD HOVER: "Bluetooth is a short-range wireless technology standard that is used for exchanging data between fixed and mobile devices over short distances.")
3. Online message
4. Text message
96. Another way
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

SECTION 5 [V]. VOLUMETRIC ATTACKS

(TIMESTAMP: VOLUMETRICS)

*PROGRAMMER NOTE: THIS SECTION IS TO BE ASKED OF ALL ADULTS IN I-LINK PANEL AND LINA, I.E.

*(I-LINK PANEL AND LIFE IN AUSTRALIA)

*(ALL ADULTS)

*PROGRAMMER: INTRODUCTION.

In this section we would like to ask you about another aspect of online harms that you may or may not have come across before.

Awareness of volumetric attacks

*(ALL ADULTS)

QV1. We would like to ask you about 'pile-on' attacks that occur online.

A 'pile-on attack' occurs where a person is tagged or is linked to an abusive post which others like, share, repost with additional commentary. Often the content is shared with an accelerating level of outrage and toxicity.

They target a person with a high volume of abuse, which is often done by encouraging others to also 'pile on'.

Were you aware of online pile-on attacks before today?

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Experienced volumetric attacks

*(ALL ADULTS)

QV2. Have you personally experienced a pile-on attack while online in the last 12 months?

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

SHOW IF *(QV2 = 1, EXPERIENCED PILE ON ATTACK)

INTRO:

Please remember that all questions in this survey are optional, and you may skip over any questions that you are not comfortable providing an answer for. We value your accurate and honest responses and your responses are confidential and only used for the purposes of this research. Responses will be aggregated with other people's responses, and you will not be able to be identified as an individual.

Where volumetric attack occurred

*(QV2 = 1, EXPERIENCED PILE ON ATTACK)

QV4. Where did the pile-on attack(s) happen to you?

(MULTIPLE) (RANDOMISE CODES 1 TO 6)

1. Social media platform (e.g. Facebook, Instagram, TikTok, Twitter)
2. Online direct messages sent to me (e.g. via Messenger, WhatsApp)
3. Via email
4. Via text messages to my phone
5. Online forum or messaging system at my workplace
6. Online forum or messaging system at my school / college / university
96. Other
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Topic of volumetric attacks

*(QV2 = 1, EXPERIENCED PILE ON ATTACK)

QV5. Were you targeted for any of these reasons?

(MULTIPLE RESPONSE) (RANDOMISE CODES 1-14)

1. Gender identity
2. Sex
3. Age
4. Skin colour
5. Language
6. Religion
7. Political affiliation
8. Sexual orientation
9. Race, ethnicity or nationality
10. Disability status
11. Job status / socioeconomic status
12. Status as an Aboriginal and / or Torres Strait Islander person
13. Personal beliefs or characteristics
14. Something I've done or said
96. Something else (specify)
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

SECTION 2 [P]. PERPETRATORS OF ONLINE HARM

(TIMESTAMP: PERPETRATORS)

*PROGRAMMER NOTE: THIS SECTION IS TO BE ASKED OF ALL ADULTS IN I-LINK PANEL AND LINA, I.E.

*(I-LINK PANEL AND LIFE IN AUSTRALIA)

*(ALL ADULTS)

*(ALL)

INTRO: (PROG: To show intros on the same screen with the second paragraph below)

In this section we will be asking you about actions while online. Again we would like to reiterate that if there are any questions you are not comfortable answering, you can simply click through to the next question.

*(ALL)

INTRO:

Please remember that all questions in this survey are optional, and you may skip over any questions that you are not comfortable providing an answer for. We value your accurate and honest responses and your responses are confidential and only used for the purposes of this research. Responses will be aggregated with other people's responses, and you will not be able to be identified as an individual.

Perpetrators of online harm (As per NOSS)

*(QB1=1, P4W INTERNET USER)

QP1. In the **past 12 months**, which, if any, of the following activities have **you intentionally done online**?

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 16)

1. Pretended to be someone else online (e.g. by using their passwords or taking over their social media account)
2. Created a false online identity to intentionally upset someone or lead them on (also known as 'catfishing') [HOVER: "Catfishing is when someone pretends to be someone they're not by using social media to create a false identity. This can involve using fake profile pictures, biographical information, and even communicating with the victim through fake messages and other online interactions."]
3. Electronically tracked someone else's location or movements without their permission
4. Sent someone else unwanted or inappropriate violent content online
5. Sent someone else unwanted or inappropriate sexual content online
6. Sent someone else online content that promoted or provided instructions in self-harm
7. Sent someone else online content that promoted or provided instructions for drug use
8. Made repeated unwanted online contact with someone who was not a business or organisation (e.g. a person or individual)
9. Shared private photos or videos of someone else (nude or semi-nude or sexual) online or electronically without their permission
10. Threatened someone by saying you would send or post private photos or videos of them (nude or semi-nude or sexual) without their permission
11. Spread lies or rumours about someone else online

12. Called someone else offensive names, ridiculed, or made fun of someone else online
13. Threatened to harm or abuse someone else
14. Sent online communication that could have offended, insulted or abused someone because of their identity or beliefs (for example, race, ethnicity, gender, nationality, sexual orientation, religion, age, disability)
15. Cyber-flashing (I flashed someone (e.g. messaged someone a nude, semi-nude or sexual photo without their permission or without them requesting it)) (PROG: PLEASE ADD HOVER OVER DEFINITION OF CYBER-FLASHING: "Cyber-flashing is an online action whereby someone sends or shares with you photos or videos which are nude, semi-nude or sexual, without your permission or without you requesting them.")
16. Pile-on (you contributed to a large number of people who tagged, linked, shared, or messaged someone with abusive or harassing material or messages) (PROG: PLEASE ADD HOVER OVER DEFINITION FOR 'PILE-ON ATTACK': "A 'pile-on attack' occurs where a person is tagged or is linked to an abusive post which others like, share, repost with additional commentary, and link to via other services. Often the content is shared with an accelerating level of outrage and toxicity. They target a person with a high volume of abuse, which is often done by encouraging others to also 'pile on'.")
97. I have not done any of these things (EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

(PROGRAMMER NOTE: RANDOMLY SELECT ONE CODE CHOSEN AT QP1 OF 1-16, TO PIPE IN FOR QP2 TO QP6)

Reasons for perpetrating online harm

*(QP1=1-16, PERPETRATORS OF ONLINE HARM)

QP2. And which of the following were reasons for conducting this activity, <insert activity from QP1>?

