The 2022 National Online Safety Survey – summary report

July 2022

Contents

List of Abbreviations and terms

Table 1   Abbreviations used in this report

Abbreviation	Full description
The Department	The Department of Infrastructure, Transport, Regional Development, Communications and the Arts
General adults	Adults in Australia who are aged 18 years and over, who use the internet. (This group also includes subgroups of Vulnerable Adults as present in the population).
Teachers, carers & supervisors	Teachers: been employed in Australia as a teacher in a primary school or secondary school or college in the last 12 months where students could be aged between 8 years and 17.
	Carers: Apart from brothers or sisters, responsible for minding or supervising children between the ages of 8 and 17 in last 12 months.
	Supervisors: involved in training or supervising children aged 8 to 17 at a sporting or recreational club or youth organisation in last 12 months.
Children	When referring to 'children' in general throughout this report, it refers to children aged 8 to 17 as a whole, unless a particular age group has been specified
Age of children	
Ages 8 to 10	Children who are aged 8 to 10
Ages 11 to 15	Children who are aged 11 to 15
Ages 16 to 17	Children who are aged 16 to 17
CALD	Culturally and linguistically diverse
LGBTQIA+	Lesbian, Gay, Bisexual, Transsexual / Transgender, Questioning / Queer, Intersex, Asexual

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Executive Summary

The 2022 National Online Safety Survey involved an online survey with adults, parents, teachers / carers / supervisors, and children aged 8 to 17 years. A total of 6,434 surveys were completed during April and May 2022. This is the second iteration of the Survey with comparisons made to the original 2020 research where appropriate. The Survey explored a range of topics from the 2020 survey including general online usage and habits, internet controls, experiences of harm online, reporting and actions taken as a result of experiences, as well as new areas of exploration such as loot boxes, discrimination, perpetrators, and use of aliases.

At the time of writing this report the 2020 research is not publicly available.

Overview key highlights and subgroup findings

The design of the survey in 2022 meant there were several areas of investigation in relation to subgroups and in relation to new themes. Below are key points from each of the target audience groups and areas of interest.

Parents

- Parents have the most prominent role for children in terms of influencing, monitoring, preventing and intervening in children's online experiences.

- In general, the majority of parents are involved (to some extent) with their children's internet usage, but the level of involvement differs by age:

    o Most parents do supervise internet usage for children when online, especially for younger ages (8 to 10), with monitoring and control relaxing as children get older. This is also reflected in the patterns of monitoring children's <u>time</u> spent online.

    o By the time a child reaches 16 to 17 years old, more than a third of parents indicate they are 'not at all involved' in monitoring their child's internet usage.

- Skills with internet function controls are primarily concentrated in a few key areas. Parents are confident in deleting histories and applying access controls. Of all types of controls, 'filter control' is used the least (46.60% know how to apply or change filters without assistance), indicating some knowledge gaps in how to use and apply filters. Findings show that these skills in internet controls are generally at a higher level than the children's teachers, carers and supervisors (Refer Section 5).

- Parents are communicating about online safety with their children, the with vast majority having spoken to their child about using the internet safely and what activities they should avoid doing online. While they tend to not be regular discussions, knowledge or suspicion of harm being caused will prompt a parent to communicate with the child more often.

- Most parents are aware of loot boxes, however, usage is generally mixed, with only 9.65% who use the internet for online gaming themselves using them all the time.

    o Thought starter:

        – Two key areas that show promise in impacting online harm are parents talking and communicating with children about online safety, as well as using parental controls. However, there needs to be further parental education about these being proactive, rather than reactive or after a harmful online event has occurred.

Children

- A key trend in 2022 is the rise of children having access to their own mobile phone (children aged 8 to 17). Devices that children own that are not shared with others and that are only used by the child are generally portable devices such as mobile phones (62.36%), laptops (51.75%), and tablets (43.39%)

    o The number of children with mobile phones that are not shared increased significantly since 2020 (52.77%).

- Children are using the internet either every day or most days for school work, although many also access the internet while at school for activities that are not related to school work.

- The main activities children do online are watch videos / movies and play games (ages 8 to 10), while for children aged 11 to 17 it is online work for school, and browsing / surfing.

- In terms of parental control, most children believe their parents have the skills to control their use of the internet, with the main restriction being limiting the amount of time spent online, and not allowing children to chat to strangers online.

    o Of note, a net of 49.29% of children always or sometimes find a way to get around parental restrictions. Children who 'always' get around parental controls are also more likely to experience harm online (for children aged 11-17).

- Two key responses following children being exposed to negative experiences and harm online are parents adapting the privacy settings for the internet and talking to their children frequently about internet safety.

    In response to online harm, the most common action taken is blocking the perpetrator, speaking to the person responsible for the negative experience, or speaking to family or friends, and using a 'Report Abuse' button. Encouragingly, 11.69% contacted the eSafety Commissioner.

    o Thought starter:

        – Working with internet providers and device manufacturers to make privacy settings more effective, or less likely to make the children want to get around them. For children, a Safety by Design approach whereby all platforms default to the highest security setting is one possible improvement to default privacy settings.

The gap between parental perception and children's behaviour

- Not all online behaviours and experiences align with what the children themselves are reporting. Parental perceptions and children's reported behaviour differs in several areas such as activities done online, harm experienced, and reporting harm.

    o The main activity done online by children from a parental perspective is 'downloading / streaming / watching videos or movies' at 69.08%. Whilst this is consistent for what children aged 8 to 10 report ('watching videos and movies, 73.75%), for ages 11 to 17 their main activities are online school work (70.27%) and browsing / surfing (69.61%).

    o Interestingly, parents perceive negative experiences to be happening online at higher rates than what the children themselves report as occurring. Parental perceptions of their children experiencing harm online is 28.13%, while the children themselves report having experienced online harm at 23.75%, 18.12%, and 21.98% for ages 8 to 10, 11 to 15, and 16 to 17 respectively.

- The perception differs in the types of experiences also. Parents are most vigilant about children's exposure to sexual or violent material, with the two leading negative behaviours as perceived by parents being: 'they were sent, or came across, unwanted or inappropriate sexual content online', 13.10%, and 'they were sent, or came across, unwanted or inappropriate violent content online', 9.50%. Yet the children themselves report the most common experiences as being called offensive names, or being ridiculed or made fun of online, highlighting the prevalence of online bullying.

- Parental perceptions of loot box usage are at lower levels than reported by children, with parents indicating 7.66% of children access these features all the time, while 11.73% of children themselves report accessing this feature of online gaming all the time.

- Thought starter:

  - With the large gap between the harm children are experiencing, and parental knowledge about it, there is a strong need for education of parents about how to monitor for signs of harm, especially aspects such as bullying.

Key sources for help and the role of eSafety

- When asked without prompting, via an open-ended question, 2.12% of parents mention the eSafety Commissioner as an organisation they'd trust to help. However, this increases to 45.14% when prompted with a list of organisations and asked to select which they think would give help or support in relation to online safety.

- Actions taken after a negative online experience according to children (which could have been done by them, their parents or a trusted adult) include blocking the person from contacting them, speaking to the person responsible for the experience, or speaking to family or friends about it.

  - Similar actions are taken by parents (they block the person, speak to family or friends), but they also take protective measures (such as changing passwords or privacy settings).

- Encouragingly, 'reported to the eSafety Commissioner' is 11.69% for children, while parents reporting to eSafety is 3.79%, indicating there is more awareness about its function for reporting amongst children than parents.

  - Thought starter:

    - With the lower levels of reporting to eSafety by parents, there is a parental education opportunity about such reporting mechanisms available, and how and when to use it (e.g., recent online safety awareness campaigns and involvement in schools).

Loot boxes

- Loot boxes were explored this year as a mechanism within gaming that children are potentially being exposed to. Usage levels vary across subgroups, however, children have usage levels in line with the general adult population who participate in gaming. Analysis finds that a larger proportion of parents report accessing loot boxes themselves 'all the time' (9.65%), in comparison to their perception of their children's frequency of access (7.66%). In reality, however, 11.73% of children report accessing loot boxes 'all the time'

- Loot boxes are accessed all the time by 11.60% of general adults and 13.24% of teachers, carers and supervisors.

    o Thought starter:

        With children accessing loot boxes at levels similar to the general population of adults, there should be further research on the long-term implications of this exposure on behaviours later in life, and how it links to other risk-factors.

Teachers, carers and supervisors

- Teachers, carers and supervisors have a key role to play in online harm prevention for children and are in a unique position especially in their role in educating and supervising around online experiences for children.

- They are generally aware of the types of online activities that place a child at risk, especially activities such as photo and video sharing, and chatting to strangers online, with the view that younger children are more at risk than older children.

- Teachers, carers and supervisors are generally confident in controlling internet functions, however, they do have lower levels of knowledge across the board when compared to parents.

- The most common action taken if a child is suspected to be at risk from something they were experiencing on the internet is reporting it to their supervisor or a more senior colleague, while 8.88% would report it to the eSafety Commissioner (at a higher prevalence than the general adult Australian population). Reporting to police has declined this year.

    o Thought starters:

        – Teachers are less confident with internet controls for children (than parents), especially parental controls, indicating a need for more dialogue between teachers and parents about what controls parents use at home.

        – Teachers, carers and supervisors may benefit from training in applying various internet function controls.

        – Teachers and parents would benefit from receiving additional tips and advice on how to have discussions about online safety with children.

Training for teachers, carers and supervisors

- Whilst the majority of teachers, carers and supervisors indicate they have not come across a child who is experiencing harm online, those who have had training were more likely to have encountered (or recognised) this. Around a third of teachers, carers and supervisors have been trained in how to identify or respond to children at risk from their use of the internet (31.29%).

- However, some consistent reasons for the lack of training received are mentioned (noting a small sample size), ranging from a lack of time, lack of budget, and lack of appropriate courses available.

  - Thought starter:

    - Training is one of the most direct ways to help teachers, carers and supervisors recognise and intervene for children who are at risk, there is a strong opportunity to provide training programs in this space.

General Adults

- With the general adult population using the internet frequently, most indicate that they are generally skilled at basic control functions, such as deleting internet history, and changing privacy settings.

- Online harm was experienced by 39.93% of general adults in the last 12 months. The main types of harm are receiving unwanted or inappropriate sexual content online, or harassment (repeated contact) by someone who is not a business or organisation.

- There are groups that are more likely to experience online harm, such as those who identify as LGBTQIA+, young adults (18 to 24 years), and those with disability.

- The most common platforms for online harm include email, Facebook, and instant messaging sites.

- Actions taken in response to experiencing online harm include blocking the person responsible, using the 'Report Abuse' function of a site, and other protective measures (such as changing passwords or privacy settings).

- Less than half of the general adults surveyed told someone about their negative online experience, with 3.24% discussing it with the eSafety Commissioner. However, when asked about organisations believed to help or give support in relation to online safety, when prompted, the eSafety Commissioner is the second most mentioned at 43.34%, behind local police at 45.73%.

Perpetrators and use of aliases

- A minority of adults (net 5.50%) have perpetrated online harm towards someone else, with 2.39% acknowledging that they have either ridiculed or made fun of someone, and 1.84% that they have called someone offensive names online. This low (self-reported) rate of perpetrating online harm is possibly underreported and in contrast to the 39.93% who indicated that they had been on the receiving end of online harm.

- The identity of the perpetrator(s) was mostly unknown to the target of the negative online experience, and this was the case regardless of whether there was one person responsible (64.31%), or multiple or an unknown number of people responsible (56.63%).

- Over half of all adults (54.31%) report that they used their real name or account when they carried out these activities, however, 25.82% did it anonymously, and 18.11% used a fake or made-up name (where anonymously means respondents cannot be identified at all, and using a fake or made-up name means the name or account used can be identified, but not the respondents' true identity). For intent behind the negative online actions, 37.30% report that they meant it as a joke.
    o Thought starter:
        – Additional research on 'breaking the cycle' of abuse and perpetration may be useful, as well as education on bystander intervention for those who witness online discrimination or harm.

Vulnerable groups: Experiences of discrimination

- 'Discrimination' in the context of this survey refers to "online communication that seriously discriminated, abused and/or belittled someone else or a group because of their personal identity/beliefs (e.g. race, ethnicity, gender, nationality, sexual orientation, religion, age, disability, etc)".

- Additional questions were added to the survey in 2022 to further explore the topic of discrimination and the experiences of it online, including the experience of witnessing it. This included those who:
    o Speak a language other than English at home
    o Live with disability
    o Are of Aboriginal or Torres Strait Islander descent
    o Identify as having a sexual orientation other than heterosexual
    o Identify as having a gender identity other than male or female

- This further analysis indicates that those in diverse communities and groups have more negative or harmful experiences online, including discrimination, compared to the total adult population.

- Almost half (net 49.24%) of adults in diverse communities and groups have experienced discriminatory behaviours online in the last 12 months. It is important to note that this rate is higher than the general adult population, indicating higher levels of discrimination online amongst these adults. Of those who do experience this behaviour, the most common is being sent or coming across unwanted sexual content, or harassment.

- There are diverse communities and groups who experience harmful online behaviours at higher levels, with diverse groups being targeted especially for their gender identity, Aboriginal and / or Torres Strait Islander descent, or disability status.
    o Thought starter:
        – Further supports would need to be given to the cohorts that are experiencing harm at higher rates and to the general population.

Vulnerable groups: Witnessing discrimination

- Those who witness discrimination observe it based on a range of factors, such as race, sexual orientation, religion and gender identity in particular.

- However, those who witness it are also more likely to belong to certain cohorts themselves, and also likely to be experiencing discrimination themselves, such as LGBTIQA+, youth aged 18 to 24, those with disability, Aboriginal and Torres Strait Islander respondents

  o Thought starter:

    – Government can also play a role here in regards to resources, such as providing information to those who witness behaviour on what to do, and encouraging those who have experienced harm to report to eSafety.

    – Value in research to better understand how to educate and promote prosocial bystander behaviour.

1.   Overview of approach

1.1.   Background

The National Online Safety Survey is a flagship research study to assess the prevalence and impact of online safety issues, including harmful online content and conduct, affecting different cohorts of the Australian population.

While facilitating safe online experiences is relevant for all Australians, the study focuses on children, parents and those responsible for the care and education of young people including teachers / educators, as well as adults including young adults and those from diverse or vulnerable communities. The study aims to evaluate these audiences to understand online safety awareness and assist in highlighting areas for Government to focus future online safety efforts.

This research is important as part of ensuring that online safety policy and programs are based on evidence and data that is representative of the broad Australian community as part of building a robust evidence base to reference and compare over time.

The mode of the study was an online survey, with those who do not have internet access excluded from participation due to the topic of the survey.

- The target audience for the survey included:
- Children aged 8 to 10 years, children aged 11 to 15 years, children aged 16 to 17 years
- Parents
- Those responsible for the care and education of young people including teachers, carers and supervisors
- General adults
- Adults from diverse or vulnerable communities, including culturally and linguistically diverse adults (CALD); those identifying as Lesbian; Gay, Bisexual; Transsexual / Transgender; Questioning / Queer; Intersex; Asexual (LGBTQIA+); those who are of Aboriginal or Torres Strait Islander descent and those who live with disability

1.2.   Survey design

The structure and questions of the 2020 questionnaire provided the basis for development of the 2022 instrument. New items were developed to reflect areas of interest and contemporary policy significance. For example, these items include experience with loot boxes, experiencing and witnessing online discrimination, and perpetrator use of aliases, purpose of actions and whether communications was seen or heard by them.

1.2.1.   Survey development

Phases in survey design included:

- Workshopping with key Departmental staff to clearly understand and map strategic organisational data needs.
- Rapid evidence review (with respect to addressing content gaps identified in the previous step).
- Develop new items to completely meet the objectives of the research where suitable items cannot be identified from existing instruments.

1.2.2. Cognitive testing

The questionnaire content and changes also underwent cognitive testing interviews prior to the Survey to ensure items performed exactly as intended. This was conducted through 10 cognitive interviews with adults and occurred via video-conference. These interviews examined the extent to which respondents understood the question being asked and were are able to provide sensible and accurate answers.

1.2.3. Survey length

The 2020 questionnaire was approximately 15 minutes in length, and the 2022 instrument had an average length of 14.1 minutes (average across cohorts).

1.2.4. Ethics Approval

The methodology and materials were reviewed and received approval from the Bellberry Limited human research ethics committee for the 2022 National Online Safety Survey. The approval number is Bellberry Ref No: 2022-01-012.

1.3. Methodology summary

For the 2022 Survey, the Social Research Centre's probability based online panel – Life in Australia™ was used as the primary data collection vehicle for the probability-based sample estimates. The Social Research Centre established Life in Australia™ – Australia's first and only national probability-based online panel – in December 2016. Cohorts included adults, parents, children, and teachers / educators.

An opt-in online panel, i-Link Research Solutions (i-Link), was used to source a non-probability sample boost of parents or guardians of children aged 8 to17 years, children aged 8 to 17 years and teachers / educators.

Data from the Life in Australia™ and i-Link panels were then blended together using statistical techniques to minimise the bias associated with non-probability samples.

More details on the survey methodology can be found in the Technical Report delivered to the Department (refer to the Department).

1.4. Reading and interpreting results

1.4.1. Chart labelling

For readability on certain charts, labels for values smaller than 5% have been suppressed due to space.

1.4.2. Rounding of numbers

Percentages are shown rounded to 2 decimal places.

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.

2.   Parents

2.1.   Summary: Parents

- Parents have the most prominent role for children in terms of influencing, monitoring, preventing and intervening in children's online experiences.

- In general, the majority of parents are involved (to some extent) with their children's internet usage, but the level of involvement differs by age.

  o   Most parents do supervise internet usage for children when online, especially for younger ages (8 to 10), with monitoring and control relaxing as children get older. This is also reflected in the patterns of monitoring children's <u>time</u> spent online.

  o   By the time a child reaches 16 to 17 years old, more than a third of parents indicate they are 'not at all involved' in monitoring their child's internet usage.

- Skills with internet function controls are primarily concentrated in a few key areas. Parents are confident in deleting histories and applying access controls. Of all types of controls, 'filter control' is used the least (46.60% know how to apply or change filters without assistance), indicating some knowledge gaps in how to use and apply filters. Findings show that these skills in internet controls are generally at a higher level than the children's teachers, carers and supervisors (Refer Section 5).

- Parents are communicating about online safety with their children, with the vast majority having spoken to their child about using the internet safely and what activities they should avoid doing online. While they tend to not be regular discussions, knowledge or suspicion of harm being caused will prompt a parent to communicate with the child more often.

- Most parents are aware of loot boxes, however, usage is generally mixed, with only 9.65% who use the internet for online gaming themselves using loot boxes all the time (amongst parents who game).

2.2.   Parents' online habits

2.2.1.   Parent internet usage frequency and reasons for use

Parents are using the internet very frequently, with more than six in ten using it more than 5 times a day (62.63%), and just under three in ten using it 2 to 5 times a day (27.28%).

The most common reasons for using the internet are for personal or social purposes, including to email (86.61%), browse / surf / research (76.13%), or access social networking (66.93%). A majority of parents also use the internet for practical purposes such as banking or paying bills (77.34%) and accessing news and information (65.32%) (refer

Table 2).

There are key differences in 2022 compared to 2020, with activities related to parents working or studying remotely declining in 2022:

- 'Online work for your employment / job' (40.81% compared to 52.72% in 2020)

- 'Online work for school / university' (19.62% compared to 29.31% in 2020)

Table 2   **Reasons for using the internet (% Parents)**

Activity	%
Email	86.61
Banking or paying bills	77.34
Browsing / surfing / researching	76.13
Social networking	66.93
Accessing the news and information	65.32
Online shopping	63.42
Instant messaging	60.90
Downloading / streaming videos or movies	53.54
Downloading / streaming music	42.52
Online work for your employment / job	40.81
Job searching	25.02
Online Gaming	22.39
Online work for school / university	19.62
Uploading videos	11.43

Base: Parents (1,327)
Source: QP4. What do you usually use the internet for?

2.2.2. Loot box awareness and usage by Parents

Loot box usage was a new area of enquiry in the 2022 National Online Safety Survey.

Amongst parents who use the internet for online gaming themselves, only 9.65% use loot boxes all the time, whereas 30.15% never use them and 17.56% rarely ever use them (refer Figure 1 or Data table 1).

Figure 1   **Usage of loot boxes (% Parents)**
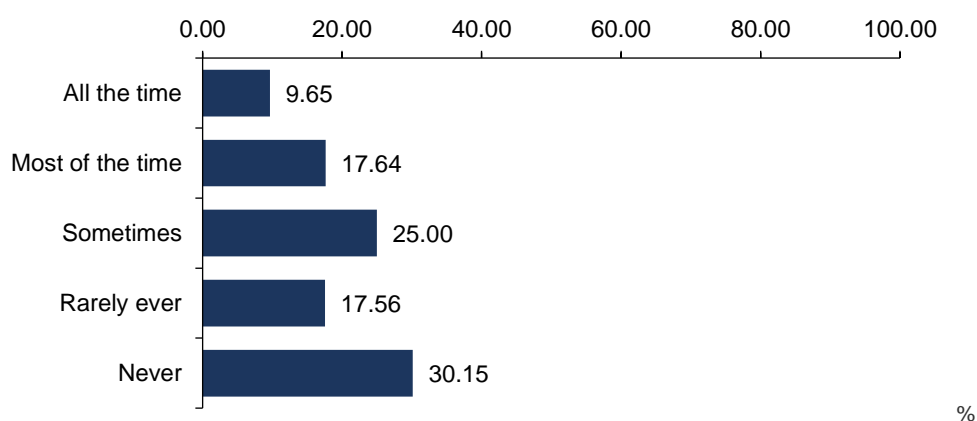
Base: Parents who use the internet for online gaming (n=302)
Source: QP4A. When using the internet for online gaming, how often do you typically access loot boxes?

2.3. Parental monitoring and online controls

Parents were asked a range of questions about their children's use of the internet and their children's experiences online. For parents who had more than one child aged 8 to 17 years, the survey program randomly nominated one child for parents to respond with respect to.

2.3.1. Involvement in monitoring child's online usage and time

Parents are generally involved in monitoring their children online, including their child's internet usage and time online. This is especially true for younger aged children.

Just over two-thirds of parents (net very or somewhat involved, 66.93%) are somewhat involved (39.74%) or very involved (27.19%) in controlling or monitoring their child's <u>usage</u> of things like search engines, privacy settings, and online sites that their child might visit (refer Figure 2 or Data table 2).

Significant differences show how this level of involvement decreases as children get older. Parent reports of being:

- 'very involved in monitoring usage' decreases as the child gets older:
    - o 8 to 10 years (49.92%)
    - o 11 to 15 years (22.95%)
    - o 16 to 17 years (10.83%)
- 'not at all involved in monitoring usage' increases as the child gets older:
    - o 8 to 10 years (1.41%)
    - o 11 to 15 years (7.83%)
    - o 16 to 17 years (35.64%)

Figure 2   Level of involvement in monitoring child's internet use (% Parents)
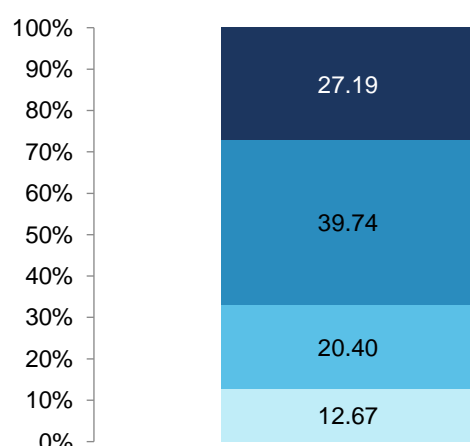
Base: Parents (n=1,327)
Source: QP6. How involved are you in controlling or monitoring their usage of things like search engines, privacy settings, and online sites your <selected child's age at S8 or S11> year old might visit?

Just over two-thirds of parents (net very or somewhat involved, 67.57%) are also somewhat involved (34.28%) or very involved (33.30%) in controlling or monitoring the amount of <u>time</u> their child spends on the internet (refer Parents reporting that they are involved in monitoring or controlling their child's time online has decreased from 2020 (75.68% (net very or somewhat involved), to 67.57% in 2022 (net very or somewhat involved)).

Figure 3 or Data table 3).

Parents reporting that they are involved in monitoring or controlling their child's time online has decreased from 2020 (75.68% (net very or somewhat involved), to 67.57% in 2022 (net very or somewhat involved)).

Figure 3   Level of involvement in monitoring time child spends on internet (% Parents)
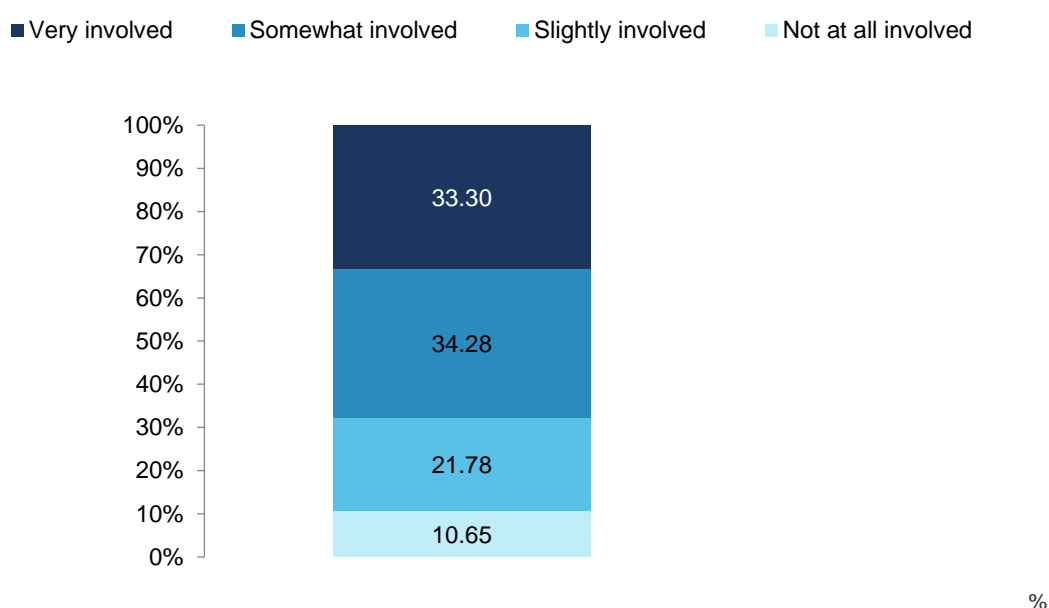
Base: Parents (n=1,327)
Source: QP7. How involved are you in controlling or monitoring the amount of time they spend on the internet?

Most surveyed parents report that another parent is also involved in controlling or monitoring their child's internet use (68.21%) (refer Figure 4 or Data table 4). Parent involvement is especially prevalent with younger children aged 8 to 10 years (80.74%). Involvement is less prevalent for those whose child is aged 16 to 17 years (48.16%). In contrast, parents of older children aged 16 to 17 years are most likely to state that their child is 'responsible for themselves' (25.73%), compared to those aged 8 to 10 years (8.74%).

The role of siblings in controlling or monitoring children's use of the internet is also highlighted. Those parents who indicate that their child's brother or sister is also involved are more likely to have knowledge or suspicion of children experiencing harm online (15.45%), compared to reports of harm not being experienced or being unsure (7.09%).

While the proportion of parents involved in monitoring <u>time</u> spent online has decreased (refer previous page), parents are less inclined to simply let their children be responsible for their own use of the internet. A significant decrease is recorded in 2022 (15.77%) for parents reporting that their child is 'responsible themselves' for controlling or monitoring their use of the internet (22.32%).

Figure 4   Other people involved in monitoring child's internet use (% Parents)

Another parent — 68.21
No one — 17.44
They are responsible for themselves — 15.77
Their brother or sister — 8.98

%
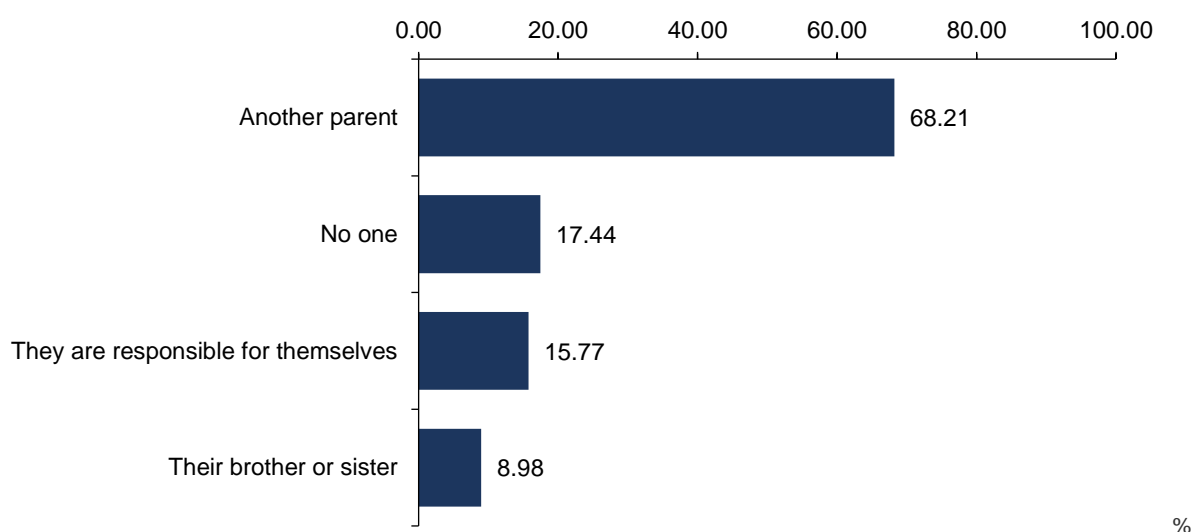
Base: Parents (n=1,327)
Source: QP8. Who else is involved in controlling or monitoring their use of the internet?

2.3.2. Age and supervision of child when first started using the internet

Parents report that their children start to use the internet from an early age. Most parents shared that their child first used the internet between the ages of 4 to 7 years (31.43%) or 8 to 10 years (44.49%) (refer Figure 5 or Data table 5).

Figure 5   Age of child when they started using the internet (% Parents)

1-4 — 5.83
4-7 — 31.43
8-10 — 44.49
11-15 — 13.47
16-17 — 3.98
Not sure — 0.79

%
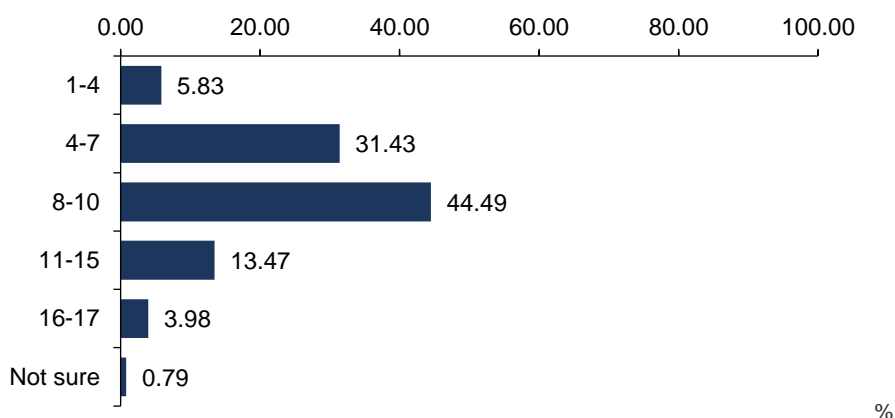
Base: Parents (n=1,327)
Source: QP39. At what age do you believe your <selected child's age at S8 or S11> year old child started using the internet?

The vast majority of parents (92.18%) claim to have supervised their children when they first started using the internet.

2.3.3. Skill with internet function control, adjustments made, and recency of adjustments

Most parents know how to adjust devices to control various internet functions or need only some assistance for changes to be made (refer Figure 6 or Data table 6).

More than half of parents can (without any assistance at all):

- Delete internet browser search history (75.48%)

- Change privacy settings (63.80%)

- Apply parental controls (54.93%)

- Block unwanted ads / mail / spam / messages (51.43%)

Changing filter preferences is more challenging for parents, with 7.16% neither having knowledge nor support to make this adjustment (or, not knowing what this means, 6.94%).