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 10)

1. The person said or posted something or an opinion I disagreed with
2. I was trying to get a response or reaction from the other person
3. I intended it as a joke or it was funny
4. To shock, upset or annoy someone
5. I was provoked / in response to something said or posted about me / to get back at someone
6. Other people were doing the same thing or others had done it
7. Friends were doing it / we did it as a group
8. I didn't think of it as harmful, or I thought it was harmless
9. It was online, not in real life, so it didn't matter as much
10. I just wasn't thinking
96. Other (specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Whether perpetrator knew the person

*(QP1=1-16, PERPETRATORS OF ONLINE HARM)

QP3. Did you know the person this activity of, <insert activity from QP1>, was done to?

Please select all that apply

(RANDOMISE CODES 1 TO 3)

1. They were a stranger to me
 2. I knew them, in real life
 3. I knew them, but only online
-
98. (Don't know) / Not sure
 99. (Refused) / Prefer not to say

Reactivity of online harm

*(QP1=1-16, PERPETRATORS OF ONLINE HARM)

QP5. And was the activity of, <insert activity from QP1>, done on impulse or in reaction, or was it thought of prior?

Please select all that apply

(RANDOMISE CODES 1 TO 3)

1. On impulse
 2. In reaction to something else
 3. Thought of prior
-
98. (Don't know) / Not sure
 99. (Refused) / Prefer not to say

Consideration of online harm

*(QP1=1-16, PERPETRATORS OF ONLINE HARM)

QP6. Would you still have undertaken this action of, <insert activity from QP1>, if you'd had more information or knowledge about the impacts this action has on people?

Please select all that apply

(RANDOMISE CODES 1 TO 2)

1. Yes
 2. No
-
98. (Don't know) / Not sure
 99. (Refused) / Prefer not to say

SECTION 6 [E]. EXPERIENCES PREVENTING ONLINE HARM

(TIMESTAMP: PREVENTION)

*PROGRAMMER NOTE: THIS SECTION IS TO BE ASKED OF ALL ADULTS IN I-LINK PANEL AND LINA, I.E.

* (I-LINK PANEL AND LIFE IN AUSTRALIA)

*(ALL ADULTS)

Platform safety feature usage on platforms

*(ALL ADULTS)

QE1. Have you ever used any of the online safety features provided by any of the following platforms?

(Online safety features are features provided by platforms and websites to help you control what you see online. They include filters, blocking functions and 'see less of this functions').

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 – 8)

1. Google
2. Online dating platforms or apps
3. Facebook
4. Instagram
5. TikTok
6. YouTube
7. WhatsApp
8. Reddit
96. Other (specify)
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Ease of use of control features on platform

*(QE1 = 1-96, USED A SAFETY FEATURE ON ANY PLATFORM)

QE3. You mentioned you have used online safety features on <platform from codes selected at QE1, randomly selected>. To what extent is it easy or difficult to use the control features on this platform?

1. Very difficult
2. Difficult
3. Not easy nor difficult
4. Easy
5. Very easy
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

SECTION 7 [G]. GOVERNMENT AND SCHOOL ONLINE HARM PREVENTION

(TIMESTAMP: SCHOOLS GOVERNMENT)

*PROGRAMMER NOTE: THIS SECTION IS TO BE ASKED OF ALL ADULTS IN I-LINK PANEL AND LINA, I.E.

*(I-LINK PANEL AND LIFE IN AUSTRALIA)

*(ALL ADULTS)

Access of information about online safety

*(ALL ADULTS)

QG3. Have you ever accessed any materials or information about online safety? This could be materials provided by the government, organisations or websites.

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Sources of information about online safety

*(QG3 = 1. ACCESSED ONLINE SAFETY INFORMATION)

QG4. Where did you get information about online safety?

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 – 16)

(KEEP CODES TOGETHER: 10 & 11, 12 & 13)

PROGRAMMER NOTE: YELLOW HIGHLIGHTS SHOW DIFFERENCES BETWEEN ADULTS / THE x2 CHILDREN'S CODE FRAMES FOR EASE OF PROGRAMMING.

1. ~~Parents~~
2. ~~Brother(s) or sister(s)~~
3. ~~Other family members~~
4. Friends
5. From websites or apps I use
6. My children's school or teachers
7. Kids Helpline
8. Headspace
9. 1800 Respect
10. The eSafety Commissioner
11. Government department or Government websites
12. Local police
13. Australian Federal Police
14. Family
15. BeyondBlue
16. LifeLine
96. Other (specify)
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

eSafety Commissioner knowledge

*(ALL ADULTS)

QG5. How much do you know about the eSafety Commissioner?

1. I know a lot about the eSafety Commissioner
2. I know a little about the eSafety Commissioner
3. I know the name, the eSafety Commissioner, but I am not sure what they do
4. I had not heard of the eSafety Commissioner before today
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

eSafety suggestions to increase awareness

*(ALL ADULTS)

QG6. What do you think could be done to increase awareness of the eSafety Commissioner?

1. RECORD VERBATIM
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

CALD information about online safety

*(P_LOTE=1. SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME).

QG7. Have you ever accessed information about online safety in the language you speak at home? (I.e. in a language other than English?)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Whether children received information about online safety

*(ASK OF PARENTS WITH CHILDREN LIVING AT HOME AGED 13-17, S6=1).

QG8. Have your children ever received information about online safety at school?

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(PARENTS WITH CHILDREN LIVING AT HOME AGED 13-17, S6=1)
(INTRO)

The following questions are specifically about the provision of online safety education materials...

School materials supplied

*(PARENTS WITH CHILDREN LIVING AT HOME AGED 13-17, S6=1)

QG10. Has the school your <selected child's age at S8 or S11> year old attends provided online safety education materials in the past 12 months?

(RESPONSE FRAME) (MULTIPLE. RANDOMISE CODES 1 AND 2)

1. Yes – information for children
2. Yes – information for parents
3. No (EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Who produced school materials

*(PARENTS WITH CHILDREN LIVING AT HOME AGED 13-17, S6=1)

*(QG10=1 OR 2. SCHOOL HAS PROVIDED MATERIALS)

QG11. Who produced them or where were they from?

1. RECORD VERBATIM
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Satisfaction with school materials

*(PARENTS WITH CHILDREN LIVING AT HOME AGED 13-17, S6=1)

*(QG10=1 OR 2. SCHOOL HAS PROVIDED MATERIALS)

QG12. Overall, to what extent were you satisfied or dissatisfied with the effectiveness of these education materials at preventing online safety harms?

(RESPONSE FRAME)

1. Very dissatisfied
2. Dissatisfied
3. Neutral
4. Satisfied
5. Very satisfied
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

CLOSING QUESTIONS FOR ADULTS [C]

*(PROGRAMMER: i-Link AND Life in Australia™)

*(ADULTS)

And finally, we have a few questions about you, to make sure we have spoken to a good cross section of people.

*(PROGRAMMER: i-Link AND Life in Australia™)

*(ADULTS)

QC1 What is the highest level of education you have completed?

1. Primary school
2. Year 7 to Year 9
3. Year 10
4. Year 11
5. Year 12
6. Trade/apprenticeship
7. Other TAFE/Technical Certificate
8. Diploma
9. Bachelor Degree
10. Post-Graduate Degree
11. Other
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(PROGRAMMER: i-Link AND Life in Australia™)

*(ADULTS)

QC2 Which of the following best describes your main activity at the moment?

1. Employed full-time (35 hours or more per week)
2. Employed part-time or casually (less than 35 hours per week)
3. Unemployed or looking for work
4. Student
5. Retired or on a pension
6. Home duties
7. Something else
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(PROGRAMMER: i-Link AND Life in Australia™)

*(ADULTS)

QC3. Please indicate your household's total approximate annual income from all sources, before tax (if you are not certain, please provide your best estimate).

1. \$1-\$7,800 per year (\$1 - \$149 per week)
2. \$7,800 - \$15,599 per year (\$150 - \$299 per week)
3. \$15,600 - \$20,799 per year (\$300 - \$399 per week)
4. \$20,800 - \$25,999 per year (\$400 - \$499 per week)
5. \$26,000 - \$33,799 per year (\$500 - \$649 per week)
6. \$33,800 - \$41,599 per year (\$650 - \$799 per week)
7. \$41,600 - \$51,999 per year (\$800 - \$999 per week)
8. \$52,000 - \$64,999 per year (\$1,000 - \$1,249 per week)
9. \$65,000 - \$77,999 per year (\$1,250 - \$1,499 per week)
10. \$78,000 - \$90,999 per year (\$1,500 - \$1,749 per week)
11. \$91,000 - \$103,999 per year (\$1,750 - \$1,999 per week)
12. \$104,000 - \$155,999 per year (\$2,000 - \$2,999 per week)
13. \$156,000-\$181,999 per year (\$3,000-\$3,499 per week)
14. \$182,000-\$207,999 per year (\$3,500-\$3,999 per week)

15. \$208,000 or more per year (\$4,000 or more per week)
16. Nil income
17. Negative income
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(PROGRAMMER: i-Link AND Life in Australia™)

*(ADULTS)

CONCESSIONCARD. Are you covered by any of these concession cards?

Please select all that apply.

(MULTI)

1. Health Care Card [HOVER OVER POP UP PICTURE 1]
2. Pensioner Concession Card [HOVER OVER POP UP PICTURE 2]
3. Commonwealth Seniors Health Card – this is different from a State Seniors Card. It is red and yellow in colour and is issued by Centrelink to eligible applicants.
[HOVER OVER POP UP PICTURE 3]
4. None of the above ^
98. (Don't know) / Not sure ^
99. (Refused) / Prefer not to say ^

*(PROGRAMMER: i-Link AND Life in Australia™)

*(ADULTS)

P_RELIGION What is your religion?

(PROBE TO CODE FRAME)

1. No religion
2. Catholic
3. Anglican (Church of England)
4. Uniting Church
5. Presbyterian
6. Buddhism
7. Islam
8. Greek Orthodox
9. Baptist
10. Hinduism
96. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(PROGRAMMER: I-LINK SAMPLE ONLY– NOT Life in Australia™)

*(ADULTS)

P_INTERNET Now, just some questions about your use of the internet.

How often do you...?

(STATEMENTS)

- a) Look for information over the Internet
- b) Comment or post images to social media platforms (Facebook, Twitter, etc.)

- c) Post to blogs / forums / interest groups

[ORDER BASED ON 'S_ORDER' VARIABLE]

1. Several times a day
2. About once a day
3. Three to five days a week
4. One to two days a week
5. Every few weeks
6. Once a month
7. Less than once a month
8. Never
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(PROGRAMMER: I-LINK SAMPLE ONLY– NOT Life in Australia™)

*(ADULTS)

P_TV_TIME Thinking about an average weekday, how much time would you spend viewing content on each of the following...?

(STATEMENTS)

- h) Public free-to-air television, such as the ABC
- a) Commercial free-to-air television, such as Seven, Nine, Ten, 9Go!, 7Mate, and SBS
- b) Pay or subscription TV channels such as Foxtel
- c) Online 'Catch-up TV' services from Australian commercial networks such as 7Plus, 10 Play, 9Now, and including Freeview Plus
- d) YouTube
- e) Online streaming services, such as Netflix, Stan, Disney+, and Amazon Prime
- f) Social media, such as Facebook or Instagram
- g) Other internet content

[ORDER BASED ON 'ORDER' VARIABLE]

[NOTE: CANNOT ANSWER CODE 6 FOR 6 OR MORE STATEMENTS. ERROR MESSAGE = 'That is more hours than are in a day. Please review your answer.']

1. None
2. Less than 30 minutes
3. 30 to 59 minutes
4. 1 to less than 2 hours
5. 2 to 4 hours
6. Over 4 hours
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(PROGRAMMER: I-LINK SAMPLE ONLY– NOT Life in Australia™)

*(ADULTS)

P_COB The next few questions are about your background.

In which country were you born?

1. Australia

2. England
 3. New Zealand
 4. China
 5. India
 6. Philippines
 7. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Future research opt-in

*(Life in Australia™ NOT i-Link)

F1. Thank you for participating in this survey – the information you have provided has been extremely valuable. In the future, further research projects related to this topic may arise. They could be conducted online or over the phone. We would contact you using your email address for Life in Australia™.

Would you be happy to be considered for this?

(RESPONSE FRAME)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(PROGRAMMER: i-Link AND Life in Australia™)

*(DO NOT HAVE CHILDREN AGED 13-17, OR REFUSED SURVEY FOR CHILDREN.) (S6=2 or 98 or 99 OR S24 = 3 or 98 or 99)

QC4. That's all the questions we have for you. Thank you very much for helping us with the survey.