Figure 6   Level of skill in adjusting devices to control various internet functions (% Parents)
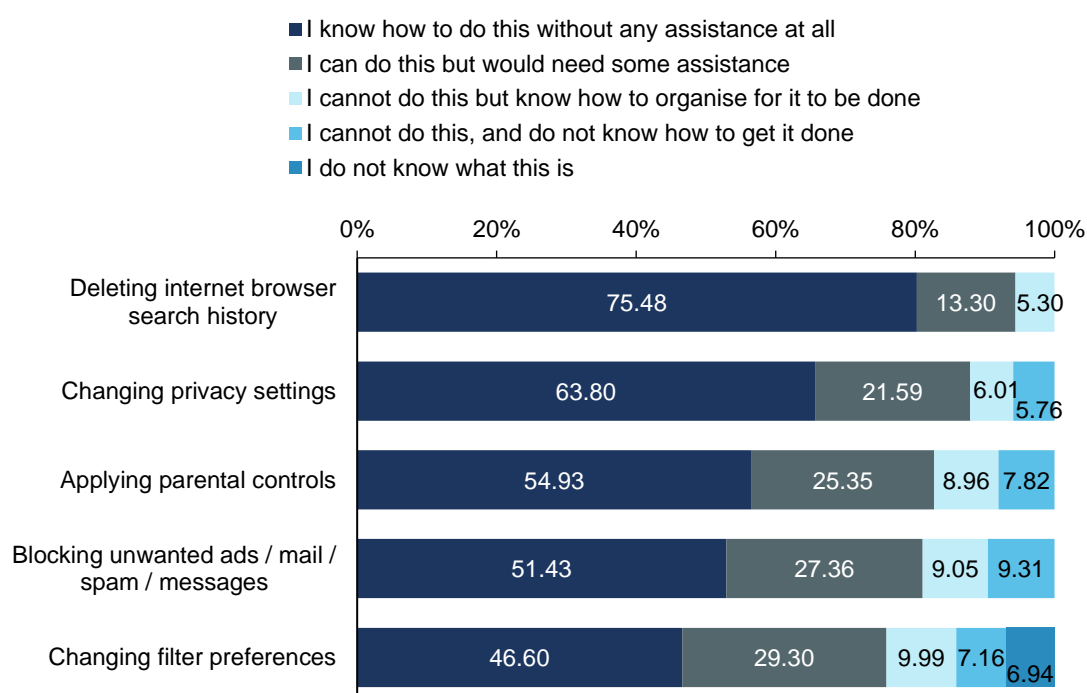
Base: Parents (n=1,327)

Source: QP18. Devices that access the internet can be adjusted to control various functions. How skilled are you with:

The most common adjustments that parents have made to devices that their child uses are applying parental controls (43.15%), changing privacy settings (40.09%), and blocking unwanted ads / mail / spam / messages (36.37%) (refer Figure 7 or Data table 7).

Parents of younger children are more likely to apply certain controls, especially adjustments such as:

- 'Applying parental controls': Ages 8 to 10 (60.45% compared to 37.92% of ages 11 to 15 and 25.05% of ages 16 to 17)

- 'Changing filter preferences': Ages 8 to 10 (41.11% compared to 17.31% of ages 16 to 17)

Conversely, a higher proportion of parents with older children aged 16 to 17 years do not intervene to control internet functions (52.14% 'None of these') as compared to those parents with children aged 8 to 10 years (20.28%).

Figure 7   Adjustments made to devices in last 12 months (% Parents)

Adjustment	%
Applying parental controls	43.15
Changing privacy settings	40.09
Blocking unwanted ads / mail / spam / messages	36.37
Changing filter preferences	27.85
Deleting internet browser search history	20.55
None of these	34.06
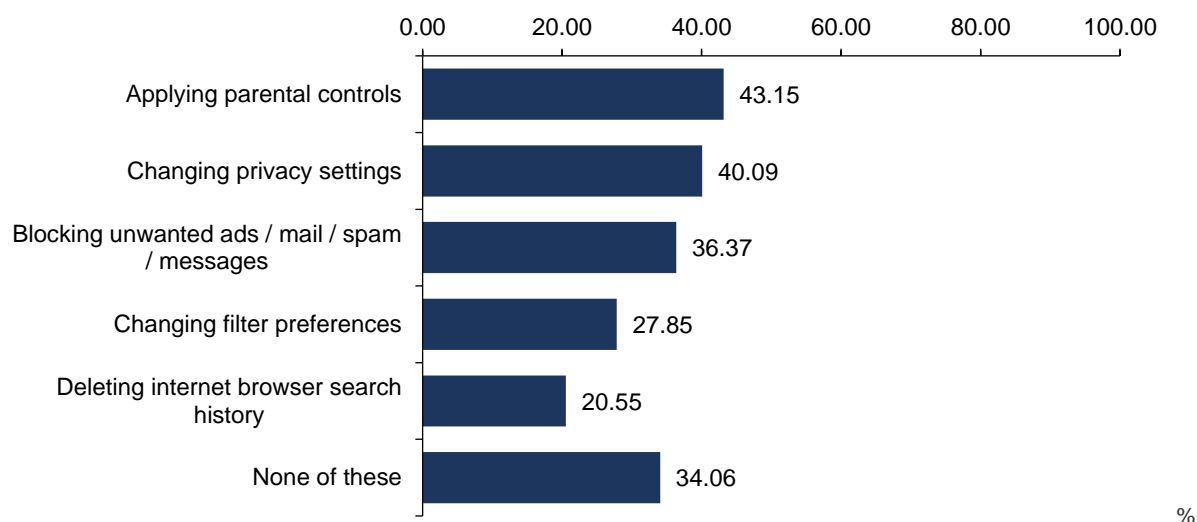
Base: Parents who know how to make any of the adjustments listed in QP18. or could do so with some assistance (n=1,289)

Source: QP19. Which, if any of these adjustments have you made to devices that your <selected child's age at S8 or S11> year old use to access the internet?

The majority of these adjustments have been made by parents within the last 6 months (refer Figure 8 or Data table 8), with 'deleting internet browser search history' being the most recent adjustment, followed by 'changed filter preferences'. Applying parental controls is the least recently adjusted, with 20.30% adjusting these more than a year ago.

Figure 8   Recency of adjustments made to devices (% Parents)

■ In the past 3 months   ■ 3 to 6 months ago
■ 6 months to a year ago   ■ More than a year ago

Adjustment	In the past 3 months	3 to 6 months ago	6 months to a year ago	More than a year ago
Deleted internet browser search history	59.23	20.36	12.29	7.31
Changed filter preferences	48.73	19.88	14.11	16.68
Blocked unwanted ads / mail / spam / messages	45.57	21.79	14.78	16.99
Changed privacy settings	41.70	26.02	16.08	15.79
Applied parental controls	37.47	21.84	20.01	20.30

2.4.   Communicating with children about online safety

2.4.1.   Confidence, prevalence and frequency of talking about online safety

More than nine in ten parents (net very or somewhat confident, 93.00%) have confidence in talking to their children about internet safety, with 53.73% claiming they are very confident and 39.27% indicating they are somewhat confident (refer Figure 9 or Data table 9).

While net confidence remains consistent between 2020 (96.28%) and 2022 (93.00%), there is a decline in parents reporting that they are 'very confident' in talking to their children (53.73%) in comparison to 2020 (65.25%). Ratings for being 'somewhat confident', however, is higher in 2022 (39.27%) than 2020 (31.03%).

Figure 9   Confidence talking to child about internet safety (% Parents)
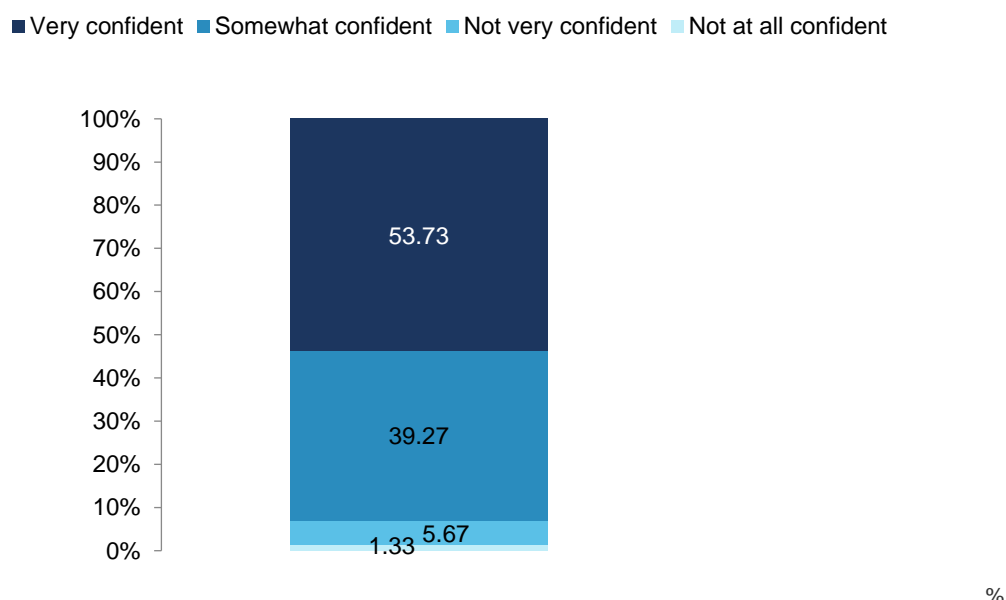
Base: Parents (n=1,327)
Source: QP16. How confident do you feel about talking to your <selected child's age at S8 or S11> year old
             about how to use the internet safely and what things they should NOT do online?

Most parents (90.63%) have spoken to their child about using the internet safely, including what activities they should avoid doing online. However, parents are not always having these conversations regularly, as 41.38% of parents have only spoken to their child about internet safety a few times in the last 12 months (refer Figure 10 or Data table 10).

That said, the knowledge or suspicion of harm prompts parents to have regular conversations with their children about online safety. Those parents who are aware of harm being experienced by their child are more likely to speak to them daily (11.54%).

Figure 10   Frequency of talking to child about internet safety (% Parents)
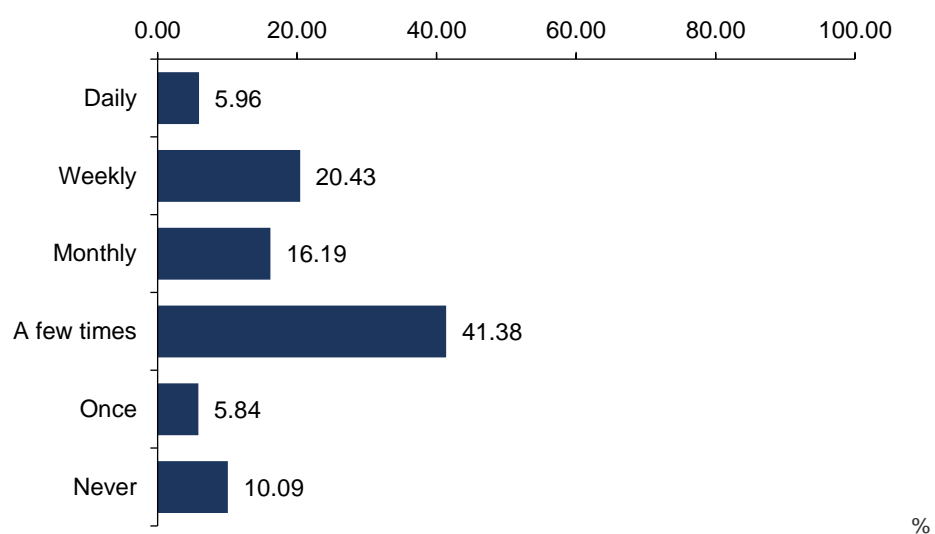
Base: Parents (n=1,327)

Source: QP41. In the past 12 months, how often have you had a discussion about internet safety (for example, how to guard against identity theft, spamming, how to safely search the internet, and so on) with your <selected child's age at S8 or S11> year old child?

3. Parental perceptions of children

3.1. Summary: Perceptions of parents versus children's behaviour

- When surveying parents and their children, not all online behaviours and experiences align with what the children themselves are reporting. Parental perceptions and their child's reported behaviour differs in several areas, including activities done online, harms experienced, and reporting of harm.

  - The main activity done online by children from a parental perspective is 'downloading / streaming / watching videos or movies' at 69.08%. Whilst this is consistent for what children aged 8 to10 report ('watching videos and movies, 73.75%), for ages 11 to 17 their main activities are online school work (70.27%) and browsing / surfing (69.61%).

  - Interestingly, parents perceive negative experiences to be happening online at higher rates than what the children themselves report as occurring. Parental perceptions of their children experiencing harm online is 28.13%, while the children themselves report having experienced online harm at 23.75%, 18.12%, and 21.98% for ages 8 to 10, 11 to 15, and 16 to 17 respectively.

  - Parents are most vigilant about children's exposure to sexual or violent material, with the two leading negative behaviours as perceived by parents being: 'they were sent, or came across, unwanted or inappropriate sexual content online', 13.10%, and 'they were sent, or came across, unwanted or inappropriate violent content online', 9.50%. Yet the children themselves report the most common experiences as being called offensive names, or being ridiculed or made fun of online, highlighting the prevalence of online bullying.

  - Parental perceptions of loot box usage are at lower levels than reported by children, with parents indicating 7.66% of children access all the time, while 11.73% of children themselves report accessing this feature of online gaming all the time.

3.2. Parental perception of child's online habits

3.2.1. Devices child owns and doesn't share, and devices shared with family

Devices not shared:

Parents indicate that the most commonly used devices that their child does not share with others are portable devices such as mobile phones (61.14%), laptops (51.58%), and tablets (42.45%) (refer Figure 11 or Data table 11).

Mentions of mobile phones <u>not</u> being shared are higher for the following age groups in comparison to children aged 8 to 10 years (25.65%):

- 11 to 15 years (73.93%)
- 16 to 17 years (88.64%)

Mentions of laptops <u>not</u> being shared are higher for the following age groups in comparison to children aged 8 to 10 years (22.30%):

- 11 to 15 (59.16%)
- 16 to 17 (79.10%, also higher than those aged 11 to 15 at 59.16%)

Figure 11   Devices used in the last 4 weeks that are owned by the child and are <u>not</u> shared (% Parents)
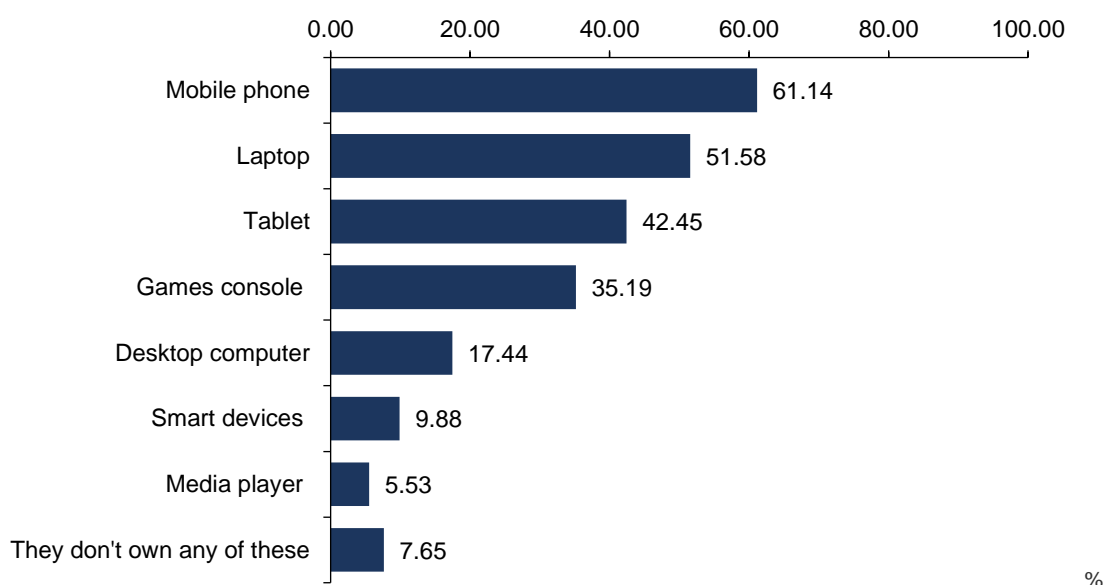
Base: Parents (n=1,327)

Source: QP9. Which of these devices have they used in the last 4 weeks that they own and do NOT have to share with other family members?

Devices shared:

The most commonly cited devices that children do share with other people, such as family members, include laptops (30.20%), games consoles (29.99%), and tablets (27.28%) (refer Figure 12 or Data table 12).

Figure 12   Devices used in the last 4 weeks that the child shares (% Parents)
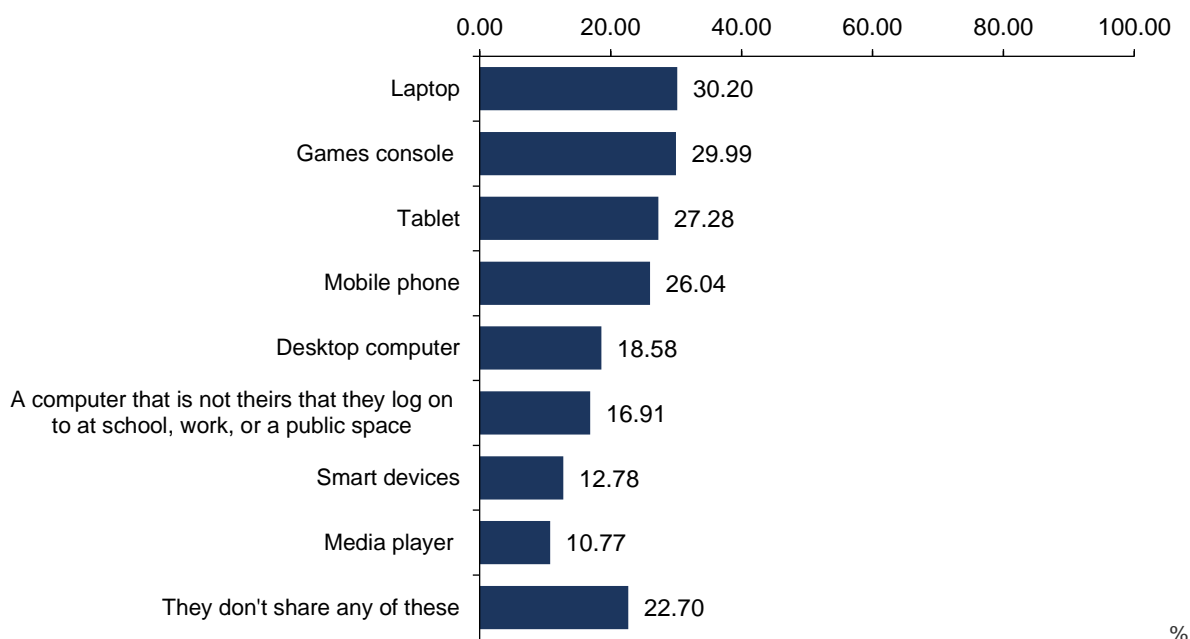
Base: Parents (n=1,327)
Source: QP10. Which of these have they used in the last 4 weeks that they share with other people or family members?

The type of shared devices that parents indicate their child uses varies by the age of the child, the level of involvement parents have in monitoring their child's internet use, and whether the child has experienced harm online.

A higher proportion of parents of younger children (8 to 10 years) report their child has shared a tablet, (50.22% compared to 19.29% of ages 11 to 15 and 14.42% of those aged 16 to 17). In contrast, parents of older children (16 to 17 years) say their child does not share any of the devices listed (42.50% compared to 10.36% of those aged 8 to 10).

A higher proportion of parents with a high level of involvement in monitoring their child's internet use (sites visited and time spent) say that their child has shared a laptop or tablet in the last 4 weeks (33.42% compared to 14.85% of Slightly involved / Not at all involved). Those who are less involved in monitoring generally report their child does not share any of the listed devices (36.40% compared to 15.93% of Very involved / Somewhat involved (sites visited)).

3.2.2. Child's internet usage frequency, and time spent online and on social media

Parents indicate that their child uses the internet very frequently, with 43.58% reporting their child uses it more than 5 times a day, and 34.96% stating that they use it 2 to 5 times a day.

Older children tend to use the internet more frequently: 'More than 5 times a day' is higher for ages 16 to 17 (74.64%) versus ages 8 to 10 (17.91%) and ages 11 to 15 (42.37%), while those aged 11 to 15 years (42.37%) record higher usage than ages 8 to 10 (17.91%).

The amount of time children spend on the internet varies, however, most parents report that their child spends 1 to 3 hours (40.92%) or 3 to 6 hours (24.51%) online in a typical day (refer Figure 13 or Data table 13).

Older children also tend to spend more time using the internet. Almost two fifths of parent's report those aged 16 to 17 years (19.64%) spend 'between 6 and 9 hours' online as compared to only 3.18% of those aged 8 to 10 years.

Figure 13   Time child spends on the internet on a typical day (% Parents)
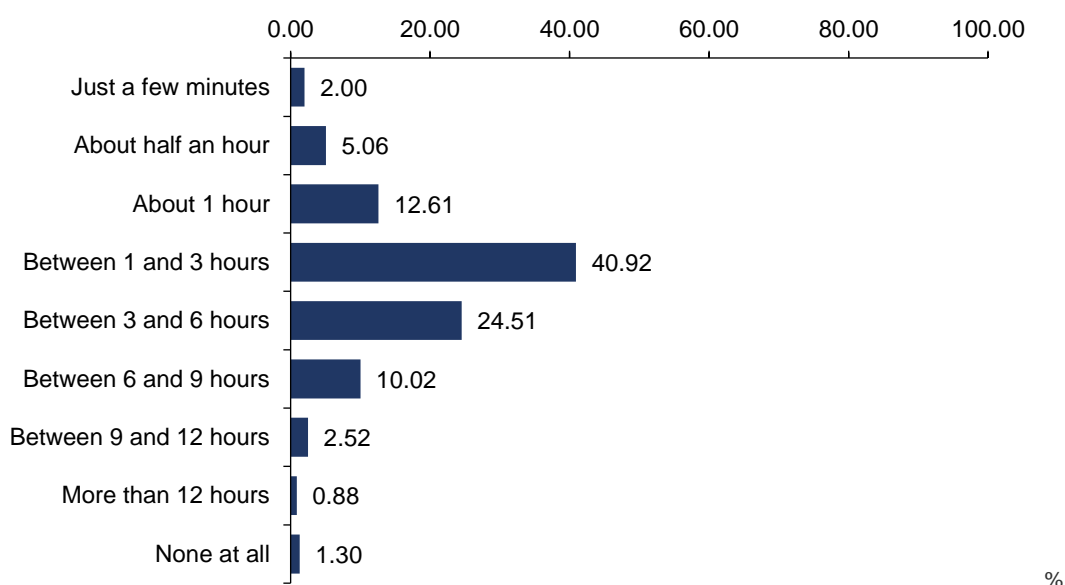
Base: Parents (n=1,327)
Source: QP14. On a typical day, approximately how much time in total does your <selected child's age at S8 or S11> spend using the internet on all devices?

Parents report that their child does not spend much time on social media, with most parents claiming that none of their child's time on the internet (27.85%) or only a quarter of it (24.18%) is spent on social media (refer Figure 14 or Data table 14). However, when examining how children reported their own social media usage, only 15.05% of children indicated that none of their time was spent on social media, indicating children are on social media somewhat more than their parents are aware of.

Older children spend more time on social media. 'At least a quarter of it' is higher for ages 11 to 15 (19.14%) than ages 8 to 10 (6.06%), and ages 16 to 17 (31.08%) than ages 8 to 10 (6.06%).

According to parents, just over half of children aged 8 to 10 are not using social media at all (56.32% say no time is spent on social media).

Figure 14   Time child spends on social media each day (% Parents)

Legend: ■Total ■8 to 10 ■11 to 15 ■16 to 17

All of it
- Total: 2.60
- 8 to 10: 2.44
- 11 to 15: 2.06
- 16 to 17: 3.32

At least three quarters of it
- Total: 10.81
- 8 to 10: 6.00
- 11 to 15: 18.41
- 16 to 17: 13.77

At least half of it
- Total: 16.97
- 8 to 10: 7.63
- 11 to 15: 17.32
- 16 to 17: 22.21

At least a quarter of it
- Total: 17.08
- 8 to 10: 6.06
- 11 to 15: 19.14
- 16 to 17: 31.08

Less than a quarter of it
- Total: 24.18
- 8 to 10: 21.55
- 11 to 15: 24.73
- 16 to 17: 20.86

None of it
- Total: 27.85
- 8 to 10: 56.32
- 11 to 15: 17.27
- 16 to 17: 7.65

Base: Parents whose child spends between a few minutes and 12 hours on the internet on a typical day (n=1,319)

Source: QP15. How much of that time is spent on social media?

3.2.3.   Reasons for child's internet usage and frequency of activities in the last 4 weeks

Parents indicate that their children mostly use the internet for downloading / streaming or watching videos or movies (69.08%), doing online work for school or college / university (59.61%), and instant messaging with friends (56.53%) (refer Table 3).

Online schoolwork by children has dropped off somewhat in 2022. 'Online work for school / college / university' is significantly lower in 2022 (59.61%) than in 2020 (80.94%), potentially as a result of the remote learning practices that were in place in 2020 due to COVID-19.

Table 3   Child's online activity within the last 4 weeks (% Parents)

Activity	%
Downloading / streaming / watching videos or movies	69.08
Online work for school / college / university	59.61
Instant messaging with friends	56.53
Browsing / surfing	54.46
Online Gaming with friends	54.01
Social networking with friends	37.83
Accessing the news and information	25.02

Activity	%
Instant messaging with people you don't know	20.83
Uploading videos	18.67
Online shopping	18.35
Social networking with people you don't know	16.41

Base: Parents (n=1,327)

Source: QP11. As far as you know, which of the following things has your child done in the LAST 4 WEEKS on the internet?

For ages 11 through to 15, parents indicate that their children are doing significantly more activities online including:

- 'Instant messaging with friends' (58.65% compared to 33.06% of ages 8 to 10)

- 'Browsing / surfing' (61.38% compared to 31.41% of ages 8 to 10)

- 'Social networking with friends' (41.02% compared to 7.64% of ages 8 to 10)

- 'Uploading videos' (19.64% compared to 5.97% of ages 8 to 10)

- 'Social networking with people you don't know' (15.20% compared to 3.35% of ages 8 to 10)

    o Of note, this is also significantly higher for parents aware of a child experiencing harm online (29.07% compared to 13.50% of parents not aware of a child experiencing harm)

Older children aged 16 to 17 are also more likely to be:

- Completing 'online work for school / college / university' (76.09% compared to 47.61% of ages 8 to 10)

- 'Accessing the news and information' (48.97% compared to 13.73% of ages 8 to 10)

- 'Online shopping' (46.60% compared to 4.34% of ages 8 to 10)

Parents state that their child uses the internet frequently for social activities. Parents typically report that their child uses it for social networking with friends (67.88%), instant messaging with friends (67.10%), and social networking with people the parents don't know (63.45%) at least once a day.

3.2.4. Loot box access by children

The majority of parents who report their child uses the internet for online gaming say that their child accesses loot boxes sometimes (39.84%) or most of the time (15.63%) (refer Figure 15 or Data table 15).

Parents who indicate that a negative online experience had minimal impact on their child's health and wellbeing were more likely to report that their child never accesses loot boxes, compared to those who say that the negative experience had a moderate or severe impact. Those who 'never access loot boxes' are more likely to report a negative experience did not impact their health and wellbeing ('not at all / Slightly', 15.12% compared to 0.69% for those whose health was impacted a moderate degree / severely).

Figure 15 **Frequency of child's loot box usage (% Parents)**

All the time — 7.66
Most of the time — 15.63
Sometimes — 39.84
Rarely ever — 20.82
Never — 15.80

%
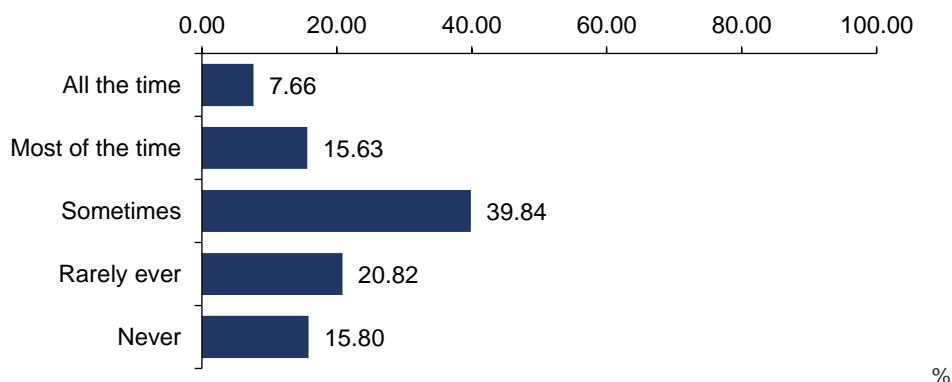
Base: Parents whose children use the internet for online gaming and who are aware of loot boxes (n=401)
Source: QP11B. When using the internet for online gaming, how often does your child typically access loot boxes?

3.3. Parental perception of child's negative online experiences

3.3.1. Negative and distressing online experiences in the last 12 months, and impact of these on health and wellbeing

Just under a third of parents (net 28.13%) report that their child has had at least one of the listed negative online experiences within the last 12 months (refer Table 4). The most commonly reported negative online experience is being exposed to unwanted or inappropriate sexual content (13.10%).

While mentions of their child experiencing content promoting or providing instructions in self-harm ranks comparatively low at an overall level (5.12%), it is higher for ages 11 to 15 (10.98%) and lower for those aged 8 to 10 (2.26%).

Table 4 **Child's negative online experiences in the last 12 months (% Parents)**

Behaviour experienced	%
They were sent, or came across, unwanted or inappropriate sexual content online	13.10
They were sent, or came across, unwanted or inappropriate violent content online	9.50
They were called offensive names online	7.22
They were ridiculed or made fun of online	6.81
They were sent, or came across, online content that promoted or provided instructions in self-harm	5.12

Base: Parents (n=1327). *(Note: "I don't know if any of these things happened to them" and "None of these things happened to them" not shown in table)*
Source: QP21. Which, if any of the following, has happened to your <selected child's age at S8 or S11> year old child in the last 12 months? And QP21a. And which, if any of the following, has happened to your <selected child's age at S8 or S11> year old child in the last 12 months?

Amongst online experiences that occurred 5 times or more, parents report that their child being ridiculed or made fun of (30.30%) or being called offensive names (23.86%) are the most common experiences.

When asked about the frequency of negative online experiences, 42.44% of parents report that the experience of being sent or coming across unwanted or inappropriate sexual content has only happened once to their child, however, 42.95% report it has happened 2 to 4 times, and 13.18% claim it has happened 5 or more times in the last 12 months (refer Table 5).

Table 5 **Frequency of child's negative online experiences in the last 12 months (% Parents)**

Behaviour experienced	Once	2 to 4 times	5 times or more	Not sure	Prefer not to say
They were ridiculed or made fun of online	31.34	35.98	30.30	2.38	0.00
They were called offensive names online	31.08	38.76	23.86	2.24	4.06
They received repeated unwanted online contact by someone who was not a businesses or organisation	37.32	45.96	16.72	0.00	0.00
They were sent, or came across, unwanted or inappropriate violent content online	46.74	36.69	16.16	0.14	0.26
Someone threatened to harm or abuse them	43.68	39.43	16.10	0.78	0.00
They were sent, or came across, unwanted or inappropriate sexual content online	42.44	42.95	13.18	1.42	0.00
They received online communication, that offended, denigrated or abused them because of their identity or beliefs	43.77	43.19	13.04	0.00	0.00
They were sent, or came across, online content that promoted or provided instructions for drug use	52.63	35.70	11.45	0.22	0.00
Lies or rumours were spread about them online	47.03	43.23	9.74	0.00	0.00
Private photos or videos of them (nude or semi-nude or sexual) were shared online or electronically without their permission	58.87	32.43	8.70	0.00	0.00
They were threatened by someone who said they would send or post private photos or videos of them (nude or semi-nude or sexual) without their permission	37.34	54.62	8.04	0.00	0.00
Someone electronically tracked their location or monitored their movements without their permission	54.83	36.14	7.30	1.73	0.00
They were sent, or came across, online content that promoted or provided instructions in self-harm	43.72	48.71	5.48	2.08	0.00
Someone pretended to be them online	53.60	41.44	4.65	0.30	0.00

Base: Parents whose child had a negative online experience (base n of experiences, n= from 51 to 188)

Source: QP22. How often has each of the following happened to them in the last 12 months?

Parents report that the experiences that were most distressing to their child are being ridiculed or made fun of (10.53%) and being exposed to unwanted or inappropriate sexual content (11.34%).

While only 3.87% of parents report that their child's health or wellbeing was severely affected by a distressing online experience, 26.56% say it was affected their child to a moderate degree and 38.72% say it was slightly affected their child (refer Figure 16 or Data table 16).

Figure 16   Effect of negative online experience on child's health and wellbeing (% Parents)
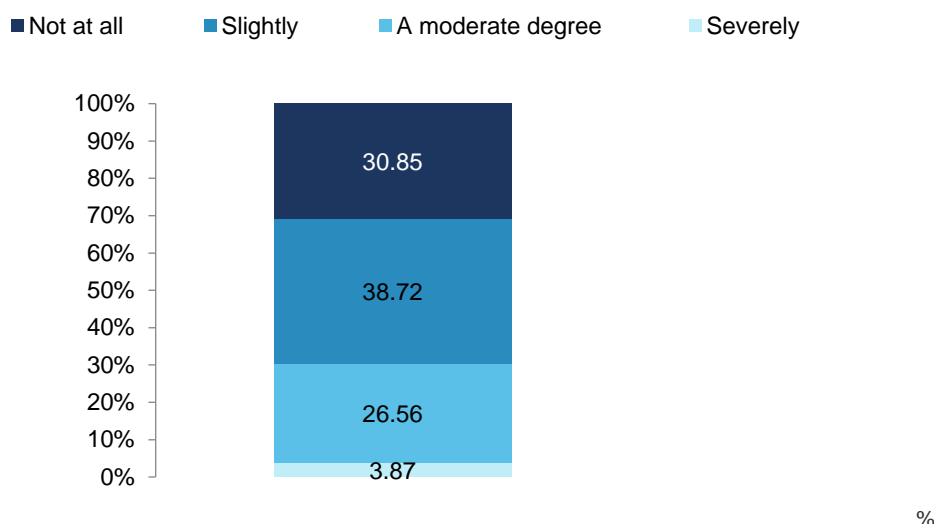
Base: Parents whose child experienced distress as a result of a negative online experience (n=428)
Source: QP25. How much did this experience affect the health or wellbeing of your child?