*IF LINA: If you would like more information about the survey you can call The Social Research Centre on 1800 023 040 or email at LifelInAus@srcentre.com.au

*IF I-LINK: If you would like more information about the survey you can call i-link on 02 9262 7171 or send us an email at muriel@i-linkresearch.com.

If you experience any distress during or after participating in the survey, you can access support by contacting:

eSafety Commissioner (<https://www.esafety.gov.au/about-us/counselling-support-services>)

Beyond Blue (www.beyondblue.org.au, 1300 22 4636)

Headspace (headspace.org.au, 1800 650 890)

1800RESPECT (www.1800respect.org.au, 1800 737 732)

Kids Helpline (www.kidshelpline.com.au, 1800 551 800)

Or

13YARN (www.13yarn.org.au, 13 92 76).

You can also report online safety issues to <https://www.esafety.gov.au/report>

*(PROGRAMMER: i-Link AND Life in Australia™)

*(S24=1, PARENT WILLING TO LET THEIR CHILD BE INTERVIEWED)

QP42. You previously indicated that you would be willing to have your <selected child's age at S8 or S11> year old child also complete a short survey about their experiences with using the internet. It should take them about five minutes to complete.

*PROGRAMMING NOTE:

SHOW FOR LINA ONLY: There will also be an additional incentive for this short survey of a \$10 e-gift voucher as a thank you. (This would be in addition to the incentive received for the main survey and will be delivered separately after the close of survey).

HIDE FOR I-LINK PANEL: There will also be an additional incentive for this short survey. (This would be in addition to the incentive received for the main survey and will be delivered separately after the close of survey).

Do we have your permission for your child to answer a short survey which starts after you answer one more question? You can watch them do it if you like.

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(PROGRAMMER: i-Link AND Life in Australia™)

*(S24=2, NOT SURE IF WILLING TO LET THEIR CHILD BE INTERVIEWED)

QP42a. You previously indicated that you would say if you would be willing to have your <selected child's age at S8 or S11> year old child also complete a short survey about their experiences with using the internet after you had completed your questionnaire. The survey would be questions designed for children of their age that asked them about their view of their experience with the internet and it should take them about five minutes to complete.

*PROGRAMMING NOTE:

SHOW FOR LINA ONLY: There will also be an additional incentive for this short survey of a \$10 e-gift voucher as a thank you. (This would be in addition to the incentive received for the main survey and will be delivered separately after the close of survey).

HIDE FOR I-LINK PANEL: There will also be an additional incentive for this short survey. (This would be in addition to the incentive received for the main survey and will be delivered separately after the close of survey).

Do we have your permission for your child to answer a short survey which starts after you answer one more question? You can watch them do it if you like.

1. Yes
2. No

- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

*(PROGRAMMER: i-Link AND Life in Australia™)

*(QP42=2-99 OR QP42A=2-99, NOT WILLING FOR CHILD TO PARTICIPATE)

QP42b. That's OK, thank you for the information you have given in your survey.

- 1. Close (CLOSE (AS ADULT COMPLETE))

*(PROGRAMMER: i-Link AND Life in Australia™)

*(QP42=1 OR QP42A=1, WILLING FOR CHILD TO PARTICIPATE)

CP44a. Thank you. What was your child's sex recorded at birth? We will ask about gender next.

- 1. Male
- 2. Female
- 3. Another term (please specify)
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

*(PROGRAMMER: i-Link AND Life in Australia™)

*(QP42=1 OR QP42A=1, WILLING FOR CHILD TO PARTICIPATE)

QP44b. How does your child describe their gender?

IF NECESSARY: Gender refers to current gender, which may be different to sex recorded at birth and may be different to what is indicated on legal documents.

(PROBE TO FRAME)

- 1. Male
- 2. Female
- 3. Non-binary
- 4. My child uses a different term (please specify)
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

*(PROGRAMMER: i-Link AND Life in Australia™)

*(QP42=1 OR QP42A=1, WILLING FOR CHILD TO PARTICIPATE)

QP43. Please click next to move to the children's survey

Children's questionnaire

CHILDREN 13-15 YEARS [CB] - SURVEY & INTRODUCTION

(TIMESTAMP: CHILDREN 13-15 YEARS START)

INTROCB

Hello,

One of your parents or carers recently helped us with a survey about their views on how children use the internet. They said we can ask to you to also do a survey.

This survey is about how people your age use the internet and it should take you about five minutes to do the survey. It may take some people longer. All your answers are private however if there is something in your answers that tells us that you are not safe then we may need to talk to another person about it. You can stop anytime you want to or just say prefer not to say if you do not want to answer some of the questions.

You can take a break from the survey if you want to – just close your browser. When you want to come back to the survey, come back to this same link and you will go back to where you left the survey. You are also free to stop at any time with no requirement to complete the remainder of the questions. The survey is not compulsory and you do not have to do the survey if you do not want to. But it is really important that we get answers from young people like you as well as adults, so we would love to hear from you.

The survey is being conducted by the Social Research Centre, a social research company, for the Australian Government (the Department of Infrastructure, Transport, Regional Development, Communications and the Arts).

It would be best if you tried to answer all the questions by yourself, but your parents can watch or help you if they want to.

If you don't wish to answer any question, you can just click 'Next' to move to the next question.

If you have any questions about the survey, you can ask your parents, or you can ring us on

*IF LINA: 1800 023 040 or send us an email at LifelnAus@srcentre.com.au

*IF I-LINK PANEL: i-link on 02 9262 7171 or send us an email at muriel@i-linkresearch.com

If something in the survey worries or upsets you while you are doing it, or afterwards, please talk to your parents or a trusted adult or you can talk to someone privately by calling or contacting

eSafety Commissioner (<https://www.esafety.gov.au/about-us/counselling-support-services>)

1800RESPECT (www.1800respect.org.au, 1800 737 732)

Kids Helpline (www.kidshelpline.com.au, 1800 551 800)

Headspace (headspace.org.au, 1800 650 890)

Beyond Blue (www.beyondblue.org.au, 1300 22 4636)

Or

13YARN (www.13yarn.org.au, 13 92 76).

You can also report online safety issues to <https://www.esafety.gov.au/report>

Some information about the survey to read before you start is here <LINK TO PARTICIPANT INFORMATION SHEET HERE>

For the 'next' button to appear, please click on the link in the above sentence to read the Participant Information Sheet before continuing.

PROGRAMMER: SURVEY CANNOT CONTINUE UNTIL THE CHILD HAS ACCESSED THE PARTICIPANT INFORMATION SHEET AND RETURNED TO THE QUESTIONNAIRE

*(CHILDREN AGED 13 TO 15)

QCB1. Will you please do the survey?

1. Yes, I will do the survey (CONTINUE)
2. No, I don't want to do the survey (CLOSE)

IF CODE 2 (WON'T DO THE SURVEY) AT QCB1, CLOSE AND SAY
"That's OK. Thank you anyway."

Internet usage frequency

*(CHILDREN AGED 13 TO 15)

QCB2. How often do you use the internet at home, school or anywhere else?

1. More than 5 times a day
2. 2-5 times a day
3. Once a day
4. Several times a week
5. Once a week
6. Less often than weekly
97. I don't use the internet (GO TO QCB16)
98. (Don't know) / Not sure (GO TO QCB16)
99. (Refused) / Prefer not to say (GO TO QCB16)

General internet usage P4W

*(CHILDREN AGED 13 TO 15)

*(QCB2=1-6, USES INTERNET)

QCB3. Have you used the Internet in the last 4 weeks?

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

What internet is used for (As per NOSS)

*(QCB3=1, USED INTERNET PAST 4 WEEKS)

QCB4. Which of the following have you done on the Internet in the last 12 months? Pick all that you have done.

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 15)

1. Online work for school/~~college~~/university
2. Instant messaging with friends (e.g. Facebook Messenger, WhatsApp, Twitter)
3. Instant messaging with people you don't know (e.g. Facebook Messenger, WhatsApp, Twitter)



4. Social networking with friends (e.g. tweeting, posting on Facebook, uploading to Instagram)
5. Social networking with people you don't know (e.g. tweeting, posting on Facebook, uploading to Instagram)
6. Online gaming with friends (e.g. Fortnite, World of Warcraft)
7. Downloading / streaming / watching videos or movies (e.g. YouTube, TikTok, Netflix, Disney Plus)
8. Uploading videos (e.g. YouTube, TikTok)
9. Online shopping
10. Browsing / surfing
11. ~~Using dating sites / apps (Tinder, Grindr, Bumble)~~
12. Job searching
13. Banking or paying bills
14. Email
15. Accessing the news and information (e.g. weather)
16. Something else
17. None of these (EXCLUSIVE)
18. (Don't know) / Not sure
19. (Refused) / Prefer not to say

Experienced online harm

*(QCB2=1-6=USES INTERNET)

QCB5. At any time in the last 12 months, has anyone done something hurtful, nasty or upsetting when you were online?

1. Yes
2. No
18. (Don't know) / Not sure
19. (Refused) / Prefer not to say

Experiences of online harm (As per NOSS)

*(QCB5=1, HAS EXPERIENCED SOMEONE DOING SOMETHING HURTFUL/NASTY ONLINE)

QCB6. You said that sometime in the last 12 months, someone had done something to you that was hurtful, nasty or upsetting when you were online. What did they do?

Pick all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 16)

1. Someone pretended to be me online (e.g. by using my passwords or taking over my social media account)
2. Someone created a false online identity to intentionally upset me or lead me on (also known as 'catfishing') [HOVER: "Catfishing is when someone pretends to be someone they're not by using social media to create a false identity. This can involve using fake profile pictures, biographical information, and even communicating with the victim through fake messages and other online interactions."]
3. Someone electronically tracked my location or movements without my permission
4. I was sent, or came across, unwanted or inappropriate violent content online
5. I was sent, or came across, unwanted or inappropriate sexual content online
6. I was sent, or came across, online content that promoted or provided instructions in self-harm
7. I was sent, or came across, online content that promoted or provided instructions for drug use

8. I received repeated unwanted online contact by someone who was not a business or organisation (e.g. by a person or individual)
9. Private photos or videos of me (nude or semi-nude or sexual) were shared online or electronically without my permission
10. I was threatened by someone who said they would send or post private photos or videos of me (nude or semi-nude or sexual) without my permission
11. Lies or rumours were spread about me online
12. I was called offensive names, ridiculed or made fun of online
13. Someone threatened to harm or abuse me
14. I received online or electronic communication that offended, insulted or abused me because of my identity or beliefs (for example, race, ethnicity, gender, nationality, sexual orientation, religion, age, disability)
15. Cyber-flashing (I was flashed by someone (e.g. someone messaged me a nude, semi-nude or sexual photo without my permission or without me requesting it))
(PROG: ADD HOVER OVER DEFINITION OF CYBER-FLASHING: "Cyber-flashing is an online action whereby someone sends or shares with you photos or videos which are nude, semi-nude or sexual, without your permission or without you requesting them.")
16. Pile-on attack (a large number of people tagged, linked, shared, liked or messaged me with abusive or harassing material or messages) (PROG: PLEASE ADD HOVER OVER DEFINITION FOR 'PILE-ON ATTACK': "A 'pile-on attack' occurs where a person is tagged or is linked to an abusive post which others like, share, repost with additional commentary, and link to via other services. Often the content is shared with an accelerating level of outrage and toxicity. They target a person with a high volume of abuse, which is often done by encouraging others to also 'pile on'.")
97. None of these things happened to me (EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Witnessing online hate speech

*(QCB2=1-6, USES INTERNET)

QCB7. Have you ever come across any of the following online being said to someone or to a group?

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 9)

Harassing or offensive comments due to someone's...

1. Gender
2. Age
3. Skin colour
4. Language
5. Religious beliefs
6. Political affiliation
7. Sexual orientation
8. Race, ethnicity or nationality
9. Disability
10. ~~Swearing, name calling~~
11. ~~Sexually offensive remarks or comments~~
12. ~~Discrimination or inciting hate against particular groups (e.g. immigrants)~~
13. ~~Expressions of Holocaust denial~~
14. ~~Extreme nationalism~~
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Actions taken due to witnessing online hate speech

*(QCB7=1-9. WITNESSED ONLINE HATE SPEECH)

QCB8_1. What did you do when you saw these mean or bad comments online?

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 9)

(PROG: FIX CODES: ALWAYS SHOW CODES 1 AND 2 TOGETHER, CODES 3, 4 AND 5 TOGETHER)

1. Contacted the local police
2. Contacted the Australian Federal Police
3. I contacted the eSafety Commissioner
4. Contacted or reported it to a government department
5. Complained to a relevant human rights or anti-discrimination authority (e.g. Australian Human Rights Commission)
6. Contacted or reported it to the website or platform / used the "Report Abuse" button
7. Spoke to family or friends
8. Spent less time online, stopped using the internet for a while, or closed or deactivated my account temporarily
9. Closed my account or stopped using the service altogether
97. I didn't do anything (EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

PROG: SPLIT OVER 2 SCREENS:

*(QCB7=1-9. WITNESSED ONLINE HATE SPEECH)

QCB8_2. And what did you do when you saw these mean or bad comments online?