3.3.2. Where the experience occurred and knowledge of perpetrator(s)

The research also asked about the platform where the negative behaviours were experienced. Parents indicate that their children have had negative experiences across an array of online platforms, with the most commonly reported being gaming sites (27.37%), Facebook (21.35%), and Instagram (19.59%) (refer Figure 17 or Data table 17).

Figure 17   Where online the child's negative experience occurred (% Parents)
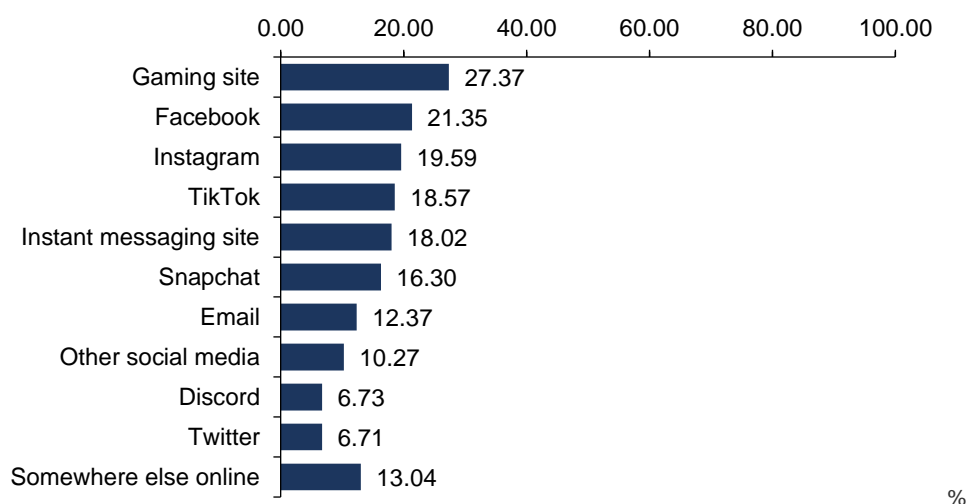
Base: Parents whose child experienced distress as a result of a negative online experience (n=428)
Source: QP29. Where online did this activity occur?

The majority of parents (56.53%) are unsure how many people were responsible for the negative online experiences their child had. However, it was most commonly stated that only one (17.83%) or two (14.10%) people were responsible (refer Figure 18 or Data table 18).

Figure 18   Number of people responsible for the child's distressing online experience (% Parents)
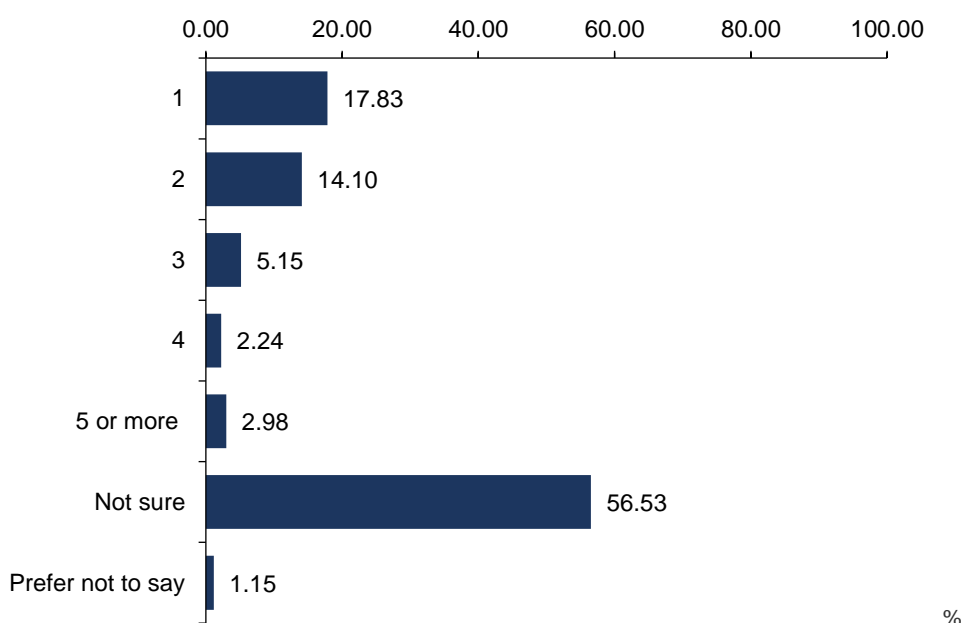
Base: Parents whose child experienced distress as a result of a negative online experience (n=428)
Source: QP26. How many people were responsible for the experience they found most distressing?

In most cases the perpetrators of the negative online behaviour were known to either the child that experienced it or their parents. Where one person was responsible, 64.89% of parents report that the person was known to them or their child.

Of note, in 2022 more perpetrators are known to the child: 'Yes, all of them': 2022 (46.10%) significantly higher than 2020 (23.90%).

3.3.3. Actions taken and barriers to reporting negative online experiences

Most parents (71.04%) indicate that their child told someone when they experienced something online that caused them distress.

88.61% of parents report that their child told them and / or their partner about the experience, while 22.75% report that they told a friend, and 20.19% that they told a sibling (refer Figure 19 or Data table 19).

Figure 19   Who the child told about the distressing experience (% Parents)
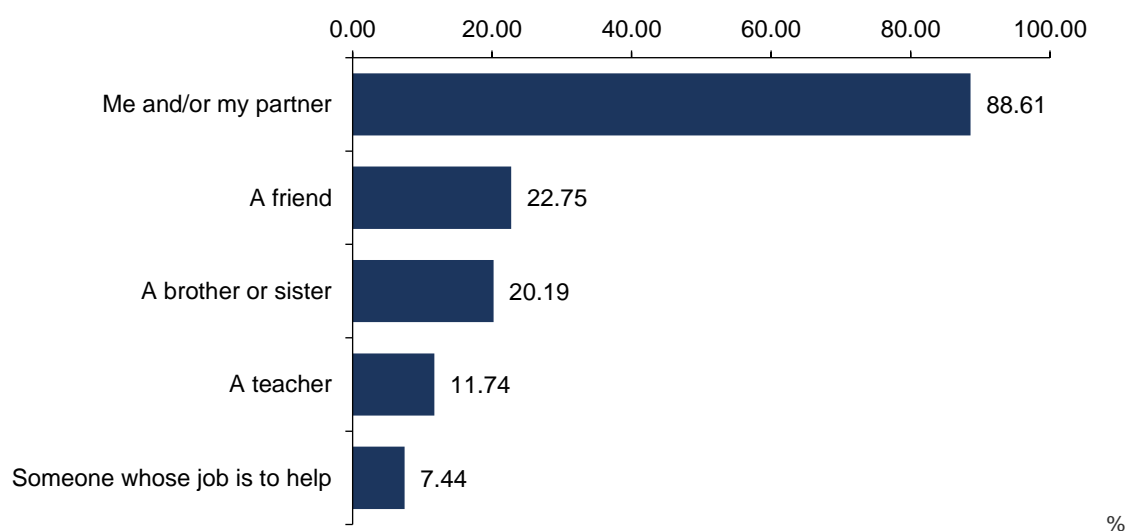
Base: Parents whose child told someone about a negative online experience that caused them distress (n=309)

Source: QP31. Who did they talk to about it?

The majority of parents (69.33%) said that something was done about the incident their child told someone about, with common responses being blocking the perpetrator (42.45%), implementing protective measures such as changing passwords (35.56%), using the 'Report Abuse' button on the platform where the incident occurred (34.21%), and deleting the upsetting messages (33.46%). (Refer Figure 20 or Data table 20).

Figure 20   Actions taken in response to the child's distressing experience (% Parents)
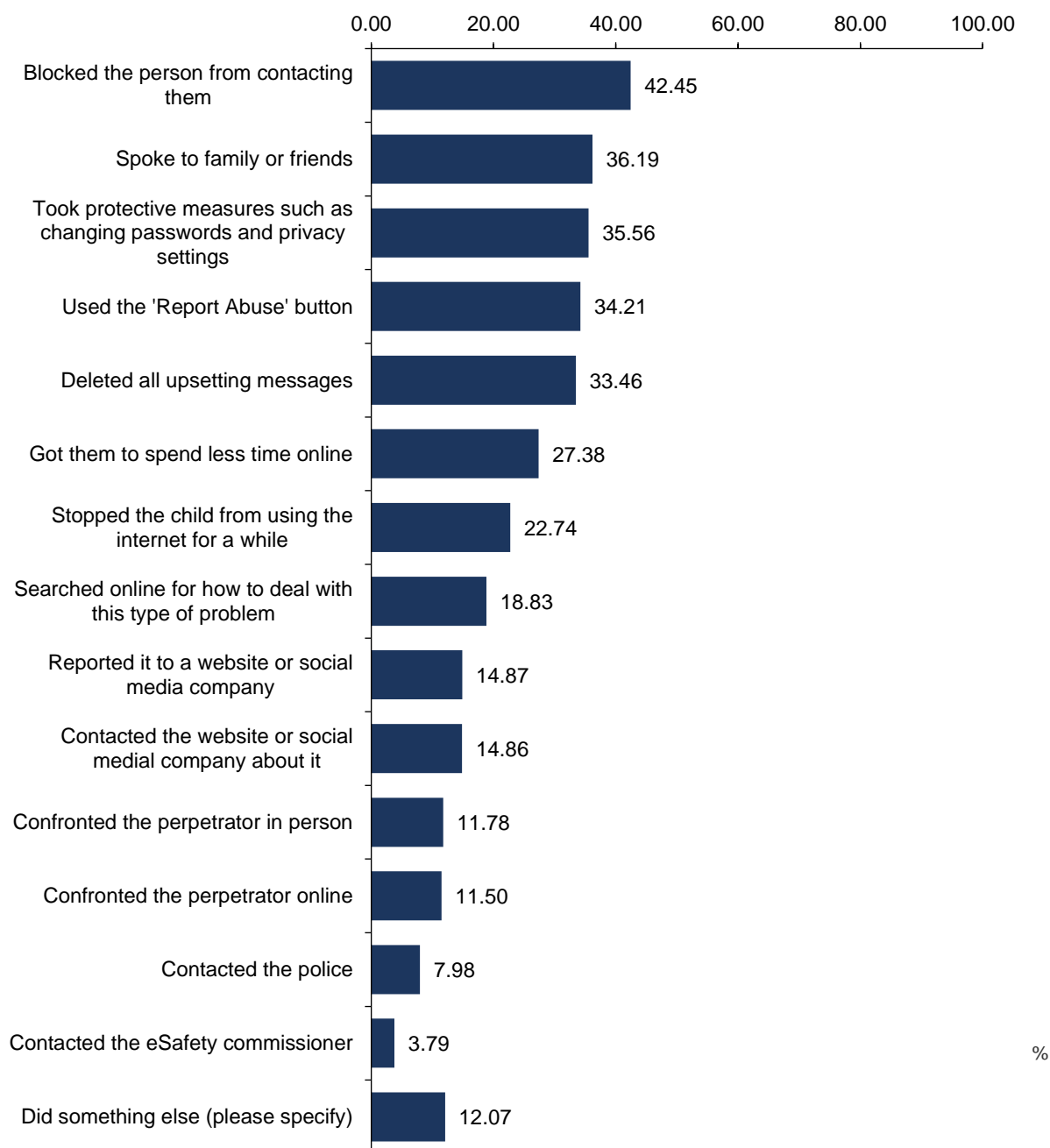
Base: Parents who indicated that something was done about the negative online experience that caused their child distress (n=302). *(Note: "Did not do any of these" not shown on the chart)*

Source: QP32. Which, if any of the following actions, was taken in response to this distressing online experience? And QP32a. And which if any of the following did you do after this experience?

Amongst parents who report that nothing was done about the negative experience their child told someone about, 47.46% claim that the reason the incident was not reported is that the child got over it. Additionally, 27.95% say that their child didn't think anything could be done about it (refer Table 6).

Fear of backlash was also a common reason that children chose not to report an incident in the first place. 21.74% of parents indicate that fear of retaliation from the perpetrator was the main reason for not reporting, while 20.81% claim fear of judgement from others was the reason.

Table 6   Reasons for not reporting child's negative online experience (% Parents)

Reason	%
They got over it	47.46
They didn't think there was anything that could be done	27.95
They were afraid of retaliation (negative response from the other person)	21.74
They were afraid of being judged / or of people turning against them	20.81
They hoped the problem would go away by itself	16.53
They didn't know who or where to turn to	13.76
Some other reason (please specify)	7.49
Prefer not to say	5.66

Base: Parents who indicated that nothing was done about the negative online experience that caused their child distress (n=123)

Source: QP33. Why did your child (or you) choose not to report the incident?

When asked unprompted, via an open-ended question, parents state that the police and other forms of law enforcement were the most trusted point of contact to report to if their child experienced an online incident (30.41%). However, 27.64% of parents indicate that they are unsure who to trust to provide information about reporting an online incident.

Table 7   Entity trusted to help or provide support to report negative online experience (% Parents)

Entity trusted to help	%
Police / Local police / Police assistance line / Law enforcement / Police cyber crime unit	30.41
School / School staff, principal, social worker, counsellor, etc. / School tech person or IT department / Student services	8.73
A government department / website	4.40
eSafety Commissioner	2.12
Cyber security government department / website	0.51
Can't say / Not sure	27.64

Base: Parents (n=1,321)

Source: QP34. Who would you trust to help you or provide information to you, if you wanted to report something that happened to your child while they were online?

When prompted with a list of organisations that could provide help or support in relation to online safety, 56.95% of parents believe Kids Helpline would be helpful, 51.68% nominate the local police, 45.14% report the eSafety Commissioner to be helpful (refer Figure 21 or Data table 21).

Identification of the 'eSafety Commissioner' as potentially helpful is significantly higher for those parents with children who have not experienced harm or are not sure if harm has been experienced (48.70%) than those who have experienced harm (38.78%).

Figure 21   Organisations that are believed to be helpful in relation to online safety (% Parents)
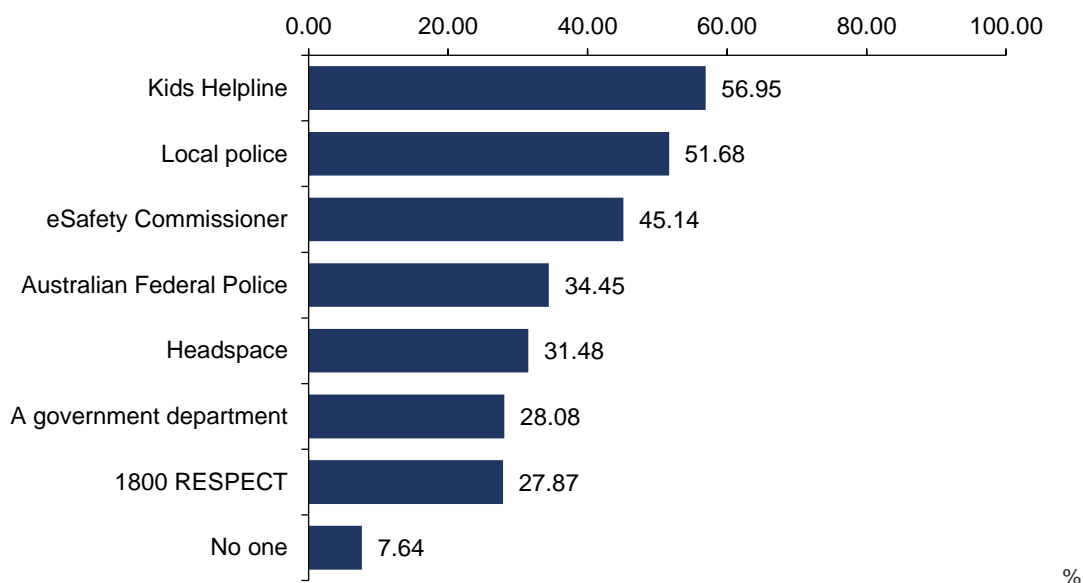
Base: Parents (n=1,327)
Source: QP35. Looking at the following organisations, which do you believe could help or give support to people in relation to online safety?

3.3.4.   Real life (offline) experiences related to online harm

The findings suggest a general link between online experiences and real world events as 39.67% of parents report that the negative online experience their child had was linked to something that happened to them in the real world.

However, the link between online experiences and real world events does not always extend to safety issues. Only 4.70% of parents report that their child experienced an online risk that also involved an offline threat, danger or harm.

3.4.   Parental perception of children as perpetrators

3.4.1.   Prevalence and frequency of children's intentional online behaviours, and use of aliases

Just over one in ten parents (net 11.25%) claim that their child has intentionally done something negative online towards someone else in the last 12 months. 4.58% acknowledge that their child has called someone else offensive names online and 3.51% report their child ridiculed or made fun of someone else online.

Activities	%
Called someone else offensive names online	4.58
Ridiculed or made fun of someone else online	3.51
Made repeated unwanted online contact with someone who was not a businesses or organisation	2.47
Shared private photos or videos of someone else (nude or semi-nude or sexual) online or electronically without their permission	2.39
Sent someone else unwanted or inappropriate violent content online	2.37
Sent someone else online content that promoted or provided instructions for drug use	2.12
Pretended to be someone else online	1.99
Spread lies or rumours about someone else online	1.97
Electronically tracked someone else' location or monitored movements without their permission	1.94
Sent someone else unwanted or inappropriate sexual content online	1.81
Sent online communication to someone that offended, denigrated or abused them because of their identity or beliefs	1.61
Threatened to harm or abuse someone else	1.55
Sent someone else online content that promoted or provided instructions in self-harm	1.28
Threatened someone by saying they would send or post private photos or videos of them (nude or semi-nude or sexual) without their permission	0.89

Base: Parents whose child is aged 11 to 17 (n=910). *(Note: "They have not done any of these things" not shown in table)*

Source: QP37. To the best of your knowledge, In the past 12 months which, if any, of the following activities has your <selected child's age at S8 or S11> year old child intentionally done online without receiving permission from the other person? and QP37a. And which, if any of the following activities, has your <selected child's age at S8 or S11> year old child intentionally done online in the last 12 months without receiving permission from the other person?

Of those who acknowledged that their child did something negative online, just under half of parents indicate that their child used their own name / account when undertaking these intentional activities (45.41%). Conversely, 36.11% state their child's actions were anonymous, and 16.31% say their child used a fake or made up name (where anonymously means respondents cannot be identified at all, and using a fake or made-up name means the name or account used can be identified, but not the respondents' true identity) (refer Figure 22 or Data table 22).

Figure 22   Whether the child used their own name for the online activity (% Parents)

%

Yes, they used their real name or account	45.41
No, they did it anonymously	36.11
No, they used a made-up or fake name	16.31
Not sure	2.18
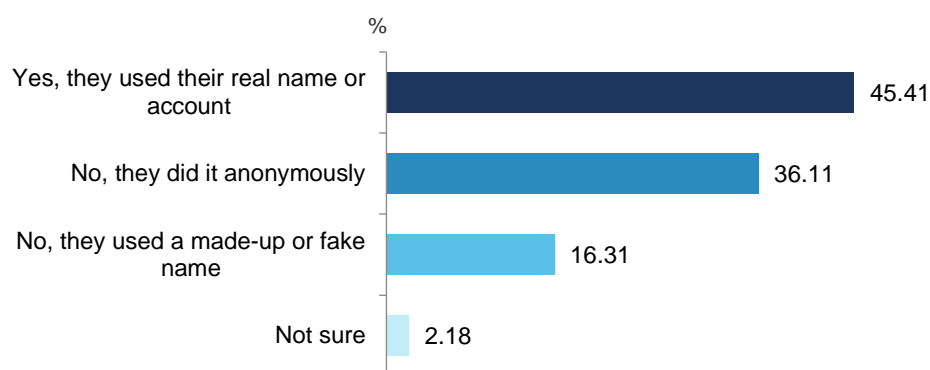
Base: Parents whose child has intentionally done one of the activities listed in QP37. or QP37a. (n=124)
Source: QP38a. When conducting this behaviour, to the best of your knowledge, has your child used their real name?

4.   Children

4.1. Summary: Children

- A key trend in 2022 is the rise of children having access to their own mobile phone. Devices that children own that are not shared with others and that are only used by the child are generally portable devices such as mobile phones (62.36%), laptops (51.75%), and tablets (43.39%)

    o   The number of children with mobile phones that are not shared increased significantly since 2020 (52.77%).

- Children are using the internet either every day or most days for school work, while many also access the internet while at school for activities that are not related to school work.

- The main activities children do online are watch videos / movies and play games (ages 8 to 10), while for children aged 11 to 17 it is online work for school, and browsing / surfing.

- Most children believe their parents have the skills to control their use of the internet, with the main restriction being limiting the amount of time spent online, and not allowing children to chat to strangers online.

    o   Of note, a net of 49.29% of children always or sometimes find a way to get around parental restrictions. Children who 'always' get around parental controls are also more likely to experience harm online (for children aged 11-17).

- Two key factors emerge in response to children being exposed to negative experiences and harm online: parents adapting the privacy settings for the internet and talking to their children frequently about internet safety.

- In response to online harm, the most common actions taken (which could have been done by them, their parents or a trusted adult) are blocking the perpetrator, speaking to the person responsible for the negative experience, speaking to family or friends, and using a 'Report Abuse' button. Encouragingly, 11.69% contacted the eSafety Commissioner.

4.1.1.   Usage and sharing of devices (Children aged 8 to 17)

Children use a wide array of devices to access the internet, and this varies by age.

Overall, the devices that children own that are <u>not</u> shared with others and that are only used by the child are generally portable devices such as mobile phones (62.36%), laptops (51.75%), and tablets (43.39%) (refer Figure 23 or Data table 23).

Of note, the number of children with mobile phones that are not shared has increased significantly since 2020 (52.77%). The next most commonly used devices that are not shared are games consoles (35.77%) and desktop computers (17.54%).

Devices not shared also differ by age of the children; there are high rates of devices that are not shared with others across all age groups, however, by the time a child reaches 16 to 17 years, all children (100%) have devices they do not share with others.

Devices NOT shared:

- 8 to 10 year olds: 79.92% have devices they do NOT share. The main devices they use that are used only by them are: tablets (50.11%), mobile phones (31.28%) and laptops (28.63%).

- 11 to 15 year olds: 96.86% have devices they do NOT share. The main devices they use that are used only by them are: mobile phone (71.66%), laptop (58.30%, tablet (41.79%).

- 16 to 17 year olds: 100% have devices they do NOT share. The main devices they use that are used only by them are: mobile phone (88.77%), laptop (72.41%), tablet (36.55%).

Figure 23   Devices used that are <u>not</u> shared with other people (% Children aged 8 to 17)
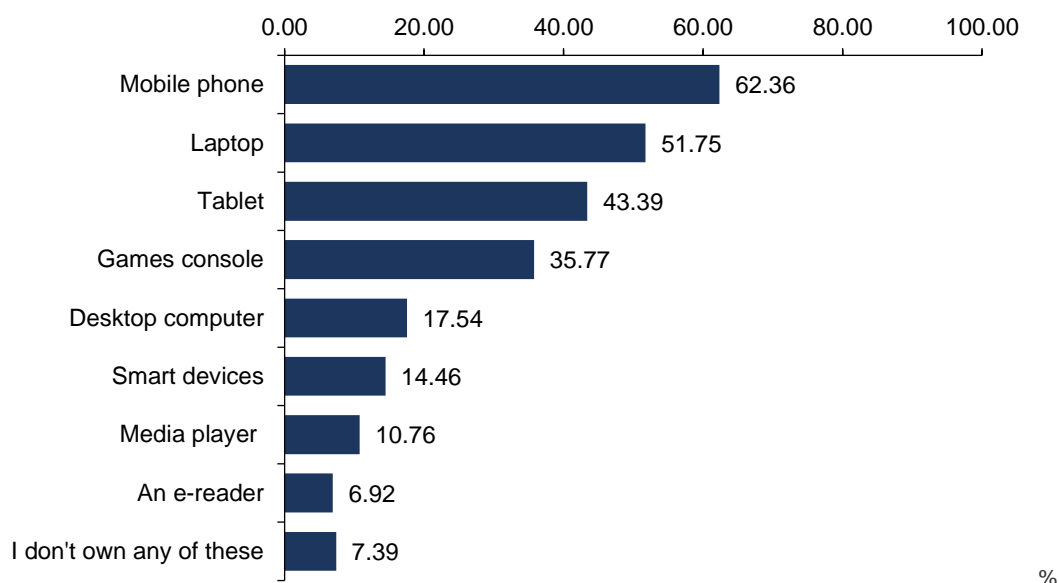
Base: Children aged 8 to 17 (n=888)

Source: QCA8. We would like to know which of these devices you own and which ones you share with someone else when you go on the internet. Which of these do you own and NOT have to share with other family members? Pick all that you own, QCB2. Which of these devices have you used in the last 4 weeks that you OWN and do not have to share with anyone else? and QCC2. Which of these devices have you used in the last 4 weeks that you OWN and do not have to share with anyone else? Pick all that apply.

Games consoles are the most commonly used shared device (33.11%), although laptops (28.68%), tablets (24.24%), and mobile phones (23.18%) are also frequently reported as shared devices (refer Figure 24 or Data table 24).

Devices shared:

- 8 - 10 year olds: 74.15% have devices that they DO share with others. The main devices shared are: tablet (35.97%), laptop (34.34%), mobile phone (28.675).

- 11 to 15 year olds: 79.88% have devices that they DO share with others. The main devices shared are: games console (35.65%), laptop (29.47%), mobile phone (23.64%).

- 16 to 17 year olds: 72.21% have devices that they DO share with others. The main devices shared are: games console (26.22%), desktop computer (23.95%), a computer that is not yours that you log onto at school, work or a public place (20.12%).

Figure 24   Devices used that are _shared_ with other people or family members (% Children aged 8 to 17)
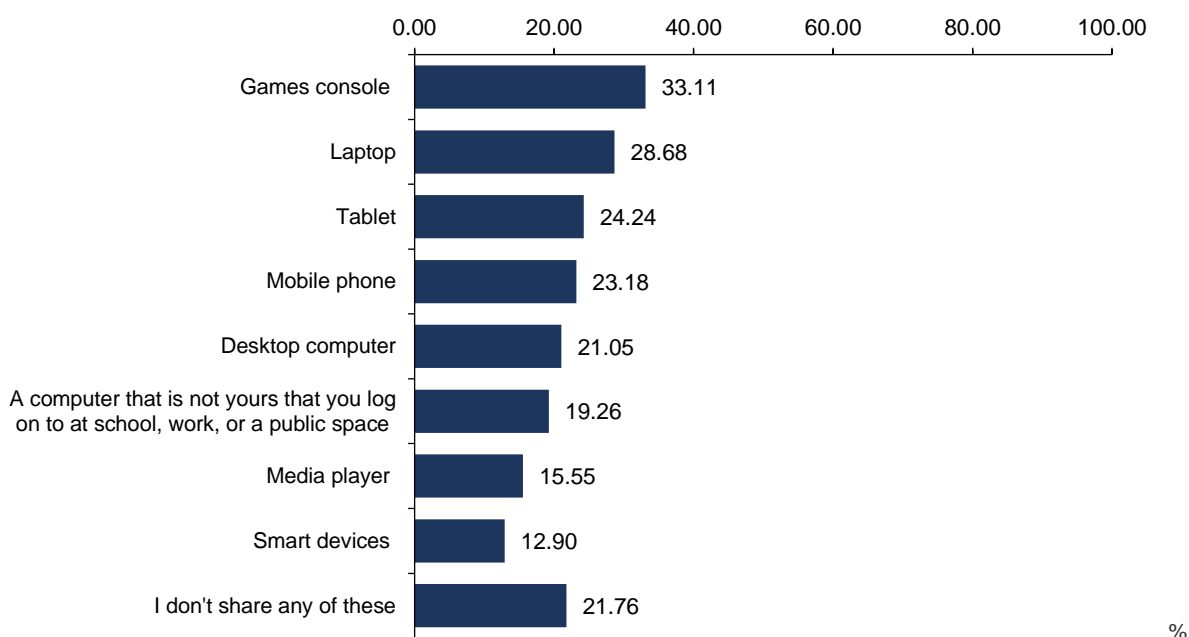
Base: Children aged 8 to 17 (n=888)
Source: QCA9. Which of these do you share with other people or family members? Pick all that you share,
         QCB3. Which of these have you used in the last 4 weeks that you SHARE with other people or family
         members? Pick all that you share, QCC3. Which of these have you used in the last 4 weeks that you
         SHARE with other people or family members? Pick all that you share

4.1.2.   Frequency of internet usage (Children aged 11-17)

Children aged 11-17 use the internet very frequently, with 47.41% using it more than 5 times a day and 38.88% using it 2 to 5 times a day (refer Figure 25 or Data table 25).

Older children, aged 16 to 17, are using the internet most frequently:

- Ages 16 to 17 are more likely to report using the internet 'more than 5 times a day' (59.71% compared to 42.88% of those aged 11 to 15).

Figure 25   Frequency of internet use (% Children aged 11 to 17)
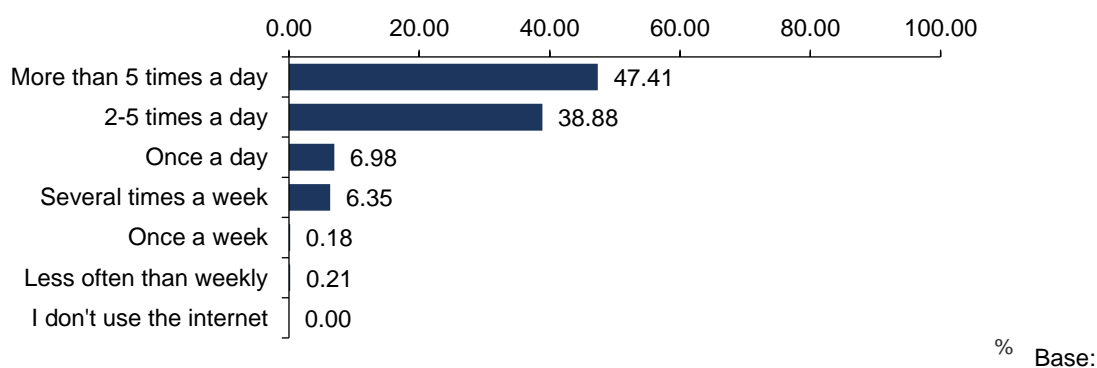
Base:
Children aged 11 to 17 (n=535)
Source: QCB1. How often do you use the internet at home, school or anywhere else? And QCC1. How often do
         you use the internet at home, school or anywhere else?

4.1.3. Frequency of internet usage for schoolwork / non schoolwork (children aged 8 – 17)

While at school, children are using the internet for school work very frequently, with 33.35% indicating they use it every day and 38.15% that they use it most days (refer Figure 26 or Data table 26).

This usage at school tends to become more frequent as children get older:

- 'Less often than weekly': Ages 8 to 10 (8.83% compared to 2.56% of ages 11 to 15)
- 'Every day': Ages 11 to 15 (37.69% compared to 21.32% of ages 8 to 10)
- 'Every day': Ages 16 to 17 (41.58% compared to 21.32% of ages 8 to 10)

However, daily usage overall has declined since 2020, with mentions of 'every day' (33.53%) now lower compared to 42.80% in 2020.

Figure 26 **Frequency of using the internet at school for school work (% Children aged 8 to 17)**
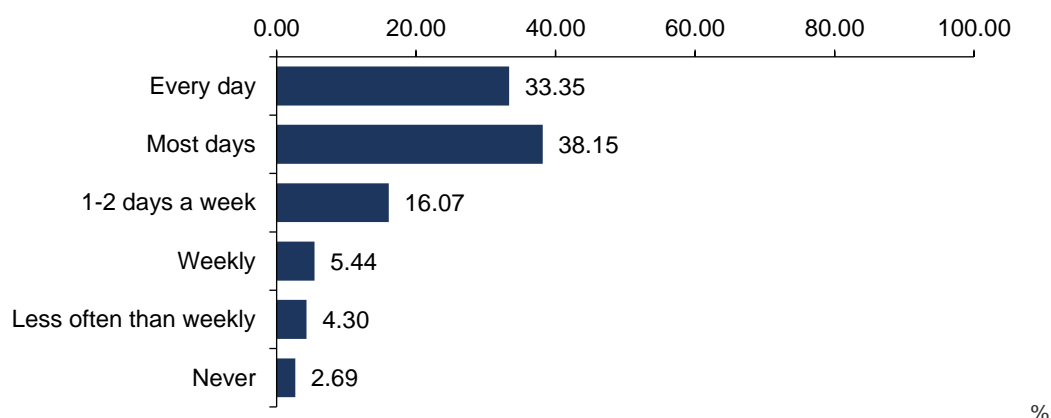
Base: Children aged 8 to 17 (n=888)

Source: QCA6. How often do you use the internet at school FOR SCHOOL WORK?, QCB9. How often do you use the internet at school FOR SCHOOL WORK?, and QCC9. How often do you use the internet at school FOR SCHOOL WORK?

Furthermore, children use the internet at school for things that aren't school work, with (29.72%) indicating this is 'every day', and 25.46% indicating 'most days' (refer Figure 27 or Data table 27).