(MULTIPLE) (RANDOMISE CODES 1 TO 10)

Please select all that apply

1. Changed or disguised my username or name
2. Did the same thing back to the person
3. Confronted the perpetrator (in person or online)
4. I deleted all upsetting messages / content / photos / videos
5. I blocked the user, person or people from contacting me
6. Searched online for how to deal with this type of problem
7. Commented back or replied to some of the messages / comments
8. Told the teacher / school / ~~college~~ / university
9. Told my boss, HR or a colleague at my work
10. Sought mental health support
97. I didn't do anything (EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Awareness of volumetric attacks

*(QCB2=1-6, USES INTERNET)

QCB9. We would like to ask you about 'pile-on' attacks that sometimes happen online.

A 'pile-on attack' occurs where a person is tagged or is linked to an abusive post which others like, share, repost with additional commentary, and link to via other services. Often the content is shared with an accelerating level of outrage and toxicity.

They target a person with a high volume of abuse, which is often done by encouraging others to also 'pile on'.

Had you heard of online pile-on attacks before today?

- 1. Yes
- 2. No
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

Experienced volumetric attacks

*(QCB2=1-6, USES INTERNET)

QCB10. Have you ever had a pile-on attack happen to you while online?

- 1. Yes
- 2. No
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

Where volumetric attack occurred

*(QCB10=1, EXPERIENCED PILE ON)

QCB11. Where did the pile-on attack(s) happen to you?

(MULTIPLE) (RANDOMISE CODES 1 TO 6)

- 1. Social media platform (e.g. Facebook, Instagram, TikTok, Twitter)
- 2. Online direct messages sent to me (e.g. via Messenger, WhatsApp)
- 3. Via email
- 4. Via text messages to my phone
- 5. Online forum or messaging system at my workplace
- 6. Online forum or messaging system at my school / college / university
- 96. Other
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

Access of information about online safety

*(ALL CHILDREN AGED 13-15)

QCB16. Have you ever got information about how to stay safe online?

- 1. Yes
- 2. No
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

Sources of information about online safety

*(QCB16 = 1. RECEIVED ONLINE SAFETY INFORMATION)

QCB17. Who gave you this information about online safety?

Please select all that apply



(MULTIPLE) (RANDOMISE CODES 1 – 16)
(KEEP CODES TOGETHER: 10 & 11, 12 & 13)

1. Parents
2. Brother(s) or sister(s)
3. Other family members
4. Friends
5. From websites or apps I use
6. School or teachers
7. Kids Helpline
8. Headspace
9. 1800 Respect
10. The eSafety Commissioner
11. Government department or Government websites
12. Local police
13. Australian Federal Police
14. ~~Family~~
15. BeyondBlue
16. LifeLine
96. Other (specify)
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

eSafety Commissioner knowledge

*(ALL CHILDREN AGED 13 TO 15)

QCB18. How much do you know about the eSafety Commissioner?

1. I know a lot about the eSafety Commissioner
2. I know a little about the eSafety Commissioner
3. I know the name, the eSafety Commissioner, but I am not sure what they do
4. I had not heard of the eSafety Commissioner before today
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

CHILDREN 16-17 YEARS [CC] - SURVEY & INTRODUCTION

(TIMESTAMP: CHILDREN 16-17 YEARS START)

INTROCC

Hello,

One of your parents or carers recently helped us with a survey about their views on how children and young adults use the internet and the factors that contribute to online safety for adults and children.

We are also interested in getting the opinion of young adults in your age group and they said we could ask you to do a survey. This survey is about your experience with using the internet and your opinion on internet usage and safety. It should take you about five minutes to do the survey. It may take some people longer.

The Survey is being conducted by the Social Research Centre, a social research company, for the Australian Government (the Department of Infrastructure, Transport, Regional Development and Communications).

All your answers are private however if there is something in your answers that tells us that you are not safe then we may need to talk to another person about it. No information collected in the survey will be used to identify you. Your answers will be combined with the information from other people completing the survey for analysis and reporting by the Department and the Social Research Centre.

You can take a break from the survey if you want to, and then finish it later. And if there are any questions you don't want to answer just click the "prefer not to say" button and go to the next question. You are also free to stop at any time with no requirement to complete the remainder of the questions. If you believe that answering questions about your experience using the internet will cause you harm or distress it may not be appropriate for you to complete the survey

The survey is not compulsory and you do not have to do the survey if you do not want to. It is really important, however, that we get opinions from young people like you as well as from adults; so we would love to hear from you.

It would be best if you tried to answer all the questions by yourself, but your parents can watch or help you if they want to.

If you don't wish to answer any question, you can just click 'Next' to move to the next question.

If you have any questions about the survey, you can ask your parents, or you can ring us on

*IF LINA: 1800 023 040 or send us an email at LifelnAus@srcentre.com.au

*IF I-LINK PANEL: i-link on 02 9262 7171 or send us an email at muriel@i-linkresearch.com

If something in the survey worries or upsets you while you are doing it, or afterwards, please talk to your parents or a trusted adult or you can talk to someone privately by calling or contacting

eSafety Commissioner (<https://www.esafety.gov.au/about-us/counselling-support-services>)

1800RESPECT (www.1800respect.org.au, 1800 737 732)

Kids Helpline (www.kidshelpline.com.au, 1800 551 800)

Headspace (headspace.org.au, 1800 650 890)

Beyond Blue (www.beyondblue.org.au, 1300 22 4636)

Or

13YARN (www.13yarn.org.au, 13 92 76).

You can also report online safety issues to <https://www.esafety.gov.au/report>

Some information about the survey to read before you start is here <LINK TO PARTICIPANT INFORMATION SHEET HERE>

For the 'next' button to appear, please click on the link in the above sentence to read the Participant Information Sheet before continuing.

PROGRAMMER: SURVEY CANNOT CONTINUE UNTIL THE CHILD HAS ACCESSED THE PARTICIPANT INFORMATION SHEET AND RETURNED TO THE QUESTIONNAIRE

*(CHILDREN AGED 16 TO 17)

QCC1. Will you please do the survey?