The same pattern is seen by age, with older children having more frequent usage:

- 'Every day': Ages 11 to 15 (32.05% compared to 19.32% of ages 8 to 10)

- 'Every day': Ages 16 to 17 (40.67% compared to 19.32% of ages 8 to 10)

Everyday usage for non-school work has also increased since 2020:

- 'Every day' (29.72% compared to 17.42% in 2020).

Figure 27   Frequency of using the internet at school not for school work (% Children aged 8 to 17)
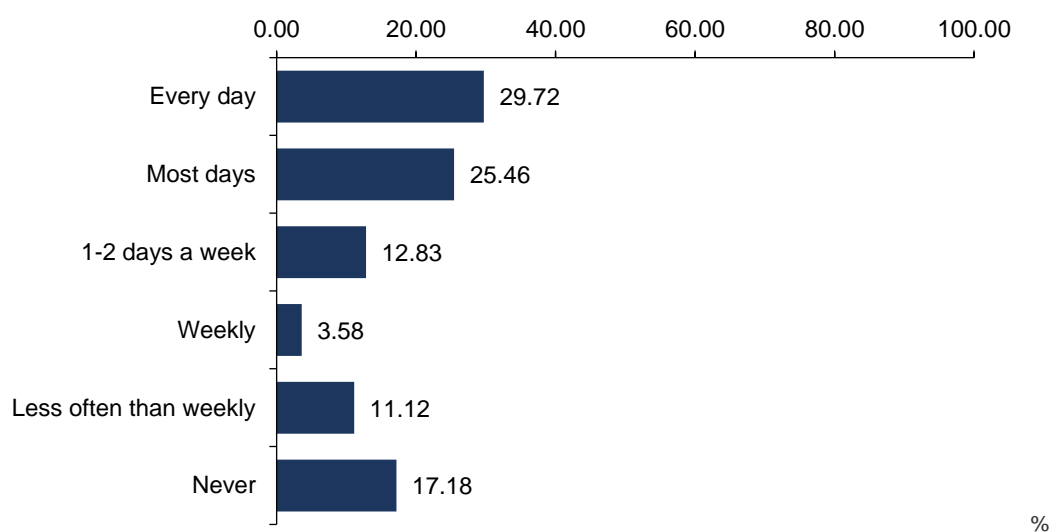
Base: Children aged 8 to 17 (n=888)

Source: QCA7. How often do you use the internet at school for things that are NOT SCHOOL WORK?, QCB10. How often do you use the internet at school for things that are NOT SCHOOL WORK?, and QCC10. How often do you use the internet at school for things that are NOT SCHOOL WORK?

4.1.4.   Online activities and social media use (Children aged 8 to 10)

The most common online activity for children aged 8 to 10 is watching videos or movies (73.75%), although this is closely followed by playing games (72.87%). Approximately half of children in this age group (51.04%) use the internet for browsing, surfing, or searching, and just under half (47.80%) use it for chatting with family and friends via text messages.

Table 9   Reasons for using the internet (% Children aged 8 to 10)

Activity	%
Watch videos / movies	73.75
Play games	72.87
Browse or surf or searching on the internet	51.04
Chat with family and friends (through text messages)	47.80
Chat with other people (not my family or friends)	15.96
Post photos or videos	15.41
Receive and send email	15.08

Base: Children aged 8 to 10 (n=353)
Source: QCA2. What do you do on the internet? Pick all that you do.

Of note, a greater proportion of children aged 8 to 10 years who post photos or videos online have experienced harm online (33.49%) compared to those who do not (9.81%). Among children aged 8 to 10 years, their favourite things to do on the internet include playing games (41.63%) and watching videos or movies (23.57%) (refer Figure 28 or Data table 28).

Figure 28   Favourite thing to do on the internet (% Children aged 8 to 10)
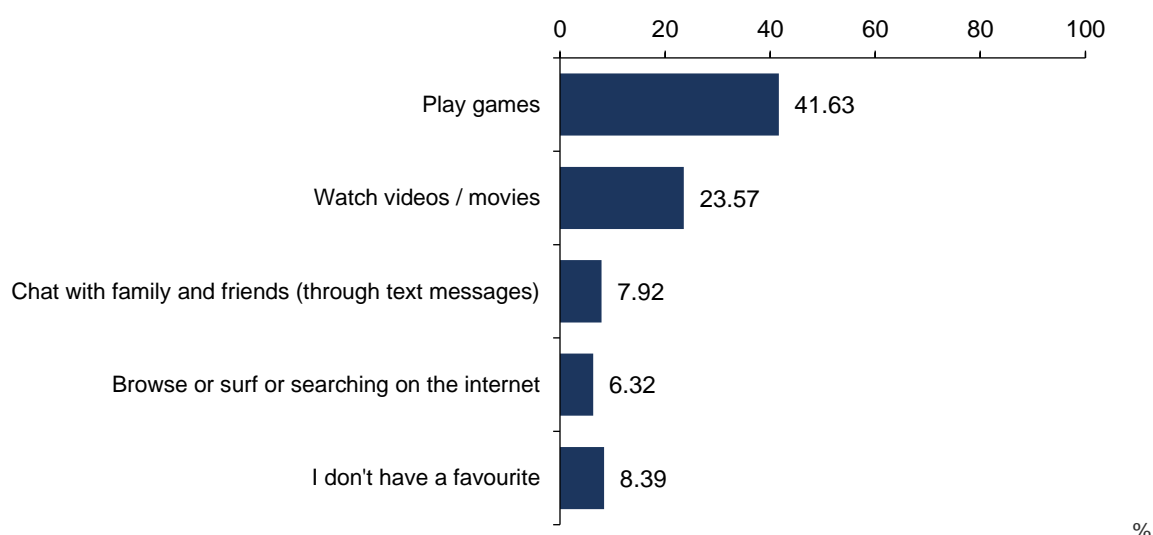
Base: Children aged 8 to 10 who use the internet for multiple activities (n=347)
Source: QCA4. You said that you use the internet for these sorts of things. Which one is your favourite thing to do on the internet?

The majority of children aged 8 to 10 (57.81%) have not used any of the social media sites listed (refer Figure 29 or Data table 29), however, amongst those who have, Facebook is the most commonly used (27.57%), followed by TikTok (18.96%), and Instagram (17.49%).

Rates of access to social media by children are increasing, with Instagram and Facebook having higher access in 2022 than 2020 ('Instagram': 2022 (17.49%) higher than 2020 (7.25%), 'Facebook': 2022 (27.57%) higher than 2020 (9.18%), while 'none of these' is decreasing (2020 (75.36%) higher than 2022 (57.81%)).

Access to social media is also related to experiences of online harm in this age group. More than two in five children aged 8 to 10 who have used Facebook (47.40%), Instagram (33.65%) or Twitter (20.98%) have experienced harm online. Large proportions of those who have accessed Instagram (24.95%), TikTok (25.95%), or Snapchat (19.79%) have seen negative content online.

Figure 29   Social media platforms used (% Children aged 8 to 10)
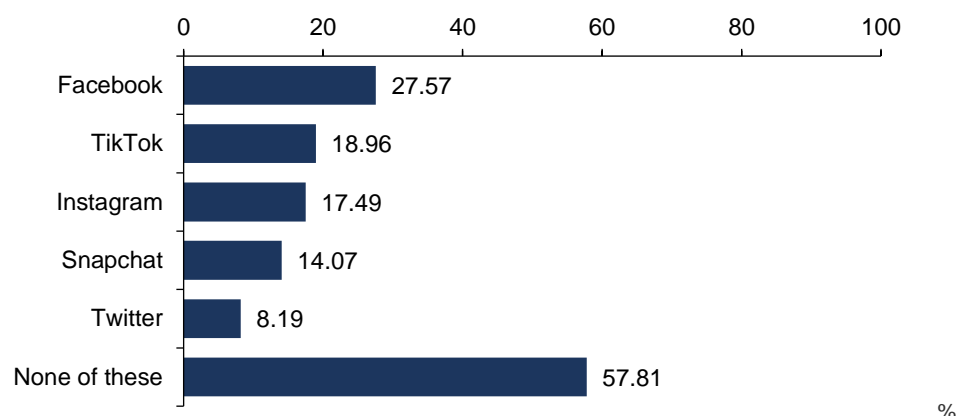
Base: Children aged 8 to 10 (n=353)

Source: QCA3. Which of these do you use on the internet? Pick all that you use

4.1.5.   Online activities in the last 4 weeks, and time spent online and on social media (Children aged 11-17)

As Table 10 below shows, almost three quarters of children aged 11 to 17 (70.27%) report that they have used the internet for online work for school within the last 4 weeks, demonstrating the prevalent role that the internet plays in education. The next most commonly reported uses are browsing / surfing (69.61%), downloading / streaming / watching videos or music (67.98%), and email (67.78%).

Nearly two thirds (62.59%) of children aged 11 to 17 use the internet for instant messaging with friends, but only half (50.44%) use it for social networking with friends. Just under a quarter use the internet for instant messaging (24.21%) or social networking (22.95%) with people they don't know.

Greater proportions of children aged 16 to 17 report 'social networking with friends' (62.17%) and 'online shopping' (41.99%) compared to those 11 to 15 years (46.10% and 22.72% respectively).

Table 10   Reasons for using the internet (% Children aged 11 to 17)

Activity	%
Online work for school	70.27
Browsing / surfing	69.61
Downloading / streaming / watching videos or movies	67.98
Email	67.78
Online work for school / college / university	65.78
Instant messaging with friends	62.59
Online Gaming with friends	51.82
Social networking with friends	50.44

Activity	%
Accessing the news and information	37.95
Banking / paying bills	28.86
Online shopping	27.93
Uploading videos	27.21
Instant messaging with people you don't know	24.21
Social networking with people you don't know	22.95
Job searching	14.68

Base: Children aged 11 to 17 who use the internet past 4 weeks (n=533)

Source: QCB6. Which of the following have you done on the Internet in the last 4 weeks? Pick all that you have done. and QCC6. Which of the following have you done on the Internet in the last 4 weeks? Pick all that apply

Children aged 11 to 17 are mostly spending between 1 to 3 hours (38.18%) and 3 to 6 hours (30.45%) on the internet each day, with 13.46% spending between 6 and 9 hours online (refer Figure 30 or Data table 30). More than a quarter (26.11%) of children aged 11 to 15 who spend between 6 and 9 hours online each day report having experienced online harms.

Figure 30   Time spent on the internet each day (% Children aged 11 to 17)
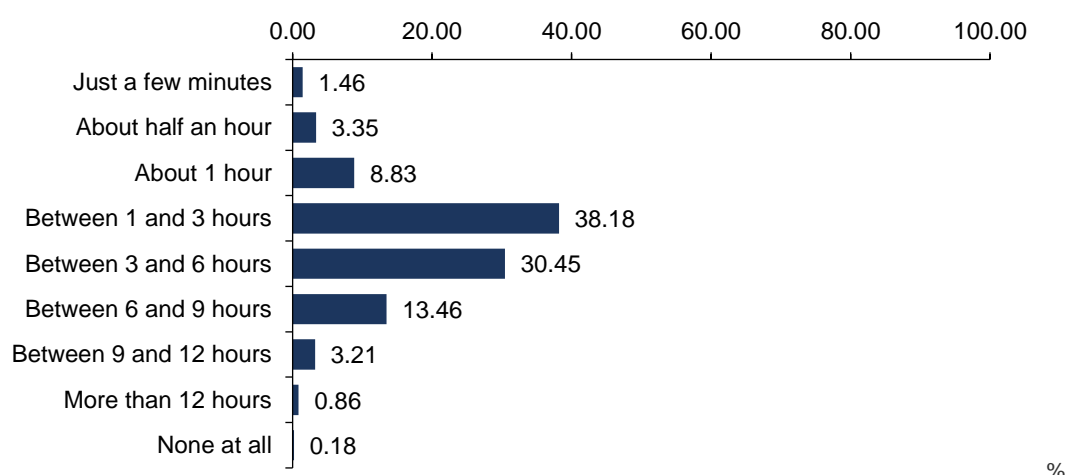
Base: Children aged 11 to 17 (n=535)

Source: QCB11. On a typical day, approximately how much time in total do you spend using the internet? and QCC11. On a typical day, approximately how much time in total do you spend using the internet?

A moderate proportion of time online is spent on social media. 16.05% of children aged 11 to 17 indicating they spend at least three quarters of their time on the internet on social media, 18.45% that they spend at least half, and 22.77% that they spend at least a quarter (refer Figure 31 or Data table 31). Only 5.39% report that they spend all of their time online on social media.

Base: Children aged 11 to 17 who spend between a few minutes and 12 hours on the internet each day (n=534)

Source: QCB12. You mentioned that you spend <insert answer given at QCB11> on the internet each day. How much of that time is spent on social media? and QCC12. You mentioned that you spend <insert answer given at QCC11> on the internet each day. How much of that time is spent on social media?

4.1.6.   Loot box usage (Children aged 8-17)

When using the internet for online gaming, almost three in ten children aged 8 to 17 (27.73%) report that they never access loot boxes, while smaller proportions say they access them sometimes (26.02%), most of the time (17.07%), or all of the time (11.73%) (refer Figure 32 or Data table 32).

Of note, in younger age groups (ages 8 to 10 and 11 to 15), those who access loot boxes 'all the time' are more likely to have experienced harm online:

- Those who access loot boxes 'all the time' are more likely to experience harm online:

    o   Experienced harm online (ages 8 to 10) (27.56% compared to 7.33% of Not experienced harm online (ages 8 to 10))

    o   Experienced harm online (ages 11 to 15) (29.73% compared to 8.66% of Not experienced harm online (ages 11 to 15))

Figure 32   Use of loot boxes (% Children aged 8 to 17)

Legend: ■ All the time ■ Most of the time ■ Sometimes ■ Rarely ever ■ Never

Chart values (top to bottom):
- 11.73
- 17.07
- 26.02
- 16.59
- 27.73

%
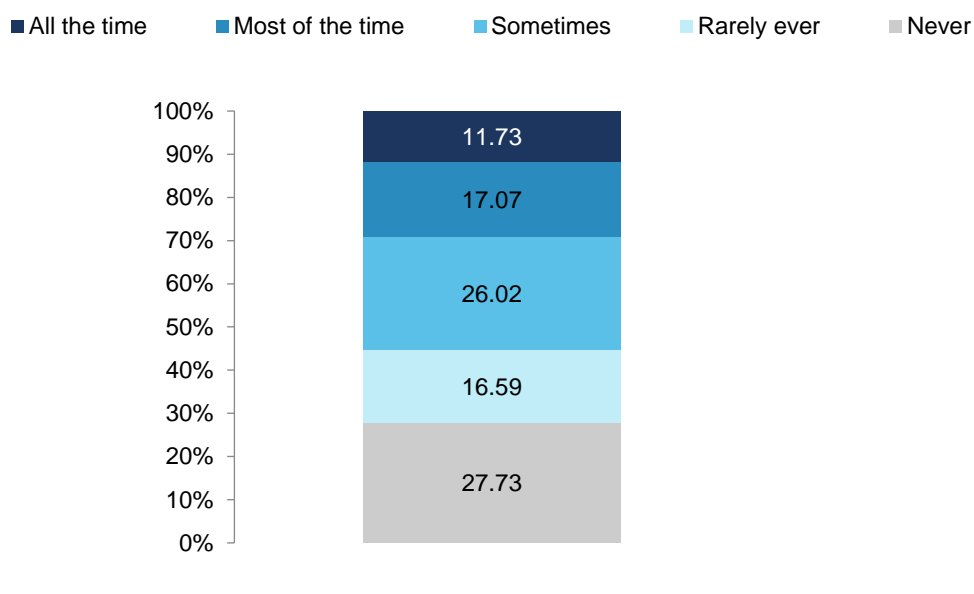
Base: Children aged 8 to 17 who use the internet for online gaming (n=534)
Source: QCA2A. When using the internet to play games, how often do you typically access loot boxes?,
          QCB6A.When using the internet for online gaming, how often do you typically access loot boxes?, and
          QCC6A. When using the internet for online gaming, how often do you typically access loot boxes?

4.1.7. Belief in skill of parents with internet function control (Children aged 16 to 17)

The internet control function that children believe their parents are most skilled at is deleting internet browser search history; 66.85% believe that their parents can do this without assistance, and a further 19.62% believe they could do it with assistance (refer Figure 33 or Data table 33).

Just over half of children aged 16 to 17 (51.92%) believe their parents are capable of applying parental controls with no assistance.

Figure 33 **Perceptions of parents' level of skill with controlling various internet functions (% Children aged 16 to 17)**

- ■ They know how to do this without any assistance
- ■ They can do this with assistance
- ■ They cannot do this but know how to organise for it to be done
- ■ They cannot do this and do not know how to get it done
- ■ They do not know what this is
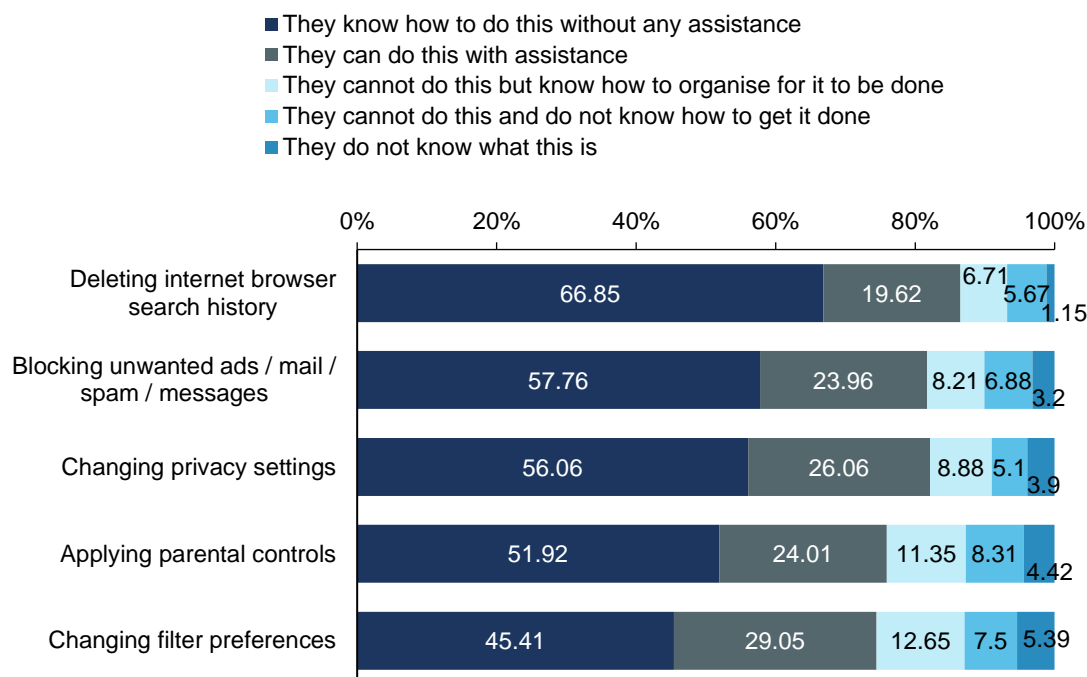
Base: Children aged 16 to 17 (n=185)

Source: QCC14. Devices that access the internet can be adjusted to control various functions. How skilled do you believe your parents are with the following:

4.1.8.   Parental restrictions on internet usage and getting around restrictions (Children aged 11-17)

Most children aged 11 to 17 indicate that their parents have taken some form of action in the last 12 months to control their internet usage, with the most commonly reported action being limiting the amount of time they can be online each day or week (45.08%).

Many children also report that their parents don't allow them to chat with strangers online (40.12%), while others report that their parents monitor their internet usage by watching what they do online (32.51%) and controlling what sites they can see (25.62%).

Table 11   **Parents' restrictions on internet use (% Children aged 11 to 17)**

Restriction	%
Limit the amount of time you can be online each day (or each week)	45.08
Don't allow you to chat with strangers online	40.12
Watch what you do online	32.51
Control what sites you can see	25.62
Change your privacy settings	23.67
Don't allow you to do some activities, like email or having a social media profile	21.84
Change your filter preferences	15.58
None of these	28.49

Base: Children aged 11 to 17 (n=535)

Source: QCB14. At any time in the last 12 months have your parents ever done any of the following to control, restrict or limit what you can do on the internet? and QCC15. At any time in the last 12 months have your parents ever done any of the following to control, restrict or limit what you can do on the internet? Pick all that apply

Younger children, aged 11 to 15, are more likely to have their internet use restricted by their parents in some way:

- 'Watch what you do online': Ages 11 to 15 (37.02% compared to 20.30% of ages 16 to 17)

- 'Limit the amount of time you can be online each day (or each week)': Ages 11 to 15 (51.38% compared to 28.03% of ages 16 to 17)

- 'Don't allow you to do some activities, like email or having a social media profile': Ages 11 to 15 (27.60% compared to 6.21% of ages 16 to 17)

- 'Don't allow you to chat with strangers online': Ages 11 to 15 (44.47% compared to 28.33% of ages 16 to 17)

- 'Control what sites you can see': Ages 11 to 15 (29.86% compared to 14.14% of ages 16 to 17)

Despite these protective actions put in place by parents, almost half of the children aged 11 to 17 years report that they are either always (13.84%) or sometimes (35.45%) able to get around their parents' restrictions. There are negative consequences to this, with a higher proportion of those who are 'always' able to find a way around parents' restrictions also reporting experiences of harm online:

- Ages 11 to 15: Experienced harm online (39.95% compared to 5.74% of Not experienced harm online)

- Ages 16 to 17: Experienced harm online (41.77% compared to 6.93% of Not experienced harm online)

4.2. Communicating about online safety

4.2.1. Parents talking about online safety (Children aged 8-17)

Almost all children aged 8 to 10 (94.64%) indicate that their parents have spoken to them about internet safety. Approximately half of children in this age group (48.28%) say their parents have discussed internet safety with them more than three times in the last year, while 35.54% say they have discussed it two or three times (refer Figure 34 or Data table 34).

Figure 34   Frequency of discussing internet safety with parents in the last 12 months (% Children aged 8 to 10)
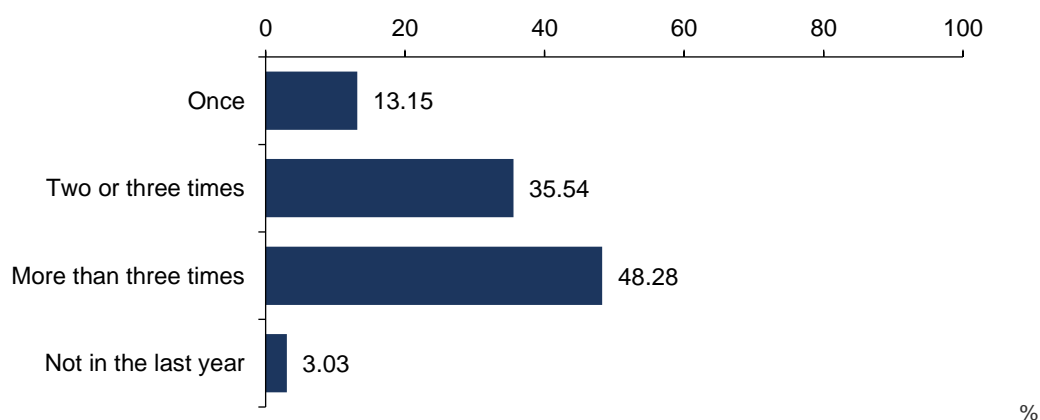
Base: Children aged 8 to 10 whose parents have spoken to them about internet safety (n=332)

Source: QCA14. In the last year how often have your parents talked to you about using the internet safely?

Most children aged 11 to 17 report that their parents have spoken to them about internet safety (refer Figure 35 or Data table 35), with most reporting this has occurred a few times within the last 12

months (41.74%). 18.61% report this has happened weekly, while 15.47% say it has happened monthly.

Figure 35   **Frequency of discussing internet safety with parents in the last 12 months (% Children aged 11 to 17)**
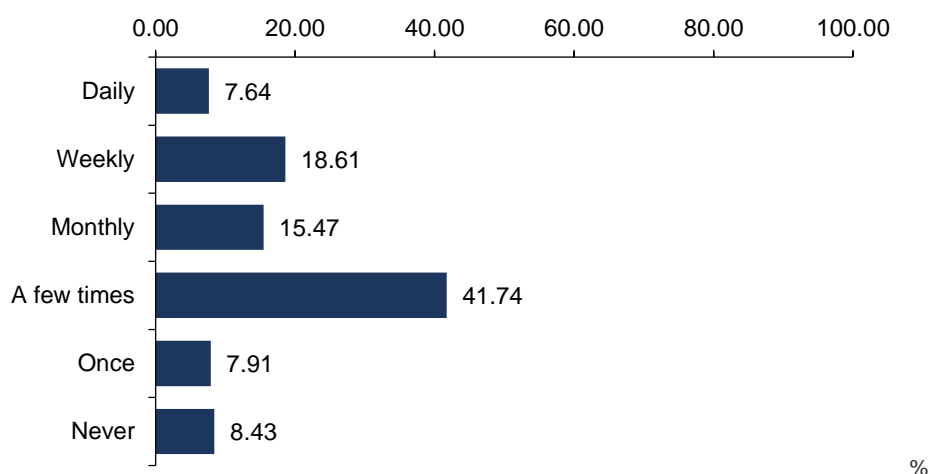
Base: Children aged 11 to 17

Source: QCB46. In the past 12 months, how often have you and your parents / guardians had a discussion about internet safety (for example, how to guard against identity theft, spamming, how to safely search the internet)?, and QCC43. In the past 12 months, how often have you and your parents had a discussion about internet safety (for example, how to guard against identity theft, spamming, how to safely search the internet, and so on)?

4.2.2.   Experiences of negative content online (Children aged 8-17)

The most common type of negative content that children encountered when using the internet is text or video with swear words (41.78%), followed by scary or violent pictures or videos (23.76%) and bad things said about people because of their colour, religion, or where they come from (20.54%).

Table 12   **Negative content encountered online (% Children aged 8 to 17)**

Content	%
Text or video with swear words or bad words	41.78
Scary or violent pictures or videos	23.76
Bad things said about people because of their colour or religion or where they come from	20.54
Bullying or abuse of you or other people	20.15
Pictures or videos of people without their clothes on	16.35
None of these	40.88

Base: Children aged 8 to 17 (n=888)

Source: QCA15. When using the internet, have you ever come across: Pick all that you have come across, QCB16. When using the internet for any of your usual activities, have you ever come across: Pick all that you have come across, and QCC16b. When using the internet for any of your usual activities, have you ever come across:

Approximately half of all children surveyed (48.57%) found the negative content that they encountered to be upsetting.

More than one in five children (20.58%) have had someone say something nasty, hurtful, or upsetting to them online. The most common negative online experience for children aged 8 to 10 is being

teased (41.68%), followed by being picked on (35.58%), having mean things said about them or their family (31.38%), and being left out or not allowed to join in (25.64%).

Table 13   Negative online experiences (% Children aged 8 to 10)

Behaviour experienced	%
Someone teased me	41.68
Someone picked on me	35.58
Someone said mean things about me or my family	31.38
They left me out or would not let me join in	25.64
A stranger wanted my name or my phone number or my email or where I lived	25.00
Someone tried to make me do bad things I did not want to do	12.75
Someone lied about me or my family	10.40

Base: Children aged 8 to 10 who have had something nasty or upsetting said or done to them online (n=88)
Source: QCA18. What did they do that was nasty or upsetting?

The most commonly reported online experiences for children aged 11 to 17 that were nasty, upsetting, or hurtful are being called offensive names (45.45%) and being ridiculed or made fun of (40.97%). Other common negative experiences are being sent or coming across unwanted or inappropriate violent (33.93%) or sexual (32.27%) content online.

Online harm can also act as a trigger for parents to speak to their children more frequently about online safety, as well as adjusting privacy settings. Greater proportions of children aged 11-17 who have experienced harm online have had their privacy settings changed by parents (36.90%) compared to those who have not experienced harm online (20.54%), as well as their parents speaking to them daily about online safety (21.14%) compared to those who have not experienced harm online (4.44%).

Table 14   Negative online experiences in the last 12 months (% Children aged 11 to 17)

Behaviour experienced	%
You were called offensive names online	45.45
You were ridiculed or made fun of online	40.97
I was sent, or came across, unwanted or inappropriate violent content online	33.93
I was sent, or came across, unwanted or inappropriate sexual content online	32.27
I was sent, or came across, online content that promoted or provided instructions in self-harm	27.58
You received repeated unwanted online contact by someone who was not a businesses or organisation	26.65
Lies or rumours were spread about you online	26.44
You received online communication that offended, denigrated or abused you because of your identity or beliefs	25.33
I was sent, or came across, online content that promoted or provided instructions for drug use	23.99
Someone pretended to be me online	17.98
Someone electronically tracked my location or monitored movements without my permission	17.62
Private photos or videos of you were shared online or electronically without your permission	15.30
Someone threatened to harm or abuse you	14.24

Behaviour experienced	%
You were threatened by someone who said they would send or post private photos or videos of you (nude or semi-nude or sexual) without your permission	14.15

Base: Children aged 11 to 17 who have had something hurtful, nasty or upsetting done to them in the last 12 months (n=105)

Source: QCB21. 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 happened to you, QCB21a. And which, if any of the following has happened to you while you were online in the last 12 months? Pick all that happened to you, QCC17. 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, and QCC17a. And which, if any of the following, has happened to you while you were online in the last 12 months? Pick all that apply *(Note – 'None of these things happened to me' not shown on chart')*

Of the children aged 8 to 15 who experienced something nasty, upsetting, or hurtful, 41.39% indicate that this experience only occurred once, with 47.60% mention that it occurred 2 to 3 times (refer Figure 36 or Data table 36).

Figure 36   Frequency of negative online experiences (% Children aged 8 to 15)
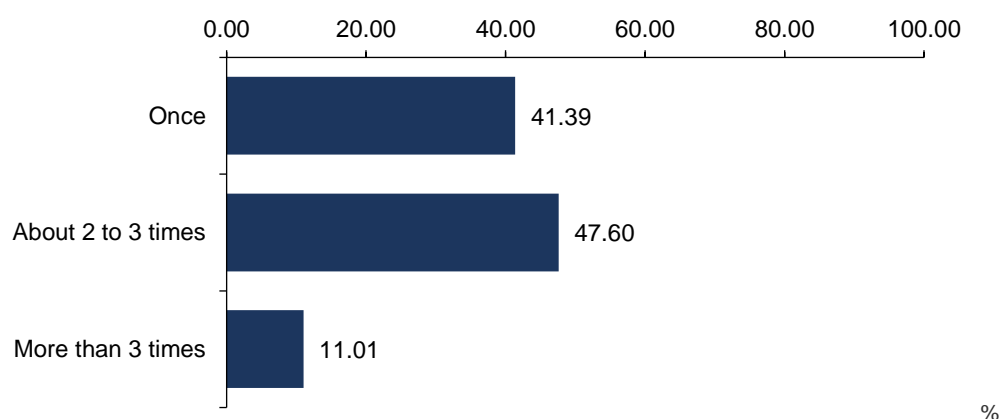
Base: Children aged 8 to 15 who have had at least one hurtful, nasty or upsetting experience online (n=143)

Source: QCA19. How often has this happened to you in the last 12 months? And QCB24. How often has this experience happened to you in the last 12 months?

4.2.3.   Most distressing online experience, where it occurred, and knowledge of perpetrator (s) (Children aged 11-17)

Experiences that caused most distress among children aged 11 to 17 include being called offensive names online (13.86%) and having lies or rumours spread about them online (11.90%). A total of 14.17% of children aged 11-17 indicate that no distress was caused by the negative online experience/s they had.

Table 15   Most distressing negative online experience (% Children aged 11 to 17)

Behaviour experienced	%
You were called offensive names online	13.86
Lies or rumours were spread about you online	11.90
I was sent, or came across, unwanted or inappropriate violent content online	7.41
I was sent, or came across, unwanted or inappropriate sexual content online	7.23
I was sent, or came across, online content that promoted or provided instructions in self-harm	7.34

Behaviour experienced	%
You were ridiculed or made fun of online	7.42
You received online communication that offended, denigrated or abused you because of your identity or beliefs	5.72
Someone threatened to harm or abuse you	4.92
Someone electronically tracked my location or monitored or movements without my permission	3.89
You received repeated unwanted online contact by someone who was not a businesses or organisation	3.74
Someone pretended to be me online	3.04
I was sent, or came across, online content that promoted or provided instructions for drug use	3.44
Private photos or videos of you were shared online or electronically without your permission	3.27
You were threatened by someone who said they would send or post private photos or videos of you (nude or semi-nude or sexual)	2.65
No distress was caused by these experiences	14.17

Base: Children aged 11 to 17 who had multiple experiences of something hurtful, nasty or upsetting online (n=88)

Source: QCB23. Which one of these experiences was the most distressing or upsetting to you? This could be most distressing at the point of time it happened, or most distressing currently, or most distressing over the period of time since it occurred. and QCC19. Which ONE of these experiences was the most distressing or upsetting to you? This could be most distressing at the point of time it happened, or most distressing currently, or most distressing over the period of time since it occurred.

Children aged 11-17 report that the experience that caused them most distress generally occurred on social media platforms such as Instagram (33.89%), Facebook (29.91%), and Snapchat (26.61%), although 30.56% also indicate that the experience happened on a gaming site (refer Figure 37 or Data table 37).