1. Yes, I will do the survey (CONTINUE)
2. No, I don't want to do the survey (CLOSE)

IF QCC1=2 (WON'T DO THE SURVEY), CLOSE AND SAY
"That's OK. Thank you anyway."

Internet usage frequency

*(CHILDREN AGED 16 TO 17)

QCC2. How often do you use the internet at home, school or anywhere else?

1. More than 5 times a day
2. 2-5 times a day
3. Once a day
4. Several times a week
5. Once a week
6. Less often than weekly
97. I don't use the internet (GO TO QCC16)
98. (Don't know) / Not sure (GO TO QCC16)
99. (Refused) / Prefer not to say (GO TO QCC16)

General internet usage P4W

*(QCC2=1-6, USES INTERNET)

QCC3. Have you used the Internet in the last 4 weeks?

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

What internet is used for (As per NOSS)

*(QCC3=1, USED INTERNET PAST 4 WEEKS)

QCC4. Which of the following have you done on the Internet in the last 12 months? Pick all that you have done.

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 15)

1. Online work for school/college/university
2. Instant messaging with friends (e.g. Facebook Messenger, WhatsApp, Twitter)
3. Instant messaging with people you don't know (e.g. Facebook Messenger, WhatsApp, Twitter)
4. Social networking with friends (e.g. tweeting, posting on Facebook, uploading to Instagram)
5. Social networking with people you don't know (e.g. tweeting, posting on Facebook, uploading to Instagram)
6. Online gaming with friends (e.g. Fortnite, World of Warcraft)
7. Downloading / streaming / watching videos or movies (e.g. YouTube, TikTok, Netflix, Disney Plus)
8. Uploading videos (e.g. YouTube, TikTok)
9. Online shopping
10. Browsing / surfing
11. Using dating sites / apps (Tinder, Grindr, Bumble)
12. Job searching
13. Banking or paying bills
14. Email
15. Accessing the news and information (e.g. weather)
96. Something else
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Experienced online harm

*(QCC2=1-6=USES INTERNET)

QCC5. At any time in the last 12 months, has anyone done something hurtful, nasty or upsetting when you were online?

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Experiences of online harm (As per NOSS)

*(QCC5=1, HAS EXPERIENCED SOMEONE DOING SOMETHING HURTFUL/NASTY ONLINE)

QCC6. You said that sometime in the last 12 months, someone had done something to you that was hurtful, nasty or upsetting when you were online. What did they do?

Pick all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 16)

1. Someone pretended to be me online (e.g. by using my passwords or taking over my social media account)
2. Someone created a false online identity to intentionally upset me or lead me on (also known as 'catfishing') [HOVER: "Catfishing is when someone pretends to be someone they're not by using social media to create a false identity. This can involve using fake profile pictures, biographical information, and even communicating with the victim through fake messages and other online interactions."]
3. Someone electronically tracked my location or movements without my permission
4. I was sent, or came across, unwanted or inappropriate violent content online

5. I was sent, or came across, unwanted or inappropriate sexual content online
6. I was sent, or came across, online content that promoted or provided instructions in self-harm
7. I was sent, or came across, online content that promoted or provided instructions for drug use
8. I received repeated unwanted online contact by someone who was not a business or organisation (e.g. by a person or individual)
9. Private photos or videos of me (nude or semi-nude or sexual) were shared online or electronically without my permission
10. I was threatened by someone who said they would send or post private photos or videos of me (nude or semi-nude or sexual) without my permission
11. Lies or rumours were spread about me online
12. I was called offensive names, ridiculed or made fun of online
13. Someone threatened to harm or abuse me
14. I received online or electronic communication that offended, insulted or abused me because of my identity or beliefs (for example, race, ethnicity, gender, nationality, sexual orientation, religion, age, disability)
15. Cyber-flashing (I was flashed by someone (e.g. someone messaged me a nude, semi-nude or sexual photo without my permission or without me requesting it))
(PROG: ADD HOVER OVER DEFINITION OF CYBER-FLASHING: "Cyber-flashing is an online action whereby someone sends or shares with you photos or videos which are nude, semi-nude or sexual, without your permission or without you requesting them.")
16. Pile-on attack (a large number of people tagged, linked, shared, liked or messaged me with abusive or harassing material or messages) (PROG: PLEASE ADD HOVER OVER DEFINITION FOR 'PILE-ON ATTACK': "A 'pile-on attack' occurs where a person is tagged or is linked to an abusive post which others like, share, repost with additional commentary, and link to via other services. Often the content is shared with an accelerating level of outrage and toxicity. They target a person with a high volume of abuse, which is often done by encouraging others to also 'pile on'.")
97. None of these things happened to me (EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Witnessing online hate speech

*(QCC2=1-6, USES INTERNET)

QCC7. Have you seen any of the following online being directed at someone or to a group in the last 12 months?

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 16)

1. Harassing or offensive comments based on gender
2. Harassing or offensive comments based on age
3. Harassing or offensive comments based on skin colour
4. Harassing or offensive comments based on language
5. Harassing or offensive comments based on religious beliefs
6. Harassing or offensive comments based on political affiliation
7. Harassing or offensive comments based on sexual orientation
8. Harassing or offensive comments based on race, ethnicity or nationality
9. Harassing or offensive comments based on disability status
10. Rude or offensive remarks regardless of personal beliefs or characteristics, e.g. swearing, name-calling
11. Dehumanising language (PROG: HOVER: "Dehumanisation is a process by which a particular group is marked as sub-human. This may include describing them as animals or disease. The U.N. provides the example that a Rwandan newspaper labelled the Tutsis as "cockroaches.")

12. Sexually offensive remarks or comments, misogyny or demeaning views of women
13. Discrimination against or inciting hate, violence, fear or hostility towards particular groups (e.g. immigrants)
14. Expressions of Holocaust denial
15. Extreme nationalism
16. Radical extremist views and posting symbols or codes associated with extremist groups
97. None of these *(EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Actions taken due to witnessing online hate speech

Actions taken due to witnessing online hate speech

*(QCC7=1-16. WITNESSED ONLINE HATE SPEECH)

QCC8_1. What did you do when you saw these mean or bad comments online?