Figure 37   Where online the distressing experience occurred (% Children aged 11 to 17)
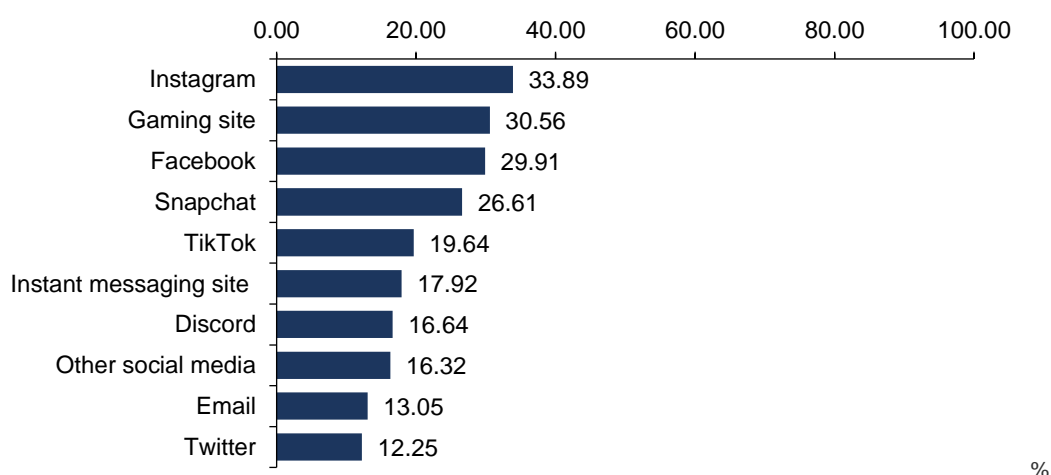
Base: Children aged 11 to 17 who have experienced something hurtful, nasty or upsetting online, and that caused distress (n=87)

Source: QCB25. Where online did this happen? and QCC21. Where online did this activity occur? Pick all that apply

Many children (31.64%) are unsure how many people were responsible for the online experience that caused them most distress, while 23.54% indicate that 1 person was responsible and 22.48% that 2 people were responsible (refer Figure 38 or Data table 38).

Figure 38   Number of people responsible for the distressing experience (% Children aged 11 to 17)
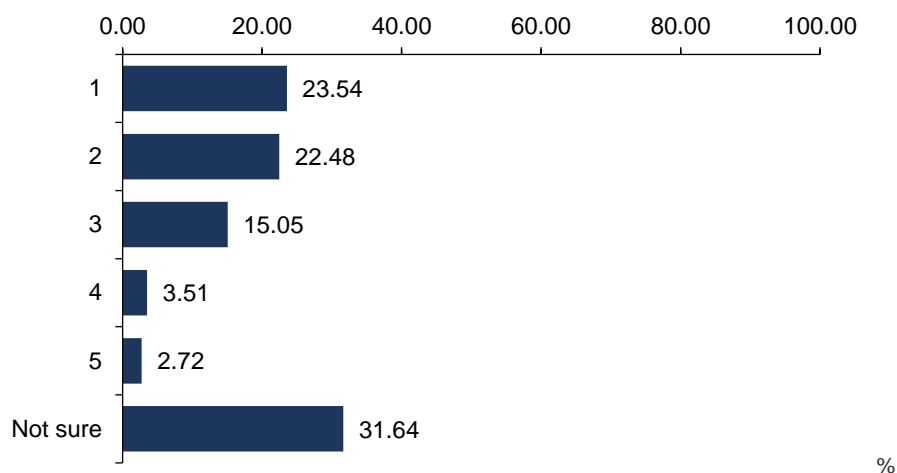
Base: Children aged 11 to 17 who have experienced something hurtful, nasty or upsetting online, and that caused distress (n= 87)

Source: QCB26. How many people were responsible for <insert response from QCB23 or single event from QCB21/QCB21a>? And QCC22. How many people were responsible for the experience you found most distressing?

Of those who indicated that one person was responsible for the incident, 77.01% of children knew the person. Similarly, where multiple people were responsible, 69.85% of children knew some of them and 25.90% knew all of them, suggesting that negative experiences online are personal / targeted.

4.2.4.   Actions taken after the distressing experience (Children aged 8-17)

The majority of children aged 8-17 (82.49%) report that they told someone about the negative experience they had online, with most (76.60%) reporting that they told their parent/s (refer Figure 39 or Data table 39). Approximately a quarter told a friend (25.35%) or their sibling (24.15%).

Those who were upset by content they had seen online were more likely to tell someone about their own negative experience ('Yes': Upset by negative content online (all ages) (90.31%) higher than those who were not upset by negative content online (all ages) (64.66%)).

Figure 39 **Who they told about the negative online experience (% Children aged 8 to 17)**
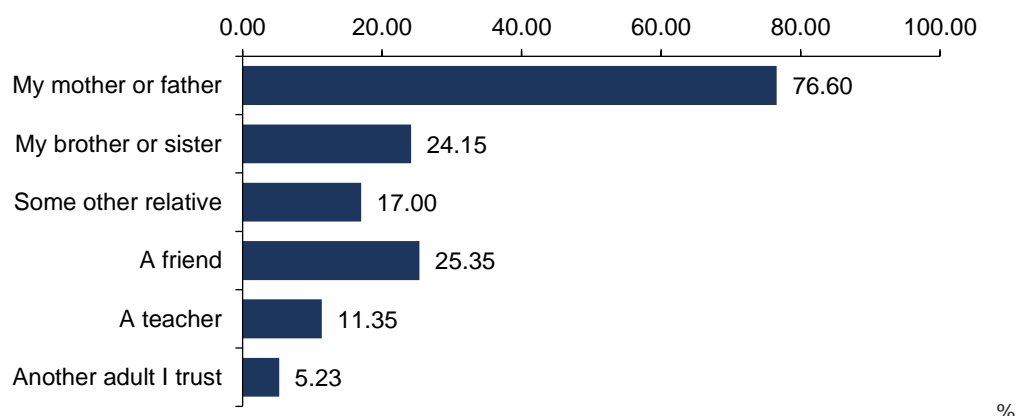
Base: Children aged 8 to 17 who told someone about their negative online experience (n=142)

Source: QCA21. Who did you talk to about the nasty or upsetting things that happened to you? Pick all that you talked to, QCB30. Who did you talk to about it? Pick all you talked to, and QCC27. Who did you talk to about it? Pick all that apply

Almost three quarters (71.45%) of children report that something was done about the negative experience they had online.

For those children where an action was taken due to the distressing online experience (71.45%), the survey also asked specifically what actions were taken (refer Table 16). The most commonly mentioned actions for children aged 8 to 17 (which could have been done by them, their parents or a trusted adult) are:

- Blocking the person from contacting them (40.18%)

- Speaking to the perpetrator (32.75%)

- Speaking to family or friends (29.71%)

- Using the 'Report Abuse' button (28.96%)

While 'reported to eSafety' is 11.69% for children, parents reporting to eSafety is only 3.79%, indicating there is more awareness about its function for reporting amongst children than parents.

Table 16 **Actions taken in response to negative online experience (% Children aged 8 to 17)**

Action	Total %	8 to 10 %	11 to 15 %	16 to 17 %
I blocked the person from contacting me	**40.18**	32.32	51.00	31.30
The person was spoken to	**32.75**	32.75	-	-
Spoke to family or friends	**29.71**	-	-	29.71
I used the 'Report Abuse' button	**28.96**	34.35	28.62	17.05
I changed my privacy / contact settings	**25.50**	28.35	29.05	9.73
Changed username / password / login details	**24.73**	-	-	24.73
I deleted all upsetting messages	**23.80**	17.98	35.33	8.29
I did the same thing to the other person	**22.31**	-	27.64	8.76
I contacted the website or social media company about it	**20.05**	21.46	24.62	5.08
I stopped using the internet for a while	**19.40**	18.62	18.89	22.54

Action	Total %	8 to 10 %	11 to 15 %	16 to 17 %
Reported it to a website or social media company	**18.81**	-	-	18.81
Contacted the police	**14.70**	9.33	17.34	20.77
Spent less time online	**13.57**	-	-	13.57
Took protective measures	**11.97**	-	-	11.97
I contacted the eSafety Commissioner	**11.69**	14.05	12.01	5.29
Confronted the perpetrator in person	**10.61**	-	-	10.61
Searched online for how to deal with this type of problem	**7.56**	-	8.78	4.47
Confronted the perpetrator online	**5.29**	-	-	5.29
I did something else (please specify)	**6.04**	9.73	4.97	-

Base: Children aged 8 to 17 who indicated that something was done about the negative online experience they had (n=125)

Source: QCA23. What was done about the nasty or upsetting things that happened to you? Pick all that happened, QCB32. What was done about it? Pick all that apply, and QCC29. What was done about it? Please select all that apply.

The survey also asked children, in an unprompted sense via an open-ended question, who they would trust to help them or provide information if they wanted to report something that happened while online. Parents are by far the most trusted people to talk to about negative online experiences. Almost half (43.42%) of children aged 11 to 17 indicating they would trust their parents to provide help if they wanted to report an online incident. Children also report that they would trust a teacher (9.96%) or the police (9.31%) to help, although 31.13% say they would not report to anyone.

Table 17   Entity trusted to help or provide support to report negative online experience (% Children aged 11 to 17)

Entity trusted to help	%
Parents / Mother or father	43.42
A teacher	9.96
Police / Local police / Police assistance line / Law enforcement / Police cyber crime unit	9.31
eSafety Commissioner	0.20
I would not report to anyone	31.13

Base: Children aged 11 to 17 (n=535)

Source: QCB34. Who would you trust to help you or provide information to you if you wanted to report something that happened to you while you were online? This could be a person or an organisation. And QCC31. Who would you trust to help you or provide information to you if you wanted to report something that happened to you while you were online? This could be a person or an organisation.

When prompted with a list of organisations, just over half of children aged 11 to 17 (54.51%) reported that Kids Helpline could provide help or support in relation to online safety, while 44.01% nominated the police, and 29.88% nominated Headspace (refer Figure 40 or Data table 40). Older children, aged 16 to 17, are more likely to believe that Headspace could give help or support in relation to their online safety (44.41% compared to 24.52% of ages 11 to 15).
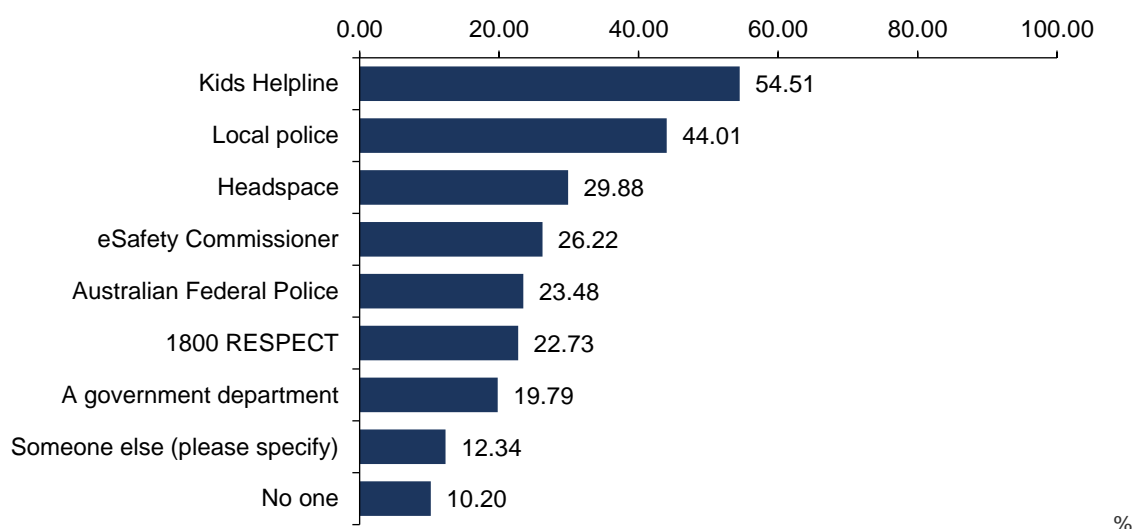
Base: Children aged 11 to 17 (n=535)

Source: QCB35. Looking at the following organisations, which of them do you think could help or give you support in relation to your online safety? Pick all you think could help and QCC32. Looking at the following organisations, which do you believe could help or give support to people in relation to online safety? Pick all that apply

4.2.5.   Actions taken after the distressing experience, real life (offline) experiences related to online harm (Children aged 11-17)

Just over half (58.61%) of children aged 11 to 17 report that the online experience that distressed them most was related to something that happened to them in real life. However, the majority of children aged 16 to 17 (85.99%), have not experienced any online safety risks that also included an offline threat, danger, or harm.

4.3.   Children meeting strangers online

4.3.1.   Whether children have met strangers from online in person and whether they told someone about and / or took someone to the meeting (Children aged 8-17)

A minority of all children have met up with someone after getting to know them online (12.40%). Older children, aged 16 to 17, are more likely to have met up with someone in person after meeting them online (20.20%) compared to 8.78% of children aged 8 to 10.

While 42.48% say that it was their idea to meet, 36.84% indicate it was a mutual decision and 20.68% that it was the other person's idea (refer Figure 41 or Data table 41).

Figure 41   Whose idea it was to meet in person (% Children aged 8 to 17)
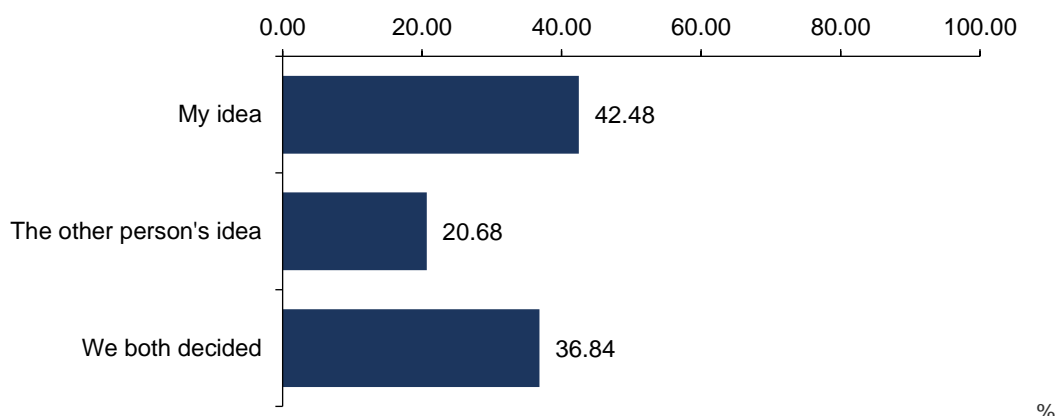
Base: Children aged 8 to 17 who have met someone in person after getting to know them online (n=117)

Source: QCA25. Whose idea was it to meet them?, QCB41. Whose idea was it to meet in person?, and QCC39. Whose idea was it to meet in person?

Most (84.16%) of the children who met up with someone told another person about the arranged meeting. The majority (76.46%) report that they told their parents (refer Figure 42 or Data table 42), while just over a quarter told their sibling (27.70%) and a smaller proportion told a friend (15.95%).

Figure 42   Who they told about meeting the person (% Children aged 8 to 17)
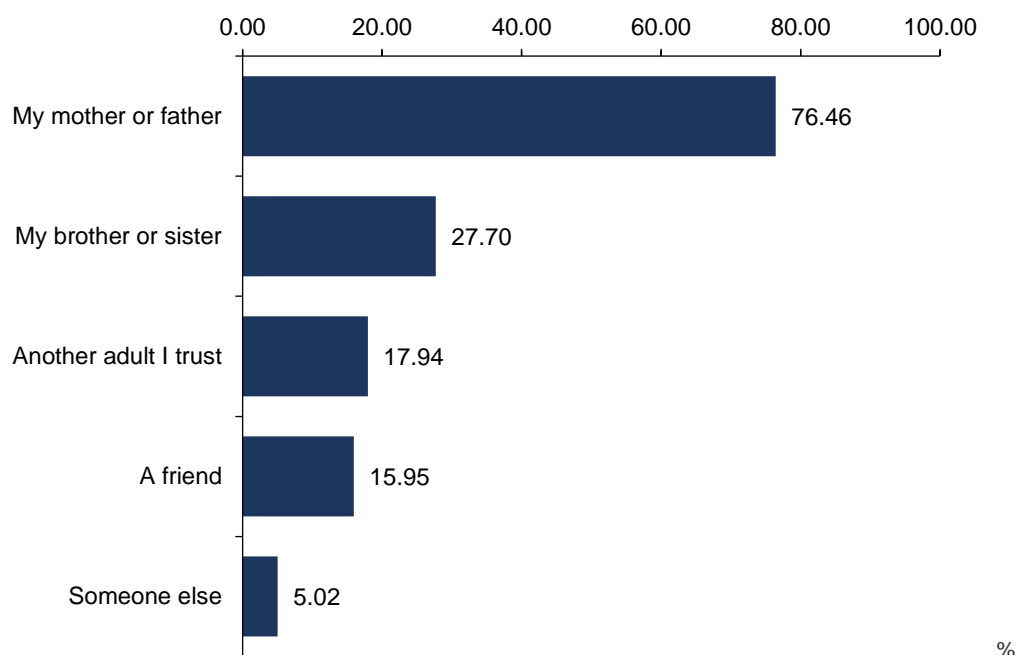
Base: Children aged 8 to 17 who met someone in person after getting to know them online and told someone about themeeting (n=98)

Source: QCA27. Who did you tell about this meeting? Pick all that told, QCB43. Who did you tell about this meeting? Pick all that told, and QCC40. Who did you tell about this meeting? Pick all that told

More than seven in ten (70.92%) of the children who met up with someone that they met online took another person along with them.

Half of the children who took someone to the meeting (50.51%) report that they took their parents, while 27.72% brought a sibling, and 19.73% took someone around the same age as them (refer Figure 43 or Data table 43).

Figure 43   Who they took to the meeting (% Children aged 8 to 17)
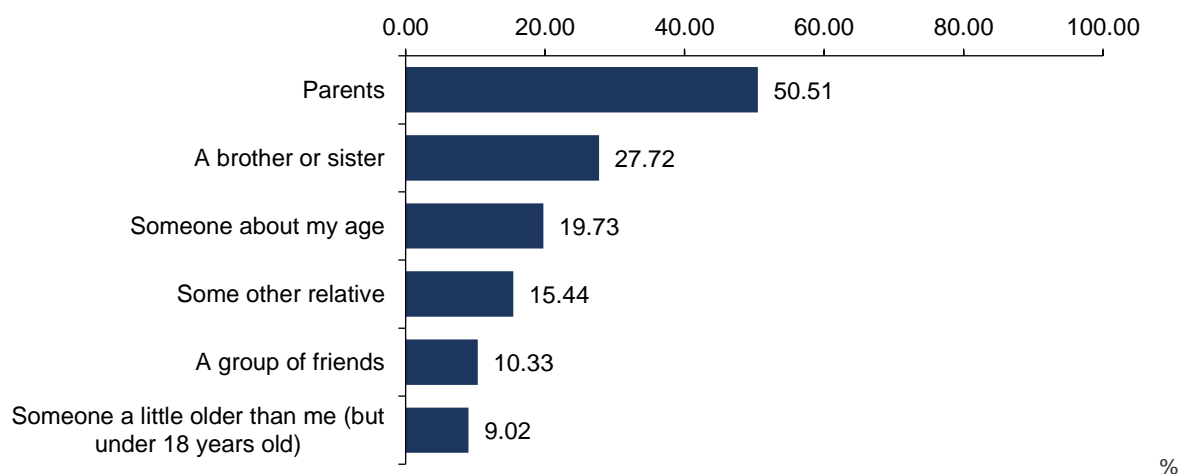
Base: Children aged 8 to 17 who met someone in person after getting to know them online and took someone along to the meeting (n=82)

Source: QCA29. Who did you take with you to this meeting? Pick all that you took to the meeting, QCB45. Who did you take with you to this meeting? Pick everyone you took, and QCC42. Who did you take with you to this meeting? Pick all that apply

4.4.   Children as perpetrators of online harm

4.4.1.   Prevalence and frequency of activities intentionally done online, and use of aliases (Children aged 16 to 17)

Approximately one-fifth of children aged 16 to 17 (net 20.61%) have been perpetrators of online harm, with 8.20% having ridiculed or made fun of someone online, and 6.61% having called someone offensive names.

Table 18   Activities intentionally done in the last 12 months (% Children aged 16 to 17)

Behaviour	%
Ridiculed or made fun of someone else online	8.20
Called someone else offensive names online	6.61
Sent someone else online content that promoted or provided instructions for drug use	5.04
Sent online communication that offended, denigrated or abused someone because of their identity or beliefs	4.17
Sent someone else unwanted or inappropriate violent content online	3.86
Sent someone else online content that promoted or provided instructions in self-harm	3.72
Threatened someone by saying you would send or post private photos or videos of them (nude or semi-nude or sexual) without their permission	2.98
Electronically tracked someone else's location or monitored or movements without their permission	2.57
Spread lies or rumours about someone else online	2.54

Behaviour	%
Pretended to be someone else online	2.46
Shared private photos or videos of someone else (nude or semi-nude or sexual) online or electronically without their permission	2.30
Made repeated unwanted online contact with someone who was not a business or organisation	1.76
Sent someone else unwanted or inappropriate sexual content online	0.98
Threatened to harm or abuse someone else	0.98

Base: Children aged 16 to 17 (n=185). *(Note: "I have not done any of these things" not shown in table)*

Source: QCC34. In the past 12 months which, if any of the following activities, have you intentionally done online without receiving permission from the other person? Pick all that apply and QCC34a. And which, if any of the following activities, have you intentionally done online in the last 12 months without receiving permission from the other person? Pick all that apply

The children aged 16 to 17 who are <u>initiating</u> negative behaviour online typically have been exposed to harm themselves. Almost a quarter (23.65%) of those who have ridiculed or made fun of someone else online have experienced harm online themselves, compared to only 3.84% of perpetrators who have not experienced harm. A similar pattern exists for perpetrators who have seen negative content online (13.70%) compared to 1.03% who have not seen negative content.

A similar trend was seen in 2020 of those conducting the ridiculing also having experienced harm themselves, however it has become more pronounced in 2022. In 2020, 7.92% had ridiculed or made fun of someone online, but only 13.04% had experienced harm themselves, as compared to 23.65% in 2022 who had experienced harm.

Over half of children aged 16 to 17 (54.80%) report using their real name for the negative online action toward someone else, while 34.52% did it anonymously (where anonymously means respondents cannot be identified at all) (refer Figure 44 or Data table 44).

Figure 44   Whether real name was used for the online activities (% Children aged 16 to 17)
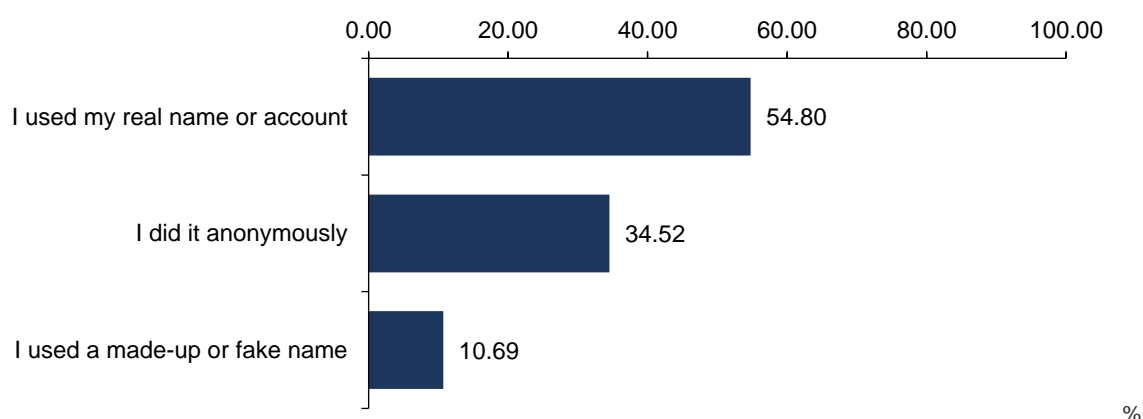
Base: Children aged 16 to 17 who have intentionally done something negative towards someone online in the last 12months (n=39)

Source: QCC35a. When conducting these activities which of the following did you do?

5.   Teachers, carers & supervisors

5.1.   Summary: Teachers, carers & supervisors

- Teachers, carers and supervisors have a key role to play in online harm prevention for children. They are in a unique position, especially in their role in educating and supervising around online experiences for children.

- They are generally aware of the types of online activities that place a child at risk, especially activities such as photo and video sharing, and chatting to strangers online, with the view that younger children are more at-risk than older children.

- Teachers, carers and supervisors are generally confident in controlling internet functions but have lower levels of knowledge across the board when compared to parents.

- Whilst the majority indicate they have not come across a child who is experiencing harm online, those who have had training were more likely to have encountered (or recognised) this. Around a third of teachers have been trained in how to identify or respond to children at risk from their use of the internet (31.29%). However, there are gaps in training, ranging from a lack of time, lack of budget, and lack of appropriate courses available.

- The most common action taken for a child experiencing harm is reporting it to their supervisor or a more senior colleague, 8.88% would report it to the eSafety Commissioner (at a higher prevalence than the general adult Australian population). Reporting it to police (9.76%) has declined since 2020 (24.12%).

5.2.   Online habits of Teachers, carers & supervisors

5.2.1.   Internet usage frequency and reasons for use

Teachers, carers and supervisors have very frequent internet usage. Approximately two-thirds (59.44%) report that they access the internet more than five times a day in a typical week, while almost a quarter (24.50%) indicate they use the internet 2 to 5 times a day.

Those who use the internet most frequently also have the most knowledge about controls, with those who use the internet more than five times a day having 'knowledge to control at least one safety function without assistance' (66.94% compared to 34.57% for those who 'require assistance or lack knowledge for safety functions').

The primary reason for teachers, carers and supervisors using the internet is email (80.10%), followed by banking or paying bills (66.15%), and browsing, surfing, or researching (64.20%). Social networking (63.51%) and instant messaging (61.75%) are also mentioned, potentially reflecting the importance of social or peer connections.

Several activities have declined, since 2020, particularly:

- 'Email': (80.10% compared to 90.91% in 2020)

- 'Banking or paying bills': (66.15% compared to 79.74% in 2020)

- 'Browsing / surfing / researching': (64.20% compared to 78.18% in 2020)

Table 19   Reasons for using the internet (% Teachers, carers & supervisors)

Activity	%
Email	80.10
Banking or paying bills	66.15
Browsing / surfing / researching	64.20
Social networking	63.51
Instant messaging	61.75
Accessing the news and information	60.84
Online shopping	56.90
Downloading / streaming videos or movies	51.20
Downloading / streaming music	50.24
Online work for your employment / job	45.10
Online work for school / university	19.65
Job searching	17.32
Online Gaming	14.36
Uploading videos	7.82
Using dating sites / apps	5.99

Base: Teachers, carers & supervisors (n=625)
Source: QTC4. What do you usually use the internet for?

5.2.2. Loot box usage

Loot box usage was asked of teachers, carers and supervisors. Amongst teachers, carers and supervisors, 14.36% indicate they participate in online gaming.

When asked whether they access 'loot boxes' while using the internet for online gaming, 33.19% (net all or most of the time) report that they access them all of the time (13.24%) or most of the time (19.95%) (refer Figure 45 or Data table 45).

Figure 45   Usage of loot boxes (% Teachers, carers & supervisors)
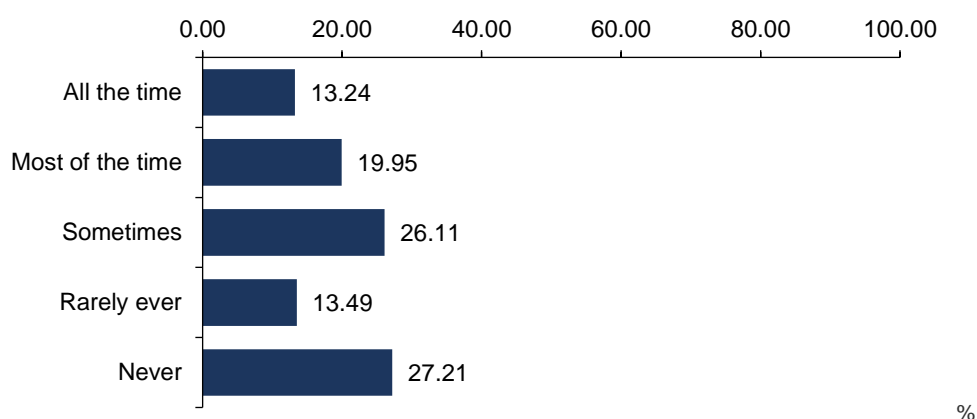
Base: Teachers, carers & supervisors who use the internet for online gaming (n=82)
Source: QTC4A. When using the internet for online gaming, how often do you typically access loot boxes?

5.3. The risk of children and online activities

5.3.1. Activities that place a child at risk

Approximately three quarters of teachers, carers and supervisors indicate that sending photos and videos to people they don't know (76.25%) and engaging online with people they don't know (75.60%) are activities that place a child at risk (refer Figure 46 or Data table 46). The next most frequently reported risky activities are posting videos or photos online for their friends (57.92%), posting content on social media (54.83%), and browsing or searching online (45.41%).

Figure 46   Online activities that place a child at risk (% Teachers, carers & supervisors)

- Yes this is an activity that places a child at risk
- Maybe but it depends on the circumstance
- No this is not an activity that could place a child at risk
- Not sure

Activity	Yes	Maybe	No
Sending photos and videos to people they don't know	76.25	13.08	6.73
Engaging online with people they don't know in real life	75.60	14.94	5.71
Posting videos or photos online for their friends	57.92	31.82	5.23 5.03
Posting content on social media	54.83	38.23	3.39
Browsing or searching online	45.41	40.44	11.33
Playing online games	27.67	59.46	8.49
Messaging friends or people they know	14.10	65.14	17.80

Base: Teachers, carers & supervisors (n=625)
Source: QTC6. In your opinion, which, if any, of these online activities could place a child at risk?

5.3.2. Children at risk by age and group, and groups most at risk

Teachers, carers and supervisors were asked to rate the level of risk from 1 (no risk) to 5 (very risky) for children of different ages in using the internet. Children aged 8 to 10 are believed to be the most at-risk age group, with 48.34% of teachers, carers and supervisors reporting that it is very risky for children in this age group to use the internet (refer Figure 47 or Data table 47).
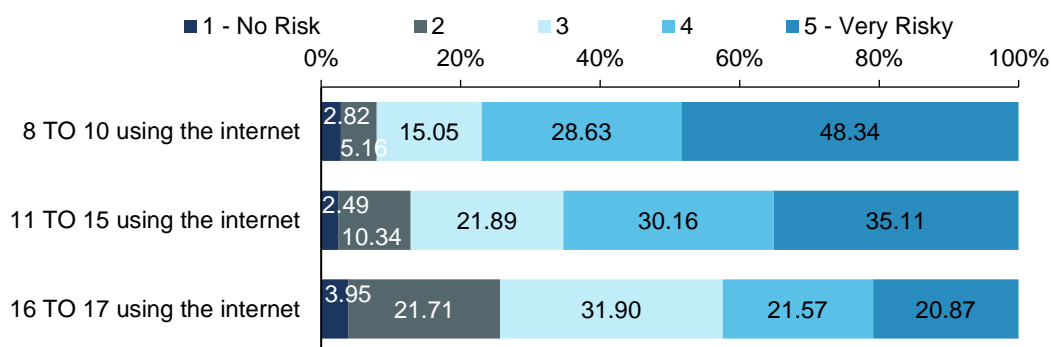
Base: Teachers, carers & supervisors (n=625)

Source: QTC7. On a scale of 1 to 5, where 1 means NO RISK at all and 5 means VERY RISKY, how would you rate the overall level of risk faced by…

68.57% of teachers, carers and supervisors believe that <u>all</u> children are at risk when using the internet, while only 1.94% don't think any children are at risk (refer Table 20).

Table 20   Children at risk from using the internet by group (% Teachers, carers & supervisors)

Group	%
I think all children are at risk	68.57
Children aged between 8 and 10	12.11
Children aged between 11 and 15	11.62
Children aged between 16 to 17	7.49
Children living with a disability	6.54
Children from a single-parent family	6.26

Base: Teachers, carers & supervisors (n=625)

Source: QTC10. Thinking about children aged between 8 and 17, which, if any, of the following groups of children do you think are at risk from using the internet?

26.55% of teachers, carers and supervisors indicate that children aged 8 to 10 are the most at risk group when using the internet. The next most commonly reported groups that teachers, carers and supervisors believe are most at risk are children living with a disability (17.59%), children aged 11 to 15 (17.16%), and children from medium socio-economic backgrounds (11.42%).

The proportion of teachers, carers and supervisors who are unsure who is most at risk (1.35%) has declined significantly since 2020 (16.87%) indicating a clarity of opinion around age-based risk.

Table 21   Children most at risk when using the internet by group (% Teachers, carers & supervisors)

Group	%
Children aged between 8 and 10	26.55
Children living with a disability	17.59

Group	%
Children aged between 11 and 15	17.16
Children from medium socio-economic backgrounds	11.42
Children aged between 16 to 17	8.12
Children from high income backgrounds	5.04

Base: Teachers, carers & supervisors who think that several different groups of children are at risk when using the internet (n=92)

Source: QTC11. Out of those you mentioned; who do you think is MOST at risk?

5.3.3. Prevalence and frequency of encountering a child at risk

Most teachers, carers and supervisors (65.07%) have <u>never</u> encountered a case where they knew or suspected that a child was at risk from something they were experiencing on the internet (refer Figure 48 or Data table 48). However, this differs by whether they have had training in risk response. 'Yes, I knew' is higher for those who had training in risk response (31.36%), than those with no training in risk response (8.99%).

Figure 48   Encountered a known or suspected case of a child being at risk from internet use (% Teachers, carers & supervisors)
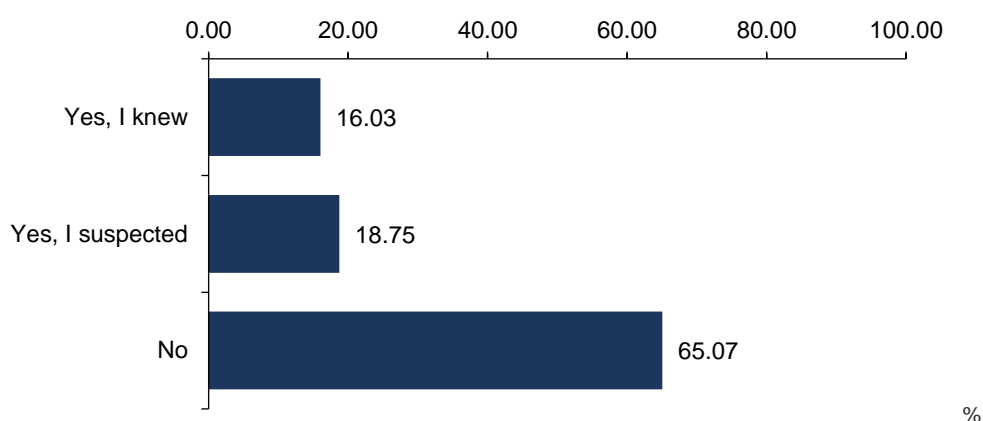
Base: Teachers, carers & supervisors (n=625)

Source: QTC12. In your <IF CODE 1 OR 2 AT S25 DISPLAY "current job as a teacher", IF CODE 1 AT S26, DISPLAY "in your experience with the sporting or recreation club", IF CODE 1 AT S27 DISPLAY "role as a carer for children"> have you ever encountered a case where you knew or suspected that a child was at risk from something they were experiencing on the internet?

Of those who had encountered a case, 50.63% report that this is a common experience, while 29.38% report it is very uncommon, and 16.93% claim that they have only encountered a case once (refer Figure 49 or Data table 49).

Those who say it is a common experience to encounter a child at risk also have knowledge around controlling internet functions, and conversely those without such knowledge state it is a very uncommon experience:

- Those who think it is 'common to encounter a child at risk' are more likely to have the knowledge to control at least one safety function without assistance (60.92% compared to 20.51% of those who require assistance or lack knowledge for safety functions)

- Those who think it is 'very uncommon to encounter a child at risk' are more likely to require assistance or lack knowledge for safety functions (63.68% compared to 17.67% of those who have the knowledge to control at least one safety function without assistance)

Figure 49   Frequency of encountering a case or suspected case of a child being at risk from the internet (% Teachers, carers & supervisors)
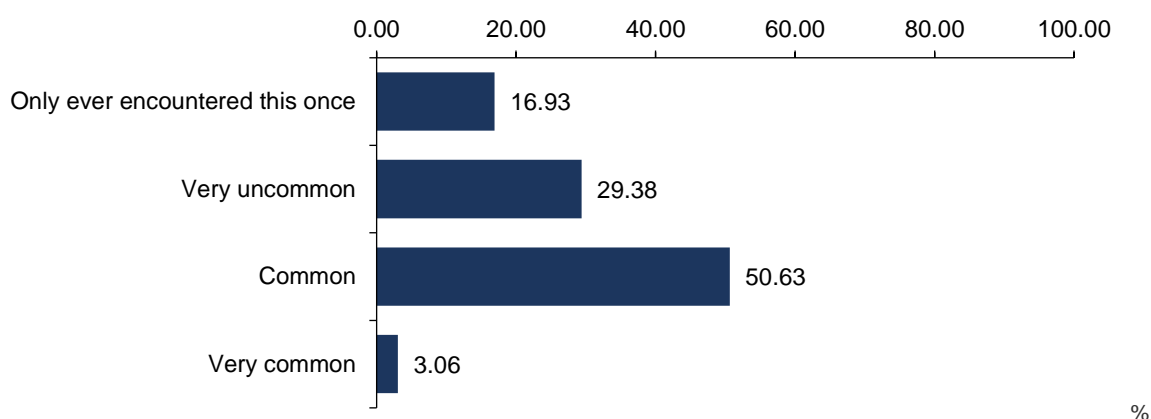
Base: Teachers, carers & supervisors who have encountered a case where they knew or suspected that a child was at risk from something they were experiencing on the internet (n=340)

Source: QTC13. In your <IF CODE 1 OR 2 AT S25 DISPLAY "current job as a teacher", IF CODE 1 AT S26, DISPLAY "in your experience with the sporting or recreation club", IF CODE 1 AT S27 DISPLAY "role as a carer for children>, how common is it to have a situation where you know or suspect that a child was at risk from something they were experiencing on the internet?

5.4. Online controls to minimise harm

5.4.1. Skill with internet function control and identifying a child at risk

Teachers, carers and supervisors generally display a high level of knowledge around adjusting devices to control various internet functions, with deleting internet browser search history being the task that the most respondents (69.72%) report they can do without assistance (refer Figure 50 or Data table 50Return to Figure 49

Data table 50). 57.33% of teachers, carers and supervisors report they could change privacy settings without assistance, and 51.17% can block unwanted ads / mail / spam / messages with no assistance.

Of note, these are all generally at lower levels than the skills parents have in these same types of controls.

Figure 50 **Level of skill in adjusting devices to control various internet functions (% Teachers, carers & supervisors)**

- ■ I know how to do this without any assistance at all
- ■ I can do this but would need some assistance
- ■ I cannot do this but know how to organise for it to be done
- ■ I cannot do this, and do not know how to get it done
- ■ I do not know what this is
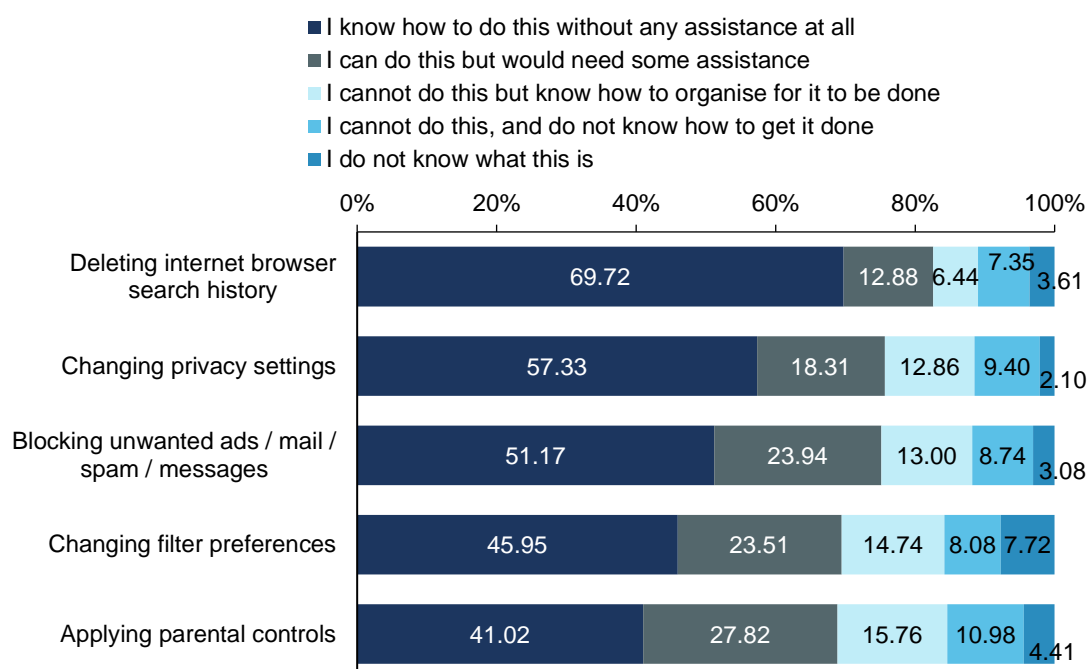
Base: Teachers, carers & supervisors (n=625)
Source: QTC5. Devices that access the internet can be adjusted to control various functions, how skilled are you with:

Teachers, carers and supervisors demonstrate a high level of confidence in knowing their professional obligations if they suspect a child is at risk from internet usage, with 42.31% rating their level of skill as 'good enough' and 35.78% rating it as 'excellent'.

Similarly, 46.62% of teachers, carers and supervisors rate their level of skill as 'good enough' and 33.82% as 'excellent' in terms of knowing who to refer a child to if they disclose that they are experiencing something online that places them at risk.

In contrast, 26.73% of teachers, carers and supervisors report that their ability to identify signs that a child is being subjected to a risk from their internet use is limited.

Knowledge area	Excellent %	Good enough %	Limited %	Not needed %
Understanding your professional role and obligations if you suspect a child is being subjected to some form of risk from their use of the internet	35.78	42.31	17.59	4.32
If a child tells you that they are experiencing something that puts them at risk while using the internet, knowing who to refer them to	33.82	46.62	16.52	3.04
Identifying the signs that a child is being subjected to some form of risk from their use of the internet	22.93	48.82	26.73	1.52
Ability to assess a child's risk from using their internet	21.24	53.52	22.37	2.86
Knowing how to respond to a situation where you suspect a child is being subjected to some form of risk from their use of internet	17.79	52.47	28.47	1.27
Recognising when a child is being subjected to some form of risk from their use of internet	17.64	55.69	25.12	1.56

Base: Teaches, Carers or Supervisors (n=625)

Source: QTC15. How would you assess your skills in each of the following?

5.5. Actions for at-risk children

5.5.1. Actions taken if a child is at risk and expected procedures to follow

The most common action that teachers, carers and supervisors would take if they suspected that a child was at risk from their internet use is reporting it to their supervisor or a more senior colleague (52.09%). Other options are reporting it to the child's parent (47.41%), seeking advice on how to handle the situation (33.83%), while 8.88% would contact the eSafety Commissioner.

In 2022 they are less likely to report it to the police than in 2020 (9.76% compared to 24.12% in 2020).

Table 23   **Responses to a suspected case of a child at risk from using the internet (% Teachers, carers & supervisors)**

Response	%
Report it to my Supervisor or Manager or a more senior person at work	52.09
Report it to their parent	47.41
Get advice on how to handle the situation	33.83
Provide the child with information on who to contact or where to get help	31.77
Advise the child to get help	24.52
Report it to the police	9.76
Contact the website or social media company	8.92

Base: Teachers, carers & supervisors who have encountered a case where they knew or suspected that a child was at risk from something they were experiencing on the internet (n=340)

Source: QTC14. What do you do if you suspect that a child is at risk from something they were experiencing on the internet?

More than half (58.41%) of teachers, carers and supervisors indicate they are expected to report it to the child's parent if they suspect a child is at risk, 45.88% are expected to report it to their supervisor or a more senior colleague, and 34.28% would seek advice on how to handle the situation. While 42.77% of teachers, carers and supervisors indicate they are expected to talk to the child about how their internet use may be placing them at risk if they suspect this is the case.

Those who have training in risk response are more likely to report a child's exposure to harm online to their supervisor or manager, a more senior person, or the parent (Had training in risk response (62.49%) higher than No training in risk response (38.21%)). Since 2020 there has been a significant increase in those who indicate that they would do 'nothing - I cannot interfere' (2022 (5.88%), and increase since 2020 (0.91%)).

There are also differences in reporting from those who are supervisors (carers or trainers) versus teachers. Supervisors (carers or trainers) are more likely to 'report it to [the child's] parent' (80.76% compared to 39.59% of Teachers), as well as 'talk to the child about how their usage of the internet may be placing them at risk' (58.45% compared to 29.57% of Teachers).

Table 24   Expected response to a known or suspected case of a child at risk from using the internet (% Teachers, carers & supervisors)

Response	%
Report it to their parent	58.41
Report it to your supervisor or manager or a more senior person or the parent	45.88
Talk to the child about how their usage of the internet may be placing them at risk	42.77
Get advice on how to handle the situation	34.28
Provide the child with information on who to contact or where to get help	31.65
Report this to the police	26.75
Talk to a support service provider for advice on what to do	22.15
Contact the eSafety Commissioner	19.89
Advise the child to get help	19.36
Contact the website or social media company	8.30
I am not aware of any procedures	7.36
Nothing - I cannot interfere	5.88

Base: Teachers, carers & supervisors (n=625)

Source: QTC16. If you became aware or suspect that a child is being subjected to some form of risk from their use of the internet what procedures does <IF CODE 1 or 2 AT S25 (Teacher) INSERT "your workplace" / IF CODE 1 AT S26 (involved in club) INSERT "your club" / IF CODE 1 at S27 (child carer) INSERT "the child's parents"> expect you to follow?

5.6. Training for online harm mitigation

5.6.1. Need for training on identifying and responding to a child at risk

The majority of teachers, carers and supervisors indicate a need for training to recognise when a child is at risk from their internet use, with 34.87% saying it is probably needed and 33.46% saying it is definitely needed (refer Figure 51 or Data table 51).

Figure 51   Perceived need for training to recognise when a child is at risk from the internet (% Teachers, carers & supervisors)
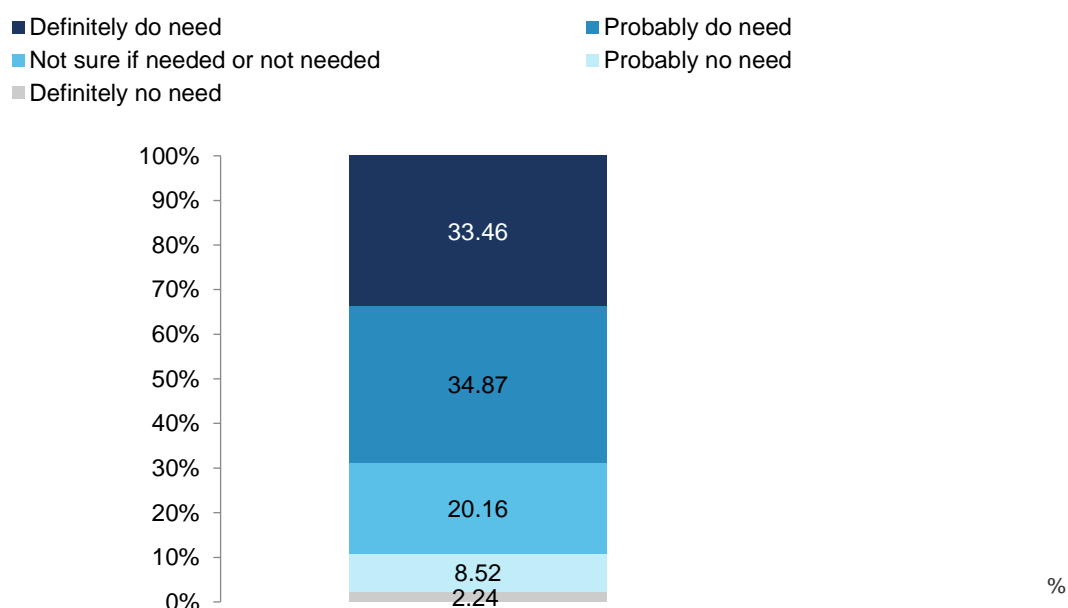
Base: Teachers, carers & supervisors (n=625)
Source: QTC23. To what extent do you think that people like yourself who have responsibility for children need training on how to RECOGNISE that a child may be at risk from their use of the internet?

Similarly, 33.79% of teachers, carers and supervisors identify that they probably need training to respond if they become aware that a child is or may be at risk from their internet use, while 40.54% indicate that they definitely need this type of training (refer Figure 52 or Data table 52).

Figure 52   Perceived need for training on how to respond when a case or suspected case of a child being at risk from the internet occurs (% Teachers, carers & supervisors)

■ Definitely do need   ■ Probably do need
■ Not sure if needed or not needed   ■ Probably no need
■ Definitely no need
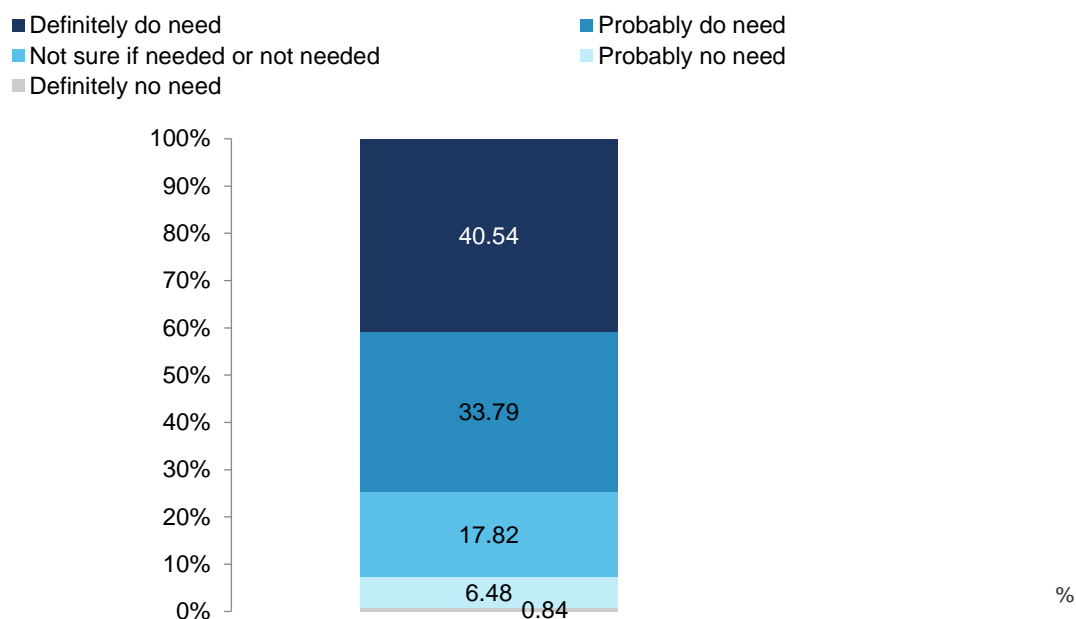
Base: Teachers, carers & supervisors (n=625)

Source: QTC24. To what extent do you think that people like yourself who have responsibility for children need training on how to RESPOND if you become aware or suspect that a child may be at risk from their use of the internet?

5.6.2.   Whether have had, asked for, or been offered training, and recency of training

Despite the recognised need for training to identify and respond to a case of a child being at risk from using the internet, only 31.29% of teachers, carers and supervisors have ever participated in such training. Teachers are more likely to have had training (44.72%) than Supervisors (Carers or Trainers) (15.34%). Of those who have received this training, 31.98% report that their most recent training session was more than 12 months ago (refer Figure 53 or Data table 53).

Base: Teachers, carers & supervisors who have had training or participated in workshops on how to identify or respond to suspected cases of a child being at risk from their use of the internet (n=266)

Source: QTC18. How long is it since you last had training or attended a workshop on how to identify or respond to suspected cases of a child being at risk from their use of the internet?

The vast majority of teachers, carers and supervisors who have not received training have never been offered training (96.46%) and have never asked for training (86.58%).

5.6.3.   Barriers to training and reasons for declining offer of training

Lack of funds and lack of time are clear barriers to training. For 63.20% of teachers, carers and supervisors who asked for training but did not receive it, training was viewed as too expensive or there was no budget for it. For 33.07%, they could not fit the training in their workload (refer Figure 54 or Data table 54).

Figure 54   **Reasons for not receiving training on identifying or responding to a case of a child being at risk from the internet (% Teachers, carers & supervisors)**
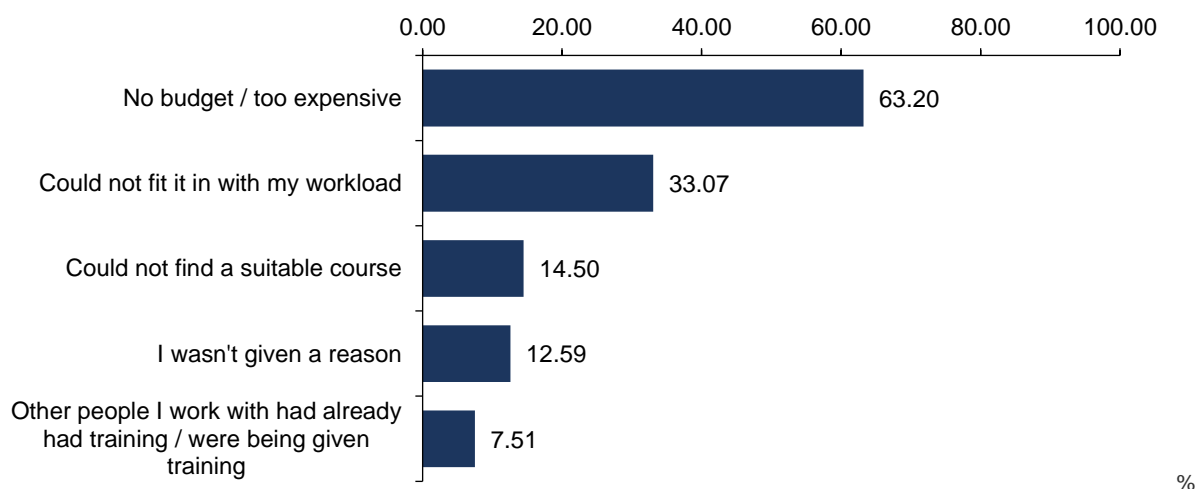
Base: Teachers, carers & supervisors who have not attended training on how to identify or respond to suspected cases of a child being at risk from their use of the internet but asked their teacher / employer for such training and did not receive it (n=29)

Source: QTC20. Why weren't you able to receive the training you asked for?

6.   Adults

6.1.   Summary: General Adults

Overall

- With the general adult population who use the internet frequently, most indicate that they are generally skilled at basic control functions, such as deleting internet history, and changing privacy settings.

- Online harm was experienced by 39.93% of general adults in the last 12 months. The main types of harm are receiving unwanted or inappropriate sexual content online, or harassment (repeated contact) by someone who is not a business or organisation.

- There are groups more likely to experience online harm, such as those who identify as LGBTQIA+, young adults (18 to 24 years), and those with disability.

- The most common platforms for online harm include email, Facebook, and instant messaging sites.

- Actions taken include blocking the person responsible, using the 'Report Abuse' function of a site, and other protective measures (such as changing passwords or privacy settings).

- Less than half told someone about their negative online experience, with 3.24% discussing it with the eSafety Commissioner. However, when asked about organisations believed to help or give support in relation to online safety, the eSafety Commissioner is the second most mentioned, behind local police.

Perpetrators and use of aliases

- The identity of the perpetrator(s) was mostly unknown to the target of the negative online experience, and this was the case regardless of whether there was one person responsible (64.31%), or multiple or an unknown number of people responsible (56.63%).

- A small minority of adults indicate that they have intentionally done one or more of the listed negative actions towards someone else online; 2.39% acknowledge that they have either ridiculed or made fun of someone, and 1.84% have called someone offensive names online.

- Over half of adults (54.31%) report that they used their real name or account when they carried out these intentional activities, however, 25.82% did it anonymously, and 18.11% used a fake or made-up name (where anonymously means respondents cannot be identified at all and using a fake or made-up name means the name or account used can be identified, but not the respondents' true identity). For intent, 37.30% report that they meant their negative online actions as a joke.

6.2. Online habits of adults

6.2.1. Internet usage frequency, reasons for use, and time spent online and on social media

The general adult population uses the internet very frequently; 59.46% use it more than 5 times a day and 27.87% use it 2 to 5 times a day. The heaviest usage category, 'More than 5 times a day', has declined since 2020 (66.75%), and is at 59.46% in 2022.

The most commonly reported reasons for using the internet are email (87.94%), banking or paying bills (77.78%), browsing / surfing / researching (73.18%), and accessing the news and information (67.72%).

Table 25   Reasons for using the internet (% Adults)

Response	%
Email	87.94
Banking or paying bills	77.78
Browsing / surfing/researching	73.18
Accessing the news and information	67.72
Instant messaging	61.92
Social networking	61.70
Online shopping	59.04
Downloading / streaming videos or movies	50.99
Downloading / streaming music	44.33
Online work for your employment / job	33.20
Online Gaming	20.77
Job searching	15.52
Online work for school / university	15.47
Uploading videos	9.34

Base: Adults who have used the internet in the last 4 weeks (n=4453)
Source: QAV7. What do you usually use the internet for?

The most commonly reported activities that are done at least once a day, are email (76.05%), accessing the news and information (73.22%), social networking (72.00%) and instant messaging (71.91%).

Table 26   Frequency of various internet activities (% Adults)

Activity	At least once a day %	Several times a week %	Once a week %	Less often %	Not sure %	Prefer not to say %
Email	76.05	18.72	3.96	1.24	0.01	0.02
Accessing the news and information	73.22	22.21	3.46	1.12	0.00	0.00
Social networking	72.00	15.55	5.44	6.88	0.13	0.00
Instant messaging	71.91	20.09	5.42	2.50	0.08	0.00
Browsing / surfing / researching	70.31	25.22	3.39	1.08	0.00	0.00

Activity	At least once a day %	Several times a week %	Once a week %	Less often %	Not sure %	Prefer not to say %
Online work for your employment / job	64.52	24.80	4.68	6.00	0.00	0.00
Downloading / streaming videos or movies	56.46	32.21	7.22	4.10	0.01	0.00
Online work for school / university	53.43	37.61	5.20	3.76	0.00	0.00
Downloading / streaming music	53.37	28.83	11.40	6.33	0.08	0.00
Online Gaming	50.69	32.92	10.51	5.69	0.19	0.00
Using dating sites / apps	36.27	36.15	11.05	16.54	0.00	0.00
Uploading videos	25.78	27.37	16.33	30.52	0.00	0.00
Job searching	20.41	30.87	28.03	20.52	0.00	0.16
Banking or paying bills	17.00	38.74	32.97	11.28	0.01	0.00
Online shopping	12.19	27.05	32.80	27.95	0.01	0.00

Base: Adults who use the internet for any of the options listed in QAV7. (Base varies by activity: n=from 177 to 4031)

Source: QAV8. How often would you say have done these things in the last 4 weeks?

Adults spend a moderate amount of time on the internet, with 31.24% spending between 1 and 3 hours and 25.93% spending between 3 and 6 hours online on a typical day (refer Figure 55 or Data table 55).

Those who identify as LGBTQIA+ are spending significantly more time online:

- 'Between 6 and 9 hours': (27.99% compared to 12.42% of straight or heterosexual)
- 'Between 9 and 12 hours': (14.46% compared to 5.00% of straight or heterosexual)

Figure 55   Time spent on the internet on a typical day (% Adults)
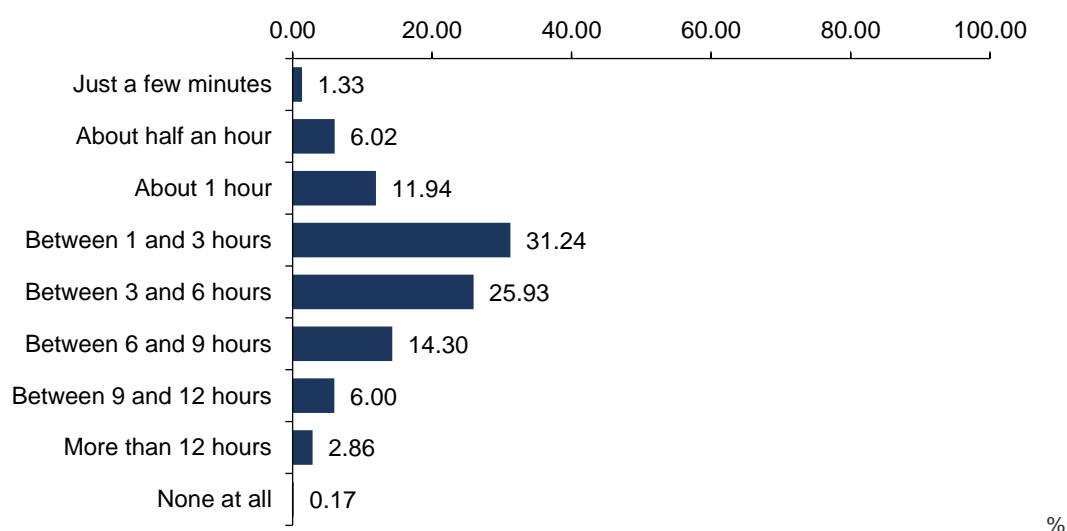
Base: Adults who have used the internet in the last 4 weeks(n=4453)
Source: QAV10. Thinking now about using the internet generally, on a typical day, approximately how much time in total do you spend using the internet on all devices?

Although general adults indicate that they frequently use the internet for social networking and instant messaging, only 16.55% state that at least half of their time on the internet is spent on social media,

whereas 31.97% of respondents indicate that less than a quarter of their time is devoted to social media use (refer Figure 56 or Data table 56).

Figure 56   Time spent on social media (% Adults)
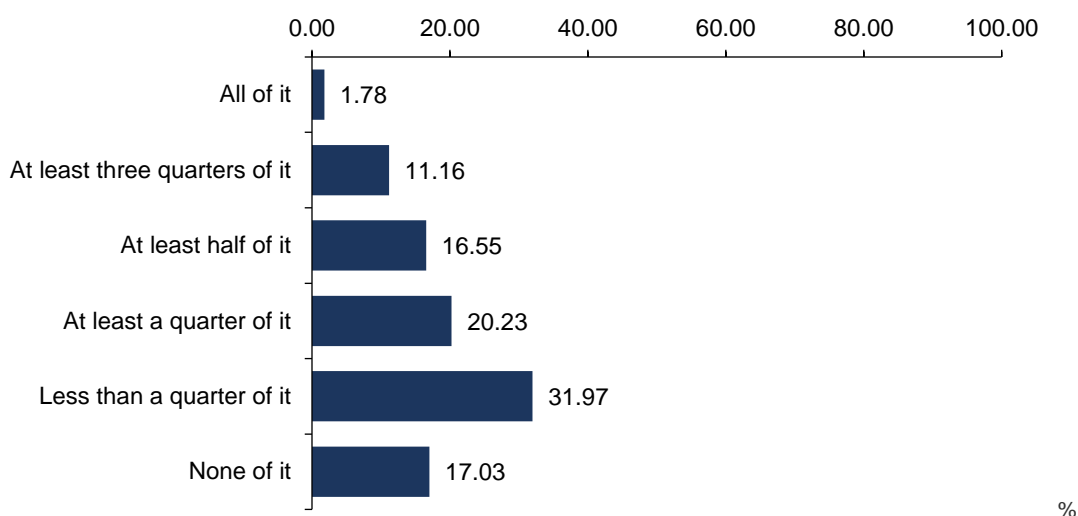
Base: Adults who have used the internet in the last 4 weeks and typically spend up to 12 hours a day on the internet (n=4445)
Source: QAV11. You mentioned that you spend [INSERT ANSWER GIVEN AT QAV10] on the internet each day. How much of that time is spent on social media?

6.2.2.   Loot box usage

Of the adults who use the internet for online gaming, most do not frequently access loot boxes, with a quarter (24.57%) rarely ever accessing them and almost a third (29.73%) never accessing them (refer Figure 57 or Data table 57).

Figure 57   Frequency of loot box usage (% Adults)
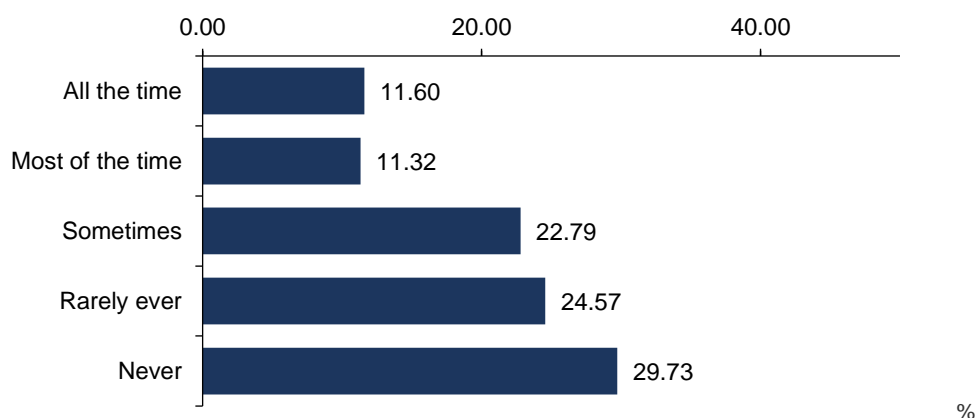
Base: Adults who use the internet for online gaming (n=670)
Source: QAV7A. When using the internet for online gaming, how often do you typically access loot boxes?

6.3. Online controls to minimise harm

6.3.1. Skill with internet function control, and prevalence and recency of adjustments made

The general adult population report that they are most capable of deleting internet browser search history (76.12%), changing privacy settings (62.11%), and blocking unwanted ads / mail / spam / messages (61.38%) without assistance (refer Figure 58 or Data table 58). Adults are least confident at adjusting filter preferences and applying parental controls.