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 TO 9)

(PROG: FIX CODES: ALWAYS SHOW CODES 1 AND 2 TOGETHER, CODES 3, 4 AND 5 TOGETHER)

1. Contacted the local police
2. Contacted the Australian Federal Police
3. I contacted the eSafety Commissioner
4. Contacted or reported it to a government department
5. Complained to a relevant human rights or anti-discrimination authority (e.g. Australian Human Rights Commission)
6. Contacted or reported it to the website or platform / used the "Report Abuse" button
7. Spoke to family or friends
8. Spent less time online, stopped using the internet for a while, or closed or deactivated my account temporarily
9. Closed my account or stopped using the service altogether
97. I didn't do anything (EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

PROG: SPLIT OVER 2 SCREENS:

*(QCC7=1-16. WITNESSED ONLINE HATE SPEECH)

QCC8_2. And what did you do when you saw these mean or bad comments online?

(MULTIPLE) (RANDOMISE CODES 1 TO 10)

Please select all that apply

1. Changed or disguised my username or name
2. Did the same thing back to the person
3. Confronted the perpetrator (in person or online)
4. I deleted all upsetting messages / content / photos / videos
5. I blocked the user, person or people from contacting me
6. Searched online for how to deal with this type of problem
7. Commented back or replied to some of the messages / comments
8. Told the teacher / school / college / university
9. Told my boss, HR or a colleague at my work
10. Sought mental health support
97. I didn't do anything (EXCLUSIVE)



98. (Don't know) / Not sure
99. (Refused) / Prefer not to say
Please select all that apply

Awareness of volumetric attacks

*(QCC2=1-6, USES INTERNET)

QCC9. We would like to ask you about 'pile-on' attacks that sometimes happen online.

A 'pile-on attack' occurs where a person is tagged or is linked to an abusive post which others like, share, repost with additional commentary, and link to via other services. Often the content is shared with an accelerating level of outrage and toxicity.

They target a person with a high volume of abuse, which is often done by encouraging others to also 'pile on'.

Had you heard of online pile-on attacks before today?

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Experienced volumetric attacks

*(QCC2=1-6, USES INTERNET)

QCC10. Have you personally had a pile-on attack happen to you while online in the last 12 months?

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Where volumetric attack occurred

*(QCC10=1, EXPERIENCED PILE ON)

QCC11. Where did the pile-on attack(s) happen to you?

(MULTIPLE) (RANDOMISE CODES 1 TO 6)

1. Social media platform (e.g. Facebook, Instagram, TikTok, Twitter)
2. Online direct messages sent to me (e.g. via Messenger, WhatsApp)
3. Via email
4. Via text messages to my phone
5. Online forum or messaging system at my workplace
6. Online forum or messaging system at my school / college / university
96. Other
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Access of information about online safety

*(ALL CHILDREN AGED 16-17)

QCC16. Have you ever received information about online safety or how to stay safe online?

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

Sources of information about online safety

*(QCC16 = 1. RECEIVED ONLINE SAFETY INFORMATION)

QCC17. Who gave you this information about online safety?

Please select all that apply

(MULTIPLE) (RANDOMISE CODES 1 – 16)
(KEEP CODES TOGETHER: 10 & 11, 12 & 13)

1. Parents
2. Brother(s) or sister(s)
3. Other family members
4. Friends
5. From websites or apps I use
6. School or teachers
7. Kids Helpline
8. Headspace
9. 1800 Respect
10. The eSafety Commissioner
11. Government department or Government websites
12. Local police
13. Australian Federal Police
14. Family
15. BeyondBlue
16. LifeLine
96. Other (specify)
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

eSafety Commissioner knowledge

*(ALL CHILDREN AGED 16-17)

QCC18. How much do you know about the eSafety Commissioner?

1. I know a lot about the eSafety Commissioner
2. I know a little about the eSafety Commissioner
3. I know the name, the eSafety Commissioner, but I am not sure what they do
4. I had not heard of the eSafety Commissioner before today
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

CLOSING QUESTIONS FOR CHILDREN [CD]

*(THOSE WHO COMPLETED CHILDREN'S SURVEY, QCB18 = 1 TO 99 OR QCC18 = 1 TO 99)

QCD1. Was anyone with you while you did this survey?

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QCD1=1, SOMEONE WAS WITH THEM WHILE THEY DID THE SURVEY)

QCD2. Who was with you while you did this survey? Pick all that apply

(MULTIPLE)

1. My parents
2. Some other family member
3. Another trusted adult
4. A friend
96. Someone else
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QCD1=1, SOMEONE WAS WITH THEM WHILE THEY DID THE SURVEY)

QCD3. Did anyone help you complete this survey?

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QCD3=1, SOMEONE HELPED THEM COMPLETE THE SURVEY)

QCD4. Who helped you complete this survey? Pick all that apply

(MULTIPLE)

1. My parents
2. Some other family member
3. Another trusted adult
4. A friend
96. Someone else
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ALL CHILDREN AGED 13-17)

QCD5. That's all the questions we have for you. Thank you very much for helping us with the survey.

If you or your parents want more information about the survey they can call

*IF LINA: The Social Research Centre on 1800 023 040 or email at LifelnAus@srcentre.com.au

*IF I-LINK PANEL: i-link on 02 9262 7171 or send us an email at muriel@i-linkresearch.com

If you experience any distress during or after participating in the survey, you can access support by contacting:

eSafety Commissioner (<https://www.esafety.gov.au/about-us/counselling-support-services>)

Beyond Blue (www.beyondblue.org.au, 1300 22 4636)

Headspace (headspace.org.au, 1800 650 890)

1800RESPECT (www.1800respect.org.au, 1800 737 732)

Kids Helpline (www.kidshelpline.com.au, 1800 551 800)

Or

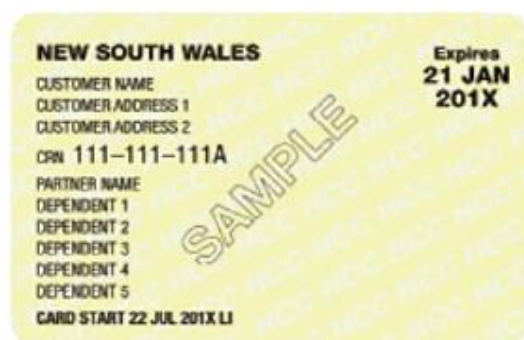
13YARN (www.13yarn.org.au, 13 92 76).

You can also report online safety issues to <https://www.esafety.gov.au/report>

Please now pass the survey back to the adult who was taking the survey.

PICTURE POP-UPS

1. Health Care Card



2. Pensioner Concession Card



3. Commonwealth Seniors Health Card



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