Figure 58   Level of skill in adjusting devices to control various internet functions (% Adults)

- I know how to do this without any assistance at all
- I can do this but would need some assistance
- I cannot do this but know how to organise for it to be done
- I cannot do this, and do not know how to get it done
- I do not know what this is

	I know how to do this without any assistance at all	I can do this but would need some assistance	I cannot do this but know how to organise for it to be done	I cannot do this, and do not know how to get it done	I do not know what this is
Deleting internet browser search history	76.12	10.33	5.64		5.03
Changing privacy settings	62.11	19.13	7.75	7.37	
Blocking unwanted ads / mail / spam / messages	61.38	19.67	6.63	9.25	
Changing filter preferences	50.33	19.04	8.54	8.42	13.62
Applying parental controls	48.12	21.94	10.72	12.60	6.04

Base: Adults who have used the internet in the last 4 weeks (n=4453)

Source: QAV12. Devices that access the internet can be adjusted to control various functions. How skilled are you with:

Adjustments that adults report making to their devices reflect their reported level of skill in making those adjustments. The adjustments adults report actually making to their devices most commonly include blocking unwanted ads / mail / spam / messages (69.45%), deleting their browser search history (62.11%), and changing their privacy settings (48.51%) (refer Figure 59 or Data table 59).

2022 also saw an increase in the number of adults blocking ads compared to 2020, with 'blocked unwanted ads / mail / spam / messages' being higher in 2022 (69.45%) than 2020 (63.37%).

Those who identify as LGBTQIA+ are also more likely to take certain steps to control internet functions:

- 'Deleted internet browser search history': (72.28% compared to 60.76% of straight or heterosexual)

- 'Changed privacy settings': (61.31% compared to 47.09% of straight or heterosexual)

- 'Changed filter preferences': (43.74% compared to 31.58% of straight or heterosexual)

Figure 59 **Adjustments made to devices (% Adults)**

Blocked unwanted ads / mail / spam / messages — 69.45
Deleted internet browser search history — 62.11
Changed privacy settings — 48.51
Changed filter preferences — 33.09
Applied parental controls — 11.16
None of these — 12.26

%
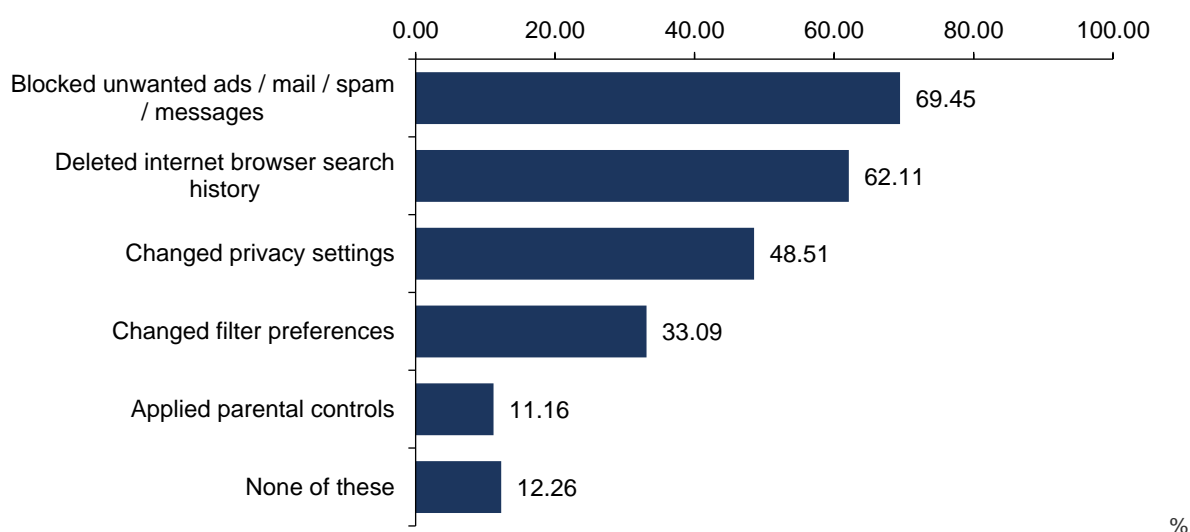
Base: Adults who indicated that they either know how to do or can do with assistance any of the options in QAV12. (n=4251)

Source: QAV13. Which, if any of these adjustments have you made to devices that you use to access the internet?

Most adjustments have been made within the last 3 months (refer Figure 60 or Data table 60), with blocking unwanted ads / mail / spam / messages being the most common recent change (77.61%), followed by deleting internet browser search history (69.65%), and changing filter preferences (53.70%).

Figure 60 **Recency of adjustments made to devices (% Adults)**

■ In the past 3 months   ■ 3 to 6 months ago
■ 6 months to a year ago   ■ More than a year ago

Blocked unwanted ads / mail / spam / messages — 77.61 | 11.15 | 4.62 | 6.62
Deleted internet browser search history — 69.95 | 15.40 | 8.50 | 6.15
Changed filter preferences — 53.70 | 21.87 | 11.33 | 13.10
Applied parental controls — 52.58 | 17.03 | 14.05 | 16.29
Changed privacy settings — 52.22 | 23.01 | 13.19 | 11.41
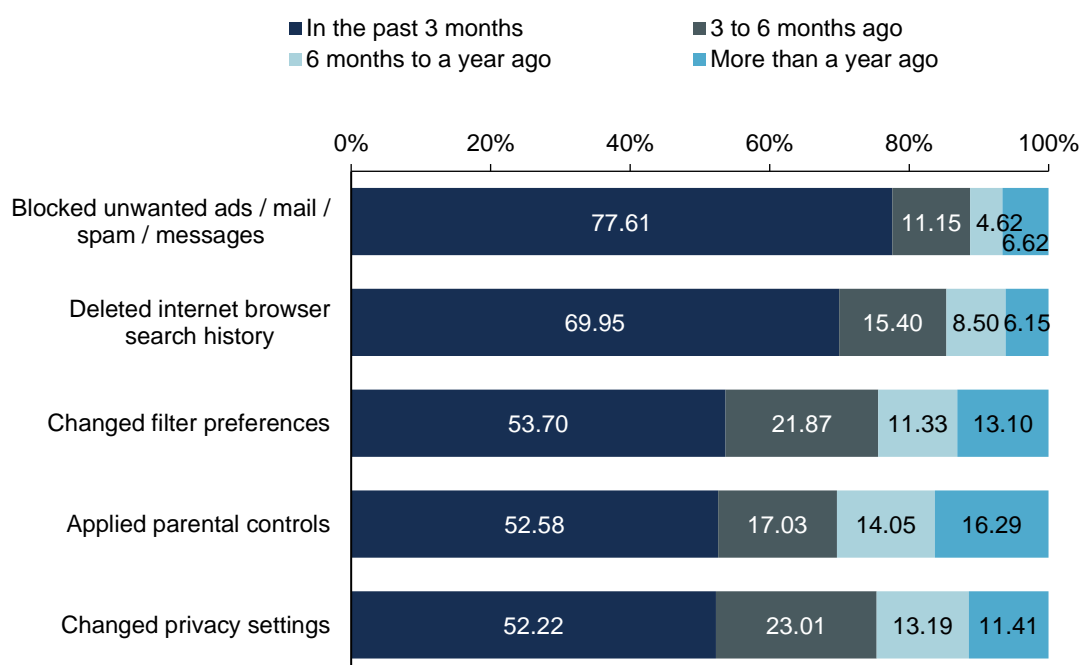
Base: Adults who have made an adjustment(s) to the devices they use to access the internet (n=from 452 to 3037)

Source: QAV14. How recently have you made any of these adjustments to the devices you use to access the internet?

6.4. Negative online experiences

6.4.1. Experiences of online harm (incidence and frequency in last 12 months)

More than one-third of Australian adults (net 39.93%) indicate that they have experienced at least one of the negative online behaviours prompted for in the survey in the last 12 months (refer Table 27). More than one-fifth (20.74%) report being sent or coming across unwanted or inappropriate sexual content online, and 12.93% report receiving repeated unwanted contact by someone who was not a business or organisation.

Table 27   Negative online experiences in the last 12 months (% Adults)

Behaviour experienced	%
I was sent, or came across, unwanted or inappropriate sexual content online	20.74
I received repeated unwanted online contact by someone who was not a business or organisation	12.93
I was sent, or came across, unwanted or inappropriate violent content online	9.68
Someone pretended to be me online	7.08
Someone electronically tracked my location or monitored or movements without my permission	5.93
I was called offensive names online	5.47
I was ridiculed or made fun of online	4.81
I received online communication that offended, denigrated or abused me because of my identity or beliefs	4.60
I was sent, or came across, online content that promoted or provided instructions for drug use	4.10
I was sent, or came across, online content that promoted or provided instructions in self-harm	3.78
Lies or rumours were spread about me online	2.85
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	2.74
Someone threatened to harm or abuse me	2.68
Private photos or videos of me (nude or semi-nude or sexual) were shared online or electronically without my permission	1.17

Base: Adults who have used the internet in the last 4 weeks (n=4,453). *(Note: "None of these things happened to me" not shown in table)*

Source: QAV15. Which, if any of the following, has happened to you in the last 12 months? And QAV15a. And which, if any of the following, has happened to you in the last 12 months?

Three particular groups emerge as reporting significantly more negative online experiences compared to the total adult population: those who identify as LGBTQIA+, young adults (18 to 24 years), and those with disability. Key findings for each group are presented next.

LGBTQIA+

Experiences of negative online behaviours are higher for most statements among those who identify as LGBTQIA+ compared to those who identify as straight or heterosexual, with significant differences for the following statements:

- 'I was sent, or came across, unwanted or inappropriate sexual content online' (34.02% compared to 19.01% of straight or heterosexual). (26.08% in 2020 for LGBTQIA+).

- 'I received repeated unwanted online contact by someone who was not a businesses or organisation' (21.90% compared to 11.84% of straight or heterosexual). (19.10% in 2020 for LGBTQIA+).

- 'I was sent, or came across, unwanted or inappropriate violent content online' (19.20% compared to 8.55% of straight or heterosexual). (18.60% in 2020 for LGBTQIA+).

- 'I was called offensive names online' (11.80% compared to 4.74% of straight or heterosexual). (17.61% in 2020 for LGBTQIA+).

- 'I received online communication that offended, denigrated or abused me because of my identity or beliefs' (11.60% compared to 3.76% of straight or heterosexual). (15.28% in 2020 for LGBTQIA+).

- 'I was sent, or came across, online content that promoted or provided instructions for drug use' (10.68% compared to 3.31% of straight or heterosexual). (10.13% in 2020 for LGBTQIA+).

- 'I was sent, or came across, online content that promoted or provided instructions in self-harm' (8.23% compared to 3.28% of straight or heterosexual). (9.30% in 2020 for LGBTQIA+).

- 'Lies or rumours were spread about me' (6.63% compared to 2.41% of straight or heterosexual). (7.81% in 2020 for LGBTQIA+).

Young adults (18 to 24 years)

Experiences of negative online behaviours are higher for most statements among young adults compared to older Australians, with significant differences for the following statements:

- 'I was sent, or came across, unwanted or inappropriate sexual content online' (30.50% compared to 16.82% of those aged 54 to 65 years and 17.21% of those aged 65 to 74 years). (26.52% in 2020 for 18 to 24 years).

- 'I was sent, or came across, unwanted or inappropriate violent content online' (14.66% compared to 5.24% of those aged 55 to 64 years, 4.07% of those aged 65 to 74 years, and 3.63% of those aged 75 years or more). (18.56% in 2020 for 18 to 24 years).

- 'I was called offensive names online' (9.17% compared to 2.40% of those aged 55 to 64 years and 1.48% of those aged 65 to 74 years). (16.91% in 2020 for 18 to 24 years).

- 'I was ridiculed or made fun of online' (10.12% compared to 2.89% of those aged 45 to 54 years, 2.65% of those aged 55 to 64 years, 1.56% of those aged 65 to 74 years, and 1.03% of those aged 75 years or more). (12.71% in 2020 for 18 to 24 years).

- 'I received online communication that offended, denigrated or abused me because of my identity or beliefs' (9.59% compared to 0.94% of those aged 65 to 74 years). (13.92% in 2020 for 18 to 24 years).

- 'I was sent, or came across, online content that promoted or provided instructions for drug use' (10.60% compared to 3.45% of those aged 35 to 44 years, 2.79% of those aged 45 to 54 years, 1.22% of those aged 55 to 64 years, and 0.94% of those aged 65 to 74 years). (13.26% in 2020 for 18 to 24 years).

- 'I was sent, or came across, online content that promoted or provided instructions in self-harm' (9.23% compared to 2.76% of those aged 35 to 44 years, 1.22% of those aged 55 to 64 years, and 0.79% of those aged 65 to 74 years). (13.26% in 2020 for 18 to 24 years).

- 'Lies or rumours were spread about me' (6.09% compared to 1.10% of those aged 55 to 64 years). (10.39% in 2020 for 18 to 24 years).

Those with disability:

Experiences of negative online behaviours are higher for most statements among those with disability compared to those without disability, with significant differences for the following statements:

- 'I was called offensive names online' (9.63% compared to 4.62% of those without disability). (14.39% in 2020 for those with disability).

- 'I was ridiculed or made fun of online' (9.39% compared to 3.88% of those without disability). (11.79% in 2020 for those with disability).

- 'I received online communication that offended, denigrated or abused me because of my identity or beliefs' (8.06% compared to 3.90% of those without disability). (13.92% in 2020 for those with disability).

- 'Lies or rumours were spread about me' (6.45% compared to 2.11% of those without disability). (8.61% in 2020 for those with disability).

- 'Someone threatened to harm or abuse me' (5.26% compared to 2.15% of those without disability). (7.31% in 2020 for those with disability).

Adults who confirmed that they had experienced these negative online behaviours were then asked how often each of the behaviours were experienced in the last 12 months (refer Table 28). The most prominent reoccurring experiences are listed below.

The following behaviours were experienced **five or more times** in the last 12 months:

- 'I received repeated unwanted online contact by someone who was not a businesses or organisation' (40.20%)

- 'I was sent, or came across, unwanted or inappropriate sexual content online' (35.42%)

The following behaviours were experienced **two to four times** in the last 12 months:

- 'Someone threatened to harm or abuse me' (41.76%)

- 'I received online communication that offended, denigrated or abused me because of my identity or beliefs' (42.93%)

- 'I was ridiculed or made fun of online' (41.24%)

- 'I was sent, or came across, unwanted or inappropriate violent content online' (38.44%)

- 'I was sent, or came across, unwanted or inappropriate sexual content online (38.31%)

- 'I was called offensive names online' (36.14%)

The most commonly reported experience that only happened once is having private photos or videos of themselves shared online / electronically without their permission (70.21%). It is also worth noting that 59.24% of adults report that someone had also <u>threatened</u> to do this once.

Behaviour experienced	Once %	2 to 4 times %	5 times or more %	Not sure %	Prefer not to say %
I received repeated unwanted online contact by someone who was not a businesses or organisation	25.69	33.48	40.20	0.63	0.00
I was sent, or came across, unwanted or inappropriate sexual content online	24.96	38.31	35.42	1.05	0.26
I was called offensive names online	29.07	36.14	33.09	1.70	0.00
I was ridiculed or made fun of online	28.28	41.24	29.57	0.91	0.00
Someone threatened to harm or abuse me	31.91	41.76	24.90	1.43	0.00
Lies or rumours were spread about me online	41.99	33.42	23.19	0.00	1.41
Someone electronically tracked my location or monitored or movements without my permission	55.96	21.60	20.34	2.10	0.00
I received online communication that offended, denigrated or abused me because of my identity or beliefs	36.10	42.93	20.09	0.88	0.00
I was sent, or came across, unwanted or inappropriate violent content online	40.72	38.44	20.00	0.78	0.06
I was sent, or came across, online content that promoted or provided instructions for drug use	42.76	33.82	19.22	2.86	1.34
I was sent, or came across, online content that promoted or provided instructions in self-harm	51.83	31.91	14.35	0.61	1.29
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	59.24	28.21	9.95	1.29	1.32
Someone pretended to be me online	68.96	20.69	7.07	2.74	0.55
Private photos or videos of me (nude or semi-nude or sexual) were shared online or electronically without my permission	70.21	25.12	1.65	3.02	0.00

Base: Adults who have experienced negative online experiences at QAV15/QAV15a (n=1,723)

Source: QAV16. How often has each of the following this happened to you in the last 12 months?

6.4.2. Most distressing online experience and effect on health and wellbeing

Adults were then asked to nominate which negative online experience was most distressing or upsetting. Almost one third (28.51%) of all adults report that no distress or upset was caused by the negative online experience(s) they had. That said, being sent or coming across unwanted, or inappropriate violent content online (10.26%) and sexual content online (9.67%) caused more distress and upset than other experiences. Encountering unwanted or inappropriate sexual content was especially distressing for those aged 18 to 24 years (14.29%) and 25 to 34 years (10.82%). Similar proportions of adults reported distress or upset from receiving repeated unwanted online contact (9.56%) and someone pretending to be them online (9.46%), highlighting the personal nature of these negative behaviours.

Table 29   Most distressing online experience (% Adults)

Behaviour experienced	%
I was sent, or came across, unwanted or inappropriate violent content online	10.26
I was sent, or came across, unwanted or inappropriate sexual content online	9.67
I received repeated unwanted online contact by someone who was not a businesses or organisation	9.56
Someone pretended to be me online	9.46
I received online communication that offended, denigrated or abused me because of my identity or beliefs	6.32
No distress was caused by these experiences	28.51

Base: Adults who have had multiple negative online experiences (n=885)
Source: QAV18. Which one of these experiences was the most distressing or upsetting to you?

The survey then asked adults to rate the impact of the most distressing or upsetting online experience on their health and wellbeing. For the majority of all adults, their most distressing or upsetting online experience appears to have had a minimal negative impact on health and wellbeing, with almost half (46.12%) claiming no negative effect, and more than one third (35.74%) reporting it had a slight effect (refer Figure 61 or Data table 61). That said, almost 2 in ten adults (18.1%) experienced a moderate or severe impact on their health and wellbeing.

Those with disability are more likely to report their health and wellbeing being impacted 'a moderate degree' (25.08%) or a 'severely' (7.30%) compared to all adults (12.44% and 1.83% respectively).

Figure 61   Effect of negative online experience on health and wellbeing (% Adults)
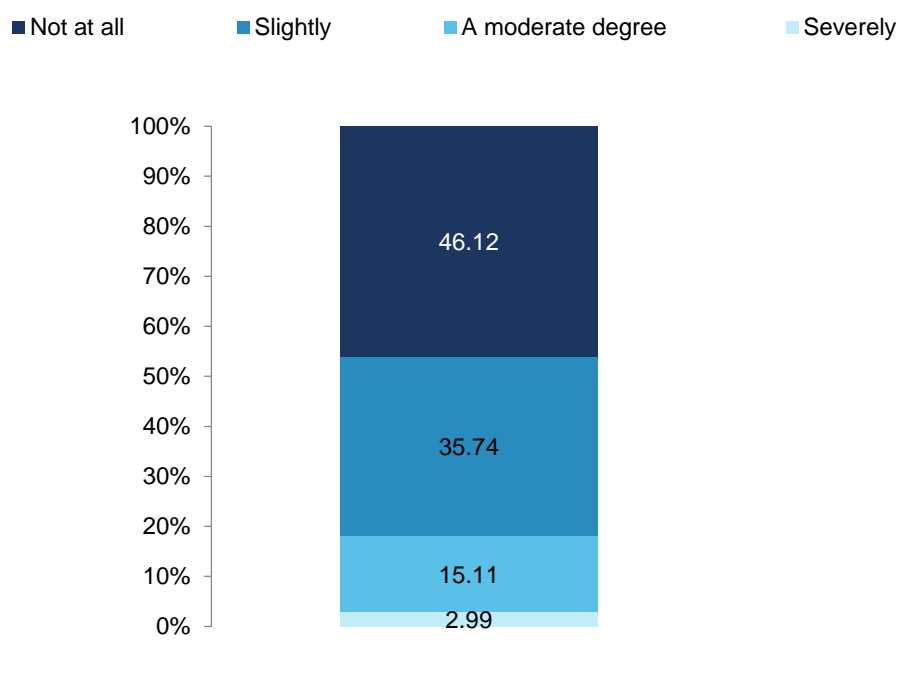
Base: Adults who experienced online harm at QAV15/QAV15a, AND who indicated distress was caused as a result of online experience (n=1,468)
Source: QAV19. How much did this experience affect your health or wellbeing?

6.4.3. Online platform where negative experience occurred and knowledge of the perpetrator(s)

A third (33.20%) of all adults report that their most distressing or upsetting negative online experience occurred via email, and 30.31% said it occurred on Facebook (refer Figure 62 or Data table 62). Snapchat declined as a source for adults' most distressing or upsetting negative online experience in 2022 (5.85%) compared to 2020 (11.10%). A small minority of respondents (3.24%) indicate that they had a distressing online experience on a dating site or app (such as Tinder, Grindr, or e-Harmony).

In terms of online platforms, negative experiences on:

- Instagram is higher for those identifying as LGBTQIA+ (26.60% compared to 9.92% of straight or heterosexual).

- Instagram is higher for those aged 18 through to 44 years old (compared to other ages)

- TikTok is higher for young adults aged 18 to 24 years (9.46% compared to 0.86% of older Australians aged 65 to 74 years).

Figure 62   Online platform where the negative experience occurred (% Adults)
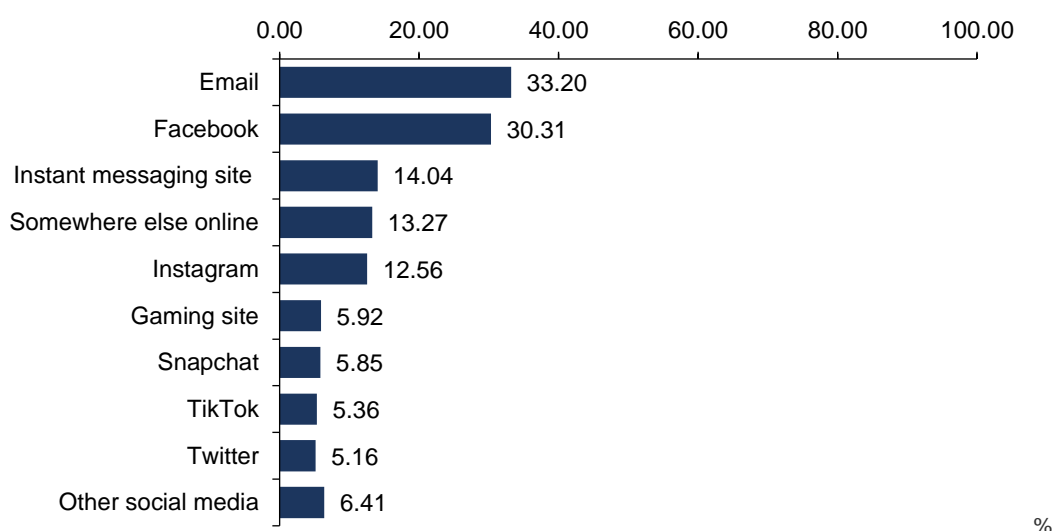
Base: Adults who experienced distress as a result of an online experience (n=1,468)
Source: QAV20. Where online did this activity occur?

Almost two thirds (61.62%) of adults were unsure how many people were responsible for their negative online experience, however, among those who did know, generally one person was responsible (21.93%). The identity of the perpetrator(s) was also mostly unknown to the target of the negative online experience, and this was the case regardless of whether there was one person responsible (64.31%), or multiple or an unknown number of people (56.63%).

6.4.4. Actions taken and barriers to reporting negative online experiences

Less than half of all adults (42.34%) claim that they told someone about the online experience that distressed or upset them most. Those who did tell someone most commonly reported telling their partner (54.21%), a friend (43.39%), or another family member (34.59%), while only 3.24% discussed it with the eSafety Commissioner (refer Figure 63 or Data table 63).

Of note, those with disability were more likely to report the negative online experience to the eSafety Commissioner (9.23%) than those with no disability (1.00%).

Figure 63   Who the negative online experience was discussed with (% Adults)
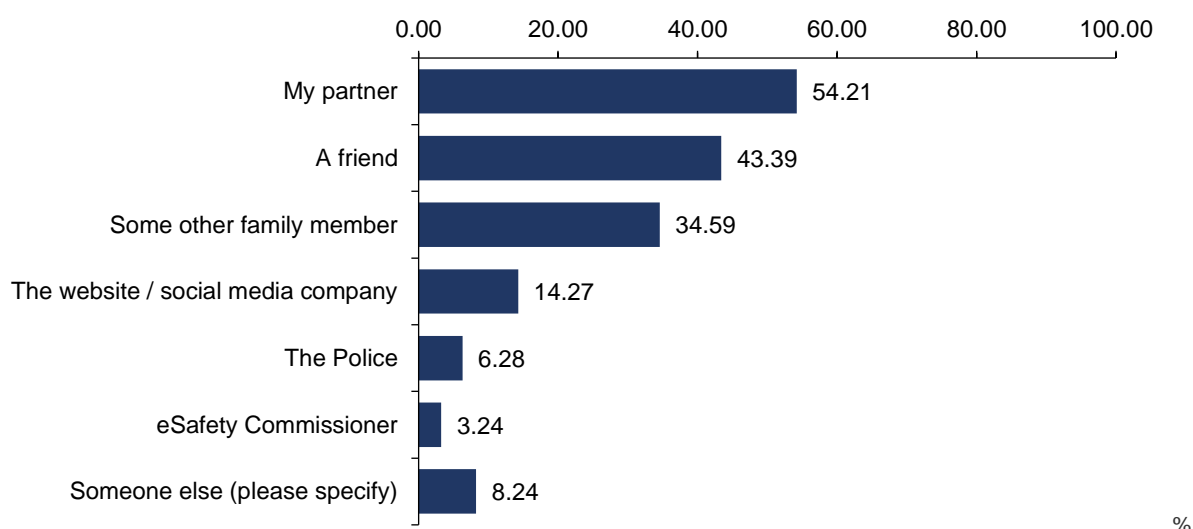
Base: Adults who told someone about the online experience that caused distress (n=630)
Source: QAV25. Who did you talk to about it?

Among those adults who told someone about the negative online experience, almost seven in ten (69.50%) claim that nothing was done by themselves or the person they spoke to about the incident. For those who report that some action was taken, the most commonly reported responses (refer Figure 64 or Data table 64) are blocking the perpetrator (54.79%) and using the 'Report Abuse' button on the platform where the incident occurred (38.35%). Usage of a 'Report Abuse' button' is higher for those aged 18 to 24 years (55.73%) and 25 to 34years (50.47%) compared to 65 to 74 year old adults (10.71%).

Other responses that adults commonly undertake after having had a negative online experience include changing passwords (35.53%), deleting upsetting messages (31.20%), and reporting the incident to the relevant website or social media company (29.00%). Only 3.5% of adults contacted the eSafety Commissioner.

Figure 64   **Actions taken in response to negative online experience (% Adults)**

Action	%
I blocked the person from contacting me	54.79
I used the 'Report Abuse' button	38.35
Protective measures (changing passwords, privacy settings)	35.53
I deleted all upsetting messages	31.20
I reported it to a website or social media company	29.00
I spoke to family or friends	28.31
I contacted the website or social medial company about it	18.95
I searched online for how to deal with this type of problem	14.58
I spent less time online	13.18
I stopped using the internet for a while	12.85
I confronted the perpetrator online	10.13
I confronted the perpetrator in person	9.92
I contacted the police	9.55
I did the same thing back to the person	5.09
I contacted the eSafety commissioner	3.51
I did something else	9.22

Base: Adults who indicated that something was done about the online experience that caused distress (n=451). *(Note: "I did not do any of these" is not shown on chart)*

Source: QAV27 Which, if any of the following actions, did you take in response to this online experience? and QAV27a. And which, if any, of the following did you do after this experience?

In 2022, the extent that some protective measures were taken increased significantly, namely:

- 'I blocked the person from contacting me' (54.79% compared to 38.06% in 2020).

- 'I took protective measures such as changing passwords and privacy settings' (35.53% compared to 21.92% in 2020).

Adults who did not report the incident typically explain this was because they got over it (39.42%) or they didn't think anything could be done (37.14%) (refer Figure 65 or Data table 65). Others report that

they hoped the problem would go away by itself (17.09%) or that they did not know who / where to turn to (15.83%).

Some common themes that emerge in the responses of those who nominated an 'other (please specify)' (15.09%) are that the content was a junk or spam email, that they deleted or ignored the email / message, and that they were not bothered / offended enough to report the incident.

Compared to 2020, less adults chose not to report incidents because of fear of backlash / judgement (3.35% compared to 11.11% in 2020) or retaliation (3.74% compared to 9.83% in 2020).

Figure 65   Reasons for not reporting negative online experience (% Adults)
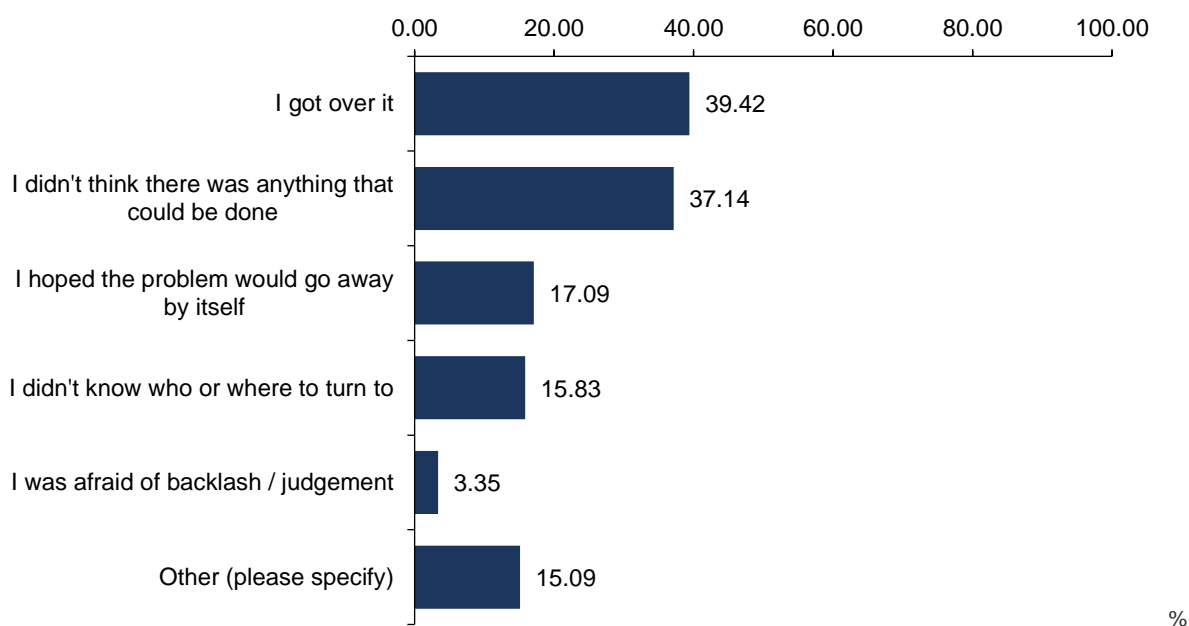
Base: Adults who chose not to do anything about the online experience that caused distress (n=1004)
Source: QAV28. Why did you choose not to report the incident?

Adults were asked in an unprompted sense, via an open-ended question, to nominate who they would trust to help or provide information to report something that happened online. Verbatim responses were thematically coded, and themes are presented in Table 30. Overwhelmingly, the most trusted source of help or information to report something that happened online is the police (22.92%). In contrast, the eSafety Commissioner was mentioned by only 1.17%.

Table 30   Entity trusted to help or provide support to report negative online experience (% Adults)

Entity trusted to help	%
I would not report anything	33.00
Police / Local police / Police assistance line / Law enforcement / Police cyber crime unit	22.92
A government department / website	3.70
eSafety Commissioner	1.17
Can't say / Not sure	9.74

Base: Adults who have used the internet in the last 4 weeks (n=4450)
Source: QAV29. Who would you trust to help you or provide information to you if you wanted to report something that happened to you while you were online?

- When prompted with a list of organisations that could provide help or give support to people in relation to online safety, adults most commonly nominated the police (45.73%), the eSafety Commissioner (43.34%) and the Australian Federal Police (39.45%) (refer The following age groups in comparison to adults aged 75 years or more (29.59%):
  - 45 to 74 years (47.56%)
  - There are no significant differences for ages 18 to 44

Figure 66 or Data table 66).

Several organisations have increased significantly as a prompted trusted source of help or support for reporting a negative online experience since the 2020 iteration of this research:

- 'The eSafety Commissioner' (43.34% compared to 34.46% in 2020).

- 'Australian Federal Police' (39.45% compared to 27.36% in 2020).

- 'Kids Helpline' (33.33% compared to 22.91% in 2020).

- 'A government department' (29.49% compared to 22.07% in 2020).

- '1800 RESPECT' (28.14% compared to 19.82% in 2020).

In particular, mentions of the 'eSafety Commissioner' is higher for:

- Adults who only speak English (44.95% compared to 31.44% of those who are culturally or linguistically diverse).

- The following age groups in comparison to adults aged 75 years or more (29.59%):
  - 45 to 74 years (47.56%)
  - There are no significant differences for ages 18 to 44

Figure 66   Organisations believed to help or give support in relation to online safety (% Adults)
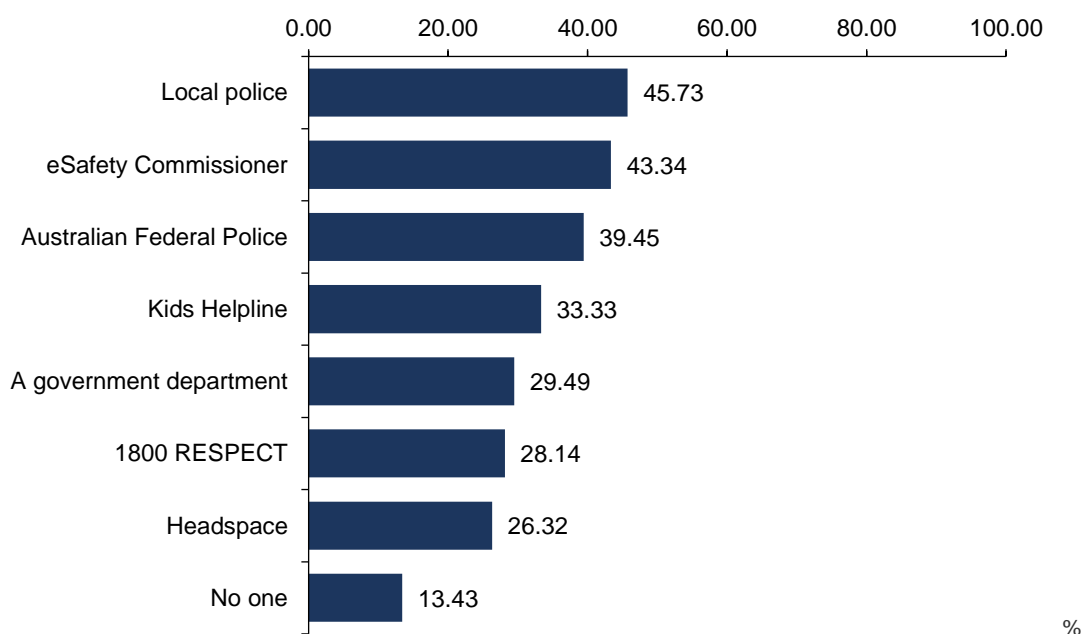
Base: Adults who have used the internet in the last 4 weeks (n=4,453)
Source: QAV30. Looking at the following organisations, which do you believe could help or give support to people in relation to online safety?

6.4.5. Real life (offline) experiences

The majority of adults indicate that negative online incidents or risks experienced were unrelated to anything that happened in real life (83.99%) and did not pose an offline threat, danger or harm (96.34%).

However, perceptions of online risk that also involved an offline threat, danger or harm was higher for those with disability (6.56%) than those with no disability (2.91%), as well as Aboriginal or Torres Strait Islander respondents (12.28%) compared to non-Aboriginal or Torres Strait Islander adults (3.35%).

6.5. Adults as perpetrators of online harm

6.5.1. Summary: Perpetrators and use of aliases

Exploration of use of aliases by perpetrators was a new area of enquiry in the 2022 National Online Safety Survey.

- A minority of adults (net 5.50%) have perpetrated online harm towards someone else, with 2.39% acknowledging that they have either ridiculed or made fun of someone, and 1.84% that they have called someone offensive names online. This low rate of perpetrators is in contrast, however, to the 39.93% who indicated that they had been on the receiving end of online harm.

- The identity of the perpetrator(s) was mostly unknown to the target of the negative online experience, and this was the case regardless of whether there was one person responsible (64.31%), or multiple or an unknown number of people responsible (56.63%).

- Over half of all adults (54.31%) report that they used their real name or account when they carried out these activities, however, 25.82% did it anonymously, and 18.11% used a fake or made-up name. For intent behind the negative online actions, 37.30% report that they meant it as a joke.

6.5.2. Actions intentionally done online, frequency, use of aliases, drivers, communication exposure

Only a minority of adults (net 5.50%) report that they have intentionally performed any of the listed negative actions towards someone else online, with 2.39% acknowledging that they have either ridiculed or made fun of someone, and 1.84% that they have called someone offensive names online. This does not quite reconcile with the earlier finding that 39.93% have experienced some form of negative online experience from someone (refer Table 27).

Over half of all adults (54.31%) report that they used their real name or account when they carried out these negative online activities, however, 25.82% did it anonymously, and 18.11% used a fake or made-up name (where anonymously means respondents cannot be identified at all, and using a fake or made-up name means the name or account used can be identified, but not the respondents' true identity) (refer Figure 67 or Data table 67).

Base: Adults who have taken negative action toward someone else on the internet (n=229)
Source: QAV32c. When conducting these activities which of the following did you do?

Just over a third of all adults (37.30%) indicate that they intended the negative action as a joke, although 18.55% were deliberately trying to get a reaction, and 11.00% wanted to upset someone (refer Figure 68 or Data table 68).

Almost a third of all adults (32.03%) say that there was another reason for their actions, with some common themes from the responses being that they were responding to others who had done or said something offensive first, and that they were making commentary on political figures. Those who only speak English (36.44%) were more likely to select 'other reason' than those who speak a language other than English (7.16%).

Figure 68   Reason for the online activity (% Adults)
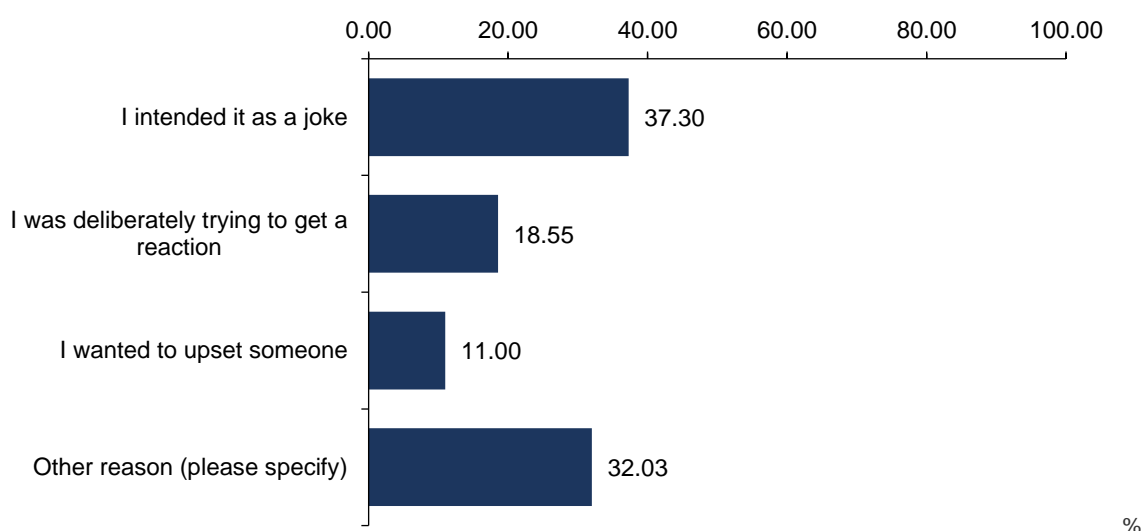
Base: Adults who have taken negative action toward someone else on the internet (n=229)
Source: QAV32d. Which of the following was your main reason when conducting these activities?

Most adults (66.25%) who have performed some sort of negative online behaviour towards someone else report that they have seen or heard communication about the negative effect that these actions can have on people.

7. Vulnerable groups

7.1. Summary: Experiences of vulnerable groups

Experiences of discrimination:

- 'Discrimination' in the context of this survey refers to "online communication that seriously discriminated, abused and/or belittled someone else or a group because of their personal identity/beliefs (e.g. race, ethnicity, gender, nationality, sexual orientation, religion, age, disability, etc)".

- Additional questions were added to the survey in 2022 to further explore the topic of discrimination online, including the experiences of those who witness it. The research asked questions of those who:

    o Speak a language other than English at home

    o Live with disability

    o Are of Aboriginal and / or Torres Strait Islander descent

    o Identify as having a sexual orientation other than heterosexual

    o Identify as having a gender identity other than male or female

- This further analysis indicates that those in diverse communities and groups have more negative or harmful experiences online, including discrimination, compared to the total adult population.

- Almost half (net 49.24%) of adults in diverse communities and groups have experienced discriminatory behaviours online in the last 12 months. It is important to note that this rate is higher than the general adult population, indicating higher levels of discrimination online amongst these adults. Of those who do experience behaviour, the most common is unwanted sexual contact, or harassment.

- There are diverse communities and groups who experience harmful online behaviours at higher levels, with diverse groups being targeted especially for their gender identity, Aboriginal and / or Torres Strait Islander descent, or disability status.

Witnessing vs experiencing discrimination:

- Results indicate that the experiences of those who witness discrimination differs against the boarder community.

- Those who witness discrimination observe it based on a range of factors, such as race, sexual orientation, religion, and gender identity in particular.

- However, those who witness it are also more likely to belong to certain cohorts themselves, and also likely to be experiencing discrimination themselves, such as LGBTIQA+, youth aged 18 to 24, those with disability, Aboriginal and Torres Strait Islander respondents

7.2. Experiences of Discrimination

7.2.1. Experiences of online discrimination (incidence and frequency in last 12 months)

Discrimination was a new area of enquiry in the 2022 National Online Safety Survey.

Almost half (net 49.24%) of respondents in the vulnerable adult cohort indicate that they have experienced at least one of the listed negative experiences in the last 12 months. The most common experiences are coming across or being sent unwanted or inappropriate sexual content (26.20%) as well as being harassed (receiving repeated online contact, 16.45%).

Table 31   Negative online experiences in the last 12 months (% Vulnerable Adults)

Behaviour experienced	%
I was sent, or came across, unwanted or inappropriate sexual content online	26.20
I received repeated unwanted online contact by someone who was not a businesses or organisation	16.45
I was sent, or came across, unwanted or inappropriate violent content online	13.55
Someone pretended to be me online	8.34
Someone electronically tracked my location or monitored or movements without my permission	7.45
I was called offensive names online	8.88
I was ridiculed or made fun of online	7.49
I received online communication that offended, denigrated or abused me because of my identity or beliefs	7.89
I was sent, or came across, online content that promoted or provided instructions for drug use	6.91
I was sent, or came across, online content that promoted or provided instructions in self-harm	6.93
Lies or rumours were spread about me online	5.09

Base: Adults who speak a language other than English at home, and / or have a disability, and / or consider themselves Aboriginal and / or Torres Strait Islander, and / or their sexual orientation is not heterosexual, and / or their gender identity is not male/female (n=1,356). *(Note: "None of these things happened to me" not shown in table)*

Source: QAV15. Which, if any of the following, has happened to you the last 12 months? + QAV15a. And which, if any of the following, has happened to you the last 12 months?

7.2.2.   Discriminatory experience in last 12 months, frequency, online targeting, reason for targeting, and impact

Experiences of distressing, upsetting or discriminatory online behaviours or content is more common among vulnerable adults (refer Figure 69 or Data table 69), including:

- Adults whose gender identity is not male or female (56.82%).

- Aboriginal and / or Torres Strait Islander people (39.36%).
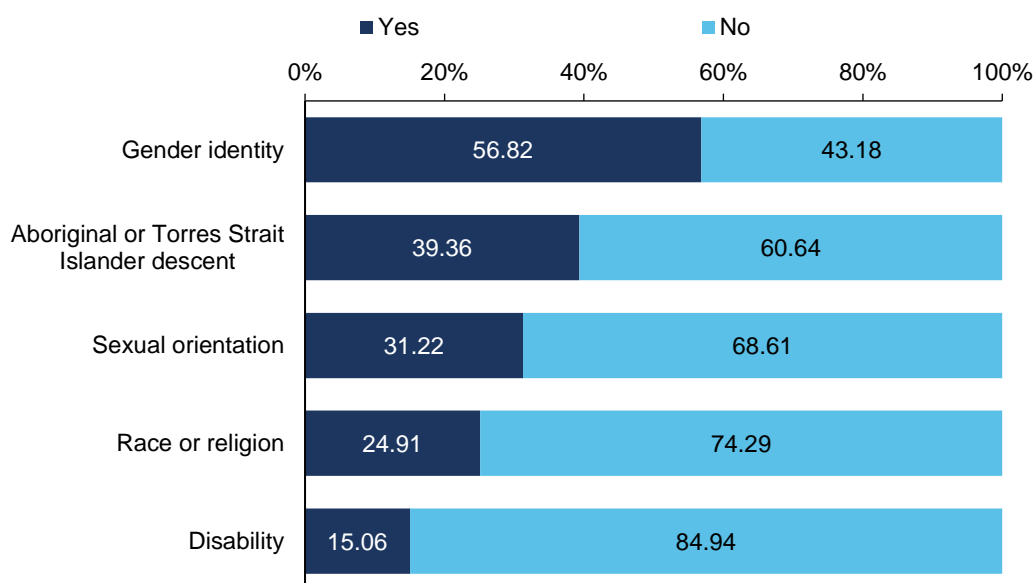
Base: Adults who speak a language other than English at home, and / or have a disability, and / or consider themselves Aboriginal and / or Torres Strait Islander, and / or their sexual orientation is not heterosexual, and / or their gender identity is not male or female (n= from 34 to 724)

Source: QAV33. At any time in the last 12 months, while using the internet, have you experienced anything that was distressing or upsetting or discriminatory due to your…

Most adults who have experienced something distressing, upsetting or discriminatory due to one or more of their identity characteristics claim that it has happened 2 to 3 times in the last 12 months (58.47%). Just over a third of adults (34.83%) assert it has happened more than 3 times during this same period (refer Figure 70 or Data table 70) with women more likely to report at this frequency (78.86%) than men (2.79%).

Figure 70   **Frequency of distressing, upsetting or discriminatory experience (% Adults)**
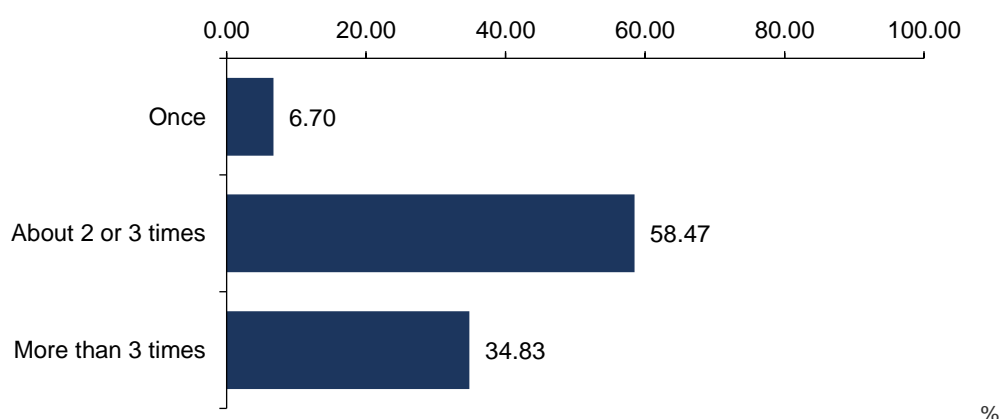
Base: Adults who have experienced something distressing, upsetting or discriminatory linked to speaking a language other than English at home, and / or their gender identity not being male or female, and / or their sexuality not being heterosexual, and / or their Aboriginal and / or Torres Strait Islander descent, and / or their disability (n=46)

Source: QAV37. How often have you experienced this type of distressing, upsetting or discriminatory behaviour, while using the internet, in the last 12 months?

The majority (93.49%) of all adults report that they have not experienced any online communication that was seriously discriminatory, abusive and / or belittling on the basis of their personal identity / beliefs in the last 12 months. However, there are certain cohorts who are more likely to have experienced discriminatory, abusive and / or belittling behaviour, including:

- Those who are culturally and linguistically diverse (12.10% compared to 5.53% of adults who only speak English)

- People with disability (13.56% compared to 4.79% of those without disability)

- LGBTQIA+, other and, not sure (15.10% compared to 5.24% of straight or heterosexual)

The most reported characteristic that led to being targeted with online communication that was seriously discriminatory, abusive, and / or belittling is sexual orientation (79.23%), followed by race (56.01%) (refer Figure 71 or Data table 71).

Figure 71   Personal identity / belief that was targeted by the online communication (% Adults)
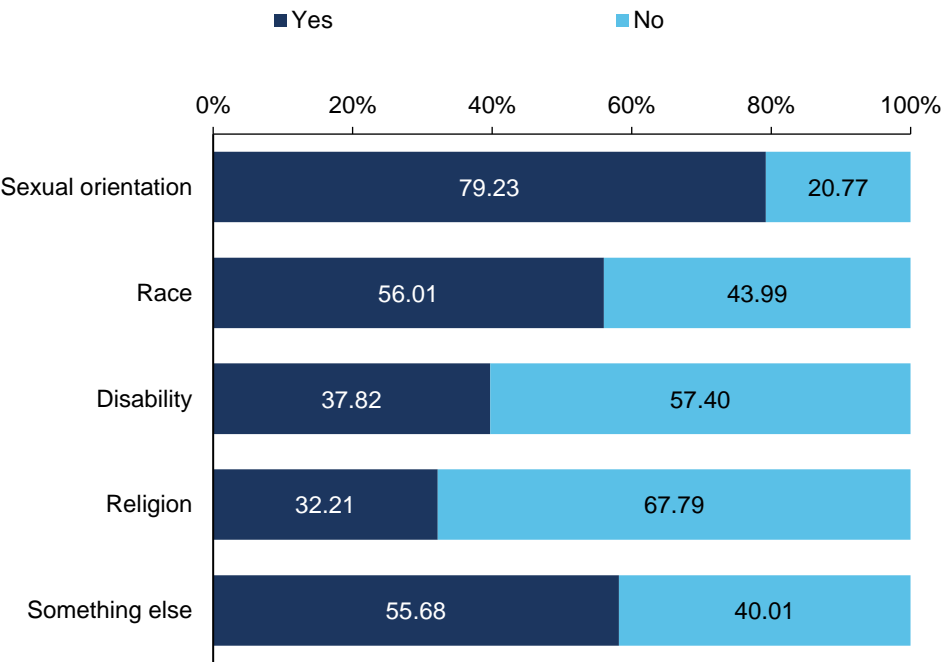
Base: Adults who have been targeted by online communication that seriously discriminated, abused and / or belittled them because of their personal identity/ beliefs (n= from 37 to 246) *('Aboriginal and Torres Strait Islander', and 'Gender Identity' not shown on chart due to small base size).*

Source: QAV33b. Were you targeted by this online communication because of your:

The majority of adults indicate that the online communication experience had either no impact (20.77%) or a minor negative impact (40.57%) only. That said, almost four in ten adults rated the experience as having a moderate (26.27%) or major (12.39%) negative impact on them (refer Figure 72 or Data table 72).

■No impact at all   ■A minor negative impact   ■A moderate negative impact   ■A major negative impact

%

Base: Adults who have been targeted by online communication that seriously discriminated, abused and / or belittled them because of their personal identity / beliefs (n=246)

Source: QAV33c. To what extent did experiencing this online communication impact you?

7.3.   Witnessing targeted discrimination

7.3.1.   Witness of discriminatory experiences in the last 12 months and reason for targeting

Under a quarter (22.34%) of all adults report that they have witnessed online communication that discriminated, abused and / or belittled someone else because of their personal identity / beliefs.

The online communications witnessed largely targeted people's race (70.07%), sexual orientation (61.57%), religion (60.24%), and gender identity (59.14%) (refer Figure 73 or Data table 73).

Certain age groups are also likely to have witnessed discrimination:

- Ages 18 to 24 (33.97% compared to 18.02% of ages 45 to 54, 18.87% of ages 55 to 64, 9.69% of ages 65 to 74, and 7.46% of ages 75 or more.

- Ages 25 to 34 (36.62% compared to 23.10% of ages 35 to 44, 18.02% of ages 45 to 54, 18.87% of ages 55 to 64, 9.69% of ages 65 to 74, and 7.46% of ages 75 or more).

- Ages 35 to 44 (23.10% compared to 9.69% of ages 65 to 74 and 7.46% of ages 75 or more).

- Ages 55 to 64 (18.87% compared to 9.69% of ages 65 to 74 (9.69%) and 7.46% of ages 75 or more).

Those who have <u>witnessed</u> discriminatory experiences also include cohorts who are more likely to have experienced it themselves, such as:

- Those with disability (31.38% compared to 20.46% of those with no disability)

- Those who identify as LGBTQIA+, Other, Not sure (53.61% compared to 18.39% of straight or heterosexual)

Figure 73   Personal identity / belief that was targeted by the online communication that was witnessed (% Adults)
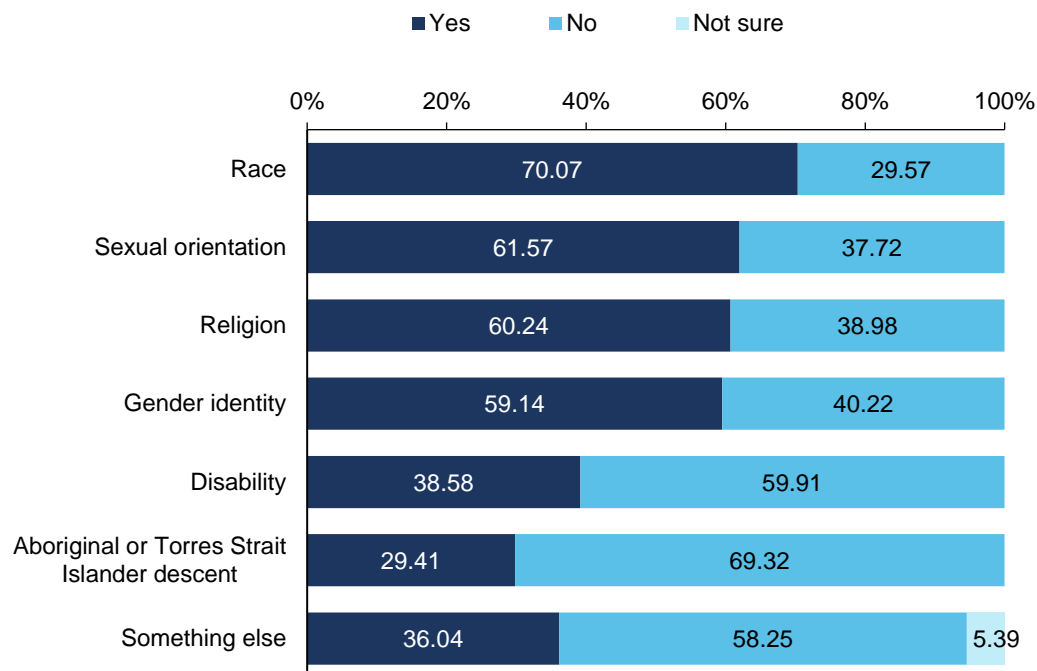
Base: Adults who have witnessed online communication that seriously discriminated, abused and / or belittled someone else or a group because of their personal identity/beliefs (n=966)

Source: QAV33e. Was this online communication targeting someone else or a group because of their:

Appendix 1: Corporate governance

Methodology

Ethics Approval

The methodology and materials were reviewed and received approval from the Bellberry Limited human research ethics committee for the 2022 National Online Safety Survey. The approval number is Bellberry Ref No: 2022-01-012.

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:

  o Providing detailed but readable information (through a Participant Information Sheet) about the project to all participants to ensure true informed consent can be provided.

  o Ensuring clear informed consent from a parent is obtained before collecting data from children or young person.

- Ensuring the interview length for children / young people is short.

- Ensuring question language and response options, especially for children, are simple to understand and easy to use.

- Discussing the inclusion of certain highly sensitive questions to children that may constitute a crime.

Sample

In 2022, a total of n=6,434 surveys were completed. This comprised of n=4,635 surveys conducted online via the Social Research Centres 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=1,799 surveys were conducted using an online non-probability sample with: parents or guardians; children; teachers, carers and supervisors; and general adults.

The final achieved sample structure is shown in Table 32. (Note that subgroups may not add to totals due to exclusion of 'prefer not to answer' / 'don't know', and sample sizes under n=30).

Table 32   Sample structure

Subgroup		Count n
TOTAL	Total	6,434
Analysis cohorts	Parents	1,327
	Teachers Carers Supervisors	625
	Children aged 8 to 10 years	363
	Children aged 11-15 years	356
	Children aged 16-17 years	192
	Adult Vulnerable	4,482
	CALD status - main language spoken at home is not English	482
	Live with Disability	1,075
	Sexual orientation LGBTQIA+, Other or Not sure	570
	Aboriginal or Torres Strait Islander	254
Gender (at birth)	Male	2,672
	Female	3,755
Age group	18-24 years	311
	25-34 years	1,159
	35-44 years	1,402
	45-54 years	1,187
	55-64 years	994
	65-74 years	966
	75 or more years	413
State	NSW	2,041
	VIC	1,663
	QLD	1,256
	SA	545
	WA	603
	TAS	154
	NT	35
	ACT	137
Metro vs Regional	Capital City	4,426
	Rest of State	2,008
Capital city / rest of state by state	Greater Sydney	1,339
	Rest of NSW	702
	Greater Melbourne	1,262
	Rest of Vic	401
	Greater Brisbane	645
	Rest of Qld	611
	Greater Adelaide	450
	Rest of SA	95
	Greater Perth	499

Subgroup		Count n
	Rest of WA	104
	Greater Hobart	75
	Rest of Tas.	79
	Greater Darwin + Rest of NT	35
	Australian Capital Territory	137
Education	Up to year 12	1,321
	TAFE / Trade Certificate	1,166
	University Degree / CAE	2,069
	Higher Degree or Diploma	1,871
Employment status	Employed full time (35 hours or more per week)	2,804
	Employed part time (less than 35 hours per week)	1,264
	Looking for work	187
	Retired	1,457
	Student	205
	Home duties	392
	Non-worker	116

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. For adult respondents, these characteristics were age group, country of birth, gender, highest educational attainment, household composition, region (capital city or rest of state), and state. For child respondents, the alignment characteristics were age, gender and state. The method used to calculate weights was regression (Deville *et al.,* 1993) as it can simultaneously align across a number of different characteristics.

Deville, J., C. Särndal and O. Sautory (1993). Generalized raking procedures in survey sampling. Journal of the American Statistical Association 88(423), 1013-1020.

Valliant, R., J. Dever, and F. Kreuter (2013). Practical Tools for Designing and Weighting Survey Samples. New York: Springer.

More details on the weighting approach can be found in the Technical Report.

Appendix 2:   Questionnaire

The final questionnaire was provided to the Department (refer to the Department).

Appendix 3: Data tables

Data table 1

All the time	9.65
Most of the time	17.64
Sometimes	25.00
Rarely ever	17.56
Never	30.15

Return to Figure 1

Data table 2

Very involved	27.19
Somewhat involved	39.74
Slightly involved	20.40
Not at all involved	12.67

Return to Figure 2

Data table 3

Very involved	33.30
Somewhat involved	34.28
Slightly involved	21.78
Not at all involved	10.65

Return to Parents reporting that they are involved in monitoring or controlling their child's time online has decreased from 2020 (75.68% (net very or somewhat involved), to 67.57% in 2022 (net very or somewhat involved)).

Figure 3

Data table 4

Another parent	68.21
No one	17.44
They are responsible for themselves	15.77
Their brother or sister	8.98

Return to Figure 4

Data table 5

1 to 4	5.83
4 to 7	31.43
8 to 10	44.49
11 to 15	13.47
16 to 17	3.98

Return Figure 5

Data table 6

	I know how to do this without any assistance at all	I can do this but would need some assistance	I cannot do this but know how to organise for it to be done	I cannot do this, and do not know how to get it done	I do not know what this is
Deleting internet browser search history	75.48	13.30	5.30	3.96	1.97
Changing privacy settings	63.80	21.59	6.01	5.76	2.84
Applying parental controls	54.93	25.35	8.96	7.82	2.94
Blocking unwanted ads / mail / spam / messages	51.43	27.36	9.05	9.31	2.75
Changing filter preferences	46.60	29.30	9.99	7.16	6.94

Return to Figure 6

Data table 7

Applying parental controls	43.15
Changing privacy settings	40.09
Blocking unwanted ads / mail / spam / messages	36.37
Changing filter preferences	27.85
Deleting internet browser search history	20.55
None of these	34.06

Return to Figure 7

Data table 8

	In the past 3 months	3 to 6 months ago	6 months to a year ago	More than a year ago
Deleted internet browser search history	59.23	20.36	12.29	7.31
Changed filter preferences	48.73	19.88	14.11	16.68
Blocked unwanted ads / mail / spam / messages	45.57	21.79	14.78	16.99
Changed privacy settings	41.70	26.02	16.08	15.79
Applied parental controls	37.47	21.84	20.01	20.30

Return to Figure 8

Data table 9

Very confident	53.73
Somewhat confident	39.27
Not very confident	5.67
Not at all confident	1.33

Return to Figure 9

Data table 10

Daily	5.96
Weekly	20.43
Monthly	16.19
A few times	41.38
Once	5.84
Never	10.09

Data table 11

Mobile phone	61.14
Laptop	51.58
Tablet	42.45
Games console	35.19
Desktop computer	17.44
Smart devices	9.88
Media player	5.53
They don't own any of these	7.65

Data table 12

Laptop	30.20
Games console	29.99
Tablet	27.28
Mobile phone	26.04
Desktop computer	18.58
A computer that is not theirs that they log on to at school, work, or a public space	16.91
Smart devices	12.78
Media player	10.77
They don't share any of these	22.70

Return to Figure 12

Data table 13

Just a few minutes	2.00
About half an hour	5.06
About 1 hour	12.61
Between 1 and 3 hours	40.92
Between 3 and 6 hours	24.51
Between 6 and 9 hours	10.02
Between 9 and 12 hours	2.52
More than 12 hours	0.88
None at all	1.30

Return to Figure 13

Data table 14

	Total	8 to 10	11 to 15	16 to 17
All of it	2.60	2.44	2.06	3.32
At least three quarters of it	10.81	6.00	18.41	13.77
At least half of it	16.97	7.63	17.32	22.21
At least a quarter of it	17.08	6.06	19.14	31.08
Less than a quarter of it	24.18	21.55	24.73	20.86
None of it	27.85	56.32	17.27	7.65

Return to Figure 14

Data table 15

All the time	7.66
Most of the time	15.63
Sometimes	39.84
Rarely ever	20.82
Never	15.80

Return to Figure 15

Data table 16

Not at all	30.85
Slightly	38.72
A moderate degree	26.56
Severely	3.87

Return to Figure 16

Data table 17

Gaming site	27.37
Facebook	21.35
Instagram	19.59
TikTok	18.57
Instant messaging site	18.02
Snapchat	16.30
Email	12.37
Other social media	10.27
Discord	6.73
Twitter	6.71
Somewhere else online	13.04

Return to Figure 17

Data table 18

1	17.83
2	14.10
3	5.15
4	2.24
5	0.17
6	1.02
10	0.03
25	0.40
50	1.37
Not sure	56.53

Return to Figure 18

Data table 19

Me and/or my partner	88.61
A friend	22.75
A brother or sister	20.19
A teacher	11.74
Someone whose job is to help	7.44

Return to Figure 19

Data table 20

Blocked the person from contacting them	42.45
Spoke to family or friends	36.19
Took protective measures such as changing passwords and privacy settings	35.56
Used the 'Report Abuse' button	34.21
Deleted all upsetting messages	33.46
Got them to spend less time online	27.38
Stopped the child from using the internet for a while	22.74
Searched online for how to deal with this type of problem	18.83
Reported it to a website or social media company	14.87
Contacted the website or social medial company about it	14.86
Confronted the perpetrator in person	11.78
Confronted the perpetrator online	11.50
Contacted the police	7.98
Contacted the eSafety commissioner	3.79
Did something else (please specify)	12.07

Return to Figure 20

Data table 21

Kids Helpline	56.95

Local police	51.68
eSafety Commissioner	45.14
Australian Federal Police	34.45
Headspace	31.48
A government department	28.08
1800 RESPECT	27.87
No one	7.64

Return to Figure 21

Data table 22

Yes, they used their real name or account	45.41
No, they did it anonymously	36.11
No, they used a made-up or fake name	16.31

Return to Figure 22

Data table 23

Mobile phone	62.36
Laptop	51.75
Tablet	43.39
Games console	35.77
Desktop computer	17.54
Smart devices	14.46
Media player	10.76
An e-reader	6.92
I don't own any of these	7.39

Return to Figure 23

Data table 24

Games console	33.11

Laptop	28.68
Tablet	24.24
Mobile phone	23.18
Desktop computer	21.05
A computer that is not yours that you log on to at school, work, or a public space	19.26
Media player	15.55
Smart devices	12.90
I don't share any of these	21.76

Return to Figure 24

Data table 25

More than 5 times a day	47.41
2 to 5 times a day	38.88
Once a day	6.98
Several times a week	6.35
Once a week	0.18
Less often than weekly	0.21
I don't use the internet	0.00

Return to Figure 25

Data table 26

Every day	33.35
Most days	38.15
1 to 2 days a week	16.07
Weekly	5.44
Less often than weekly	4.30
Never	2.69

Return to Figure 26

Data table 27

Every day	29.72
Most days	25.46
1 to 2 days a week	12.83
Weekly	3.58
Less often than weekly	11.12
Never	17.18

Return to Figure 27

Data table 28

Play games	41.63
Watch videos / movies	23.57
Chat with family and friends (through text messages)	7.92
Browse or surf or searching on the internet	6.32
I don't have a favourite	8.39

Return to Figure 28

Data table 29

Facebook	27.57
TikTok	18.96
Instagram	17.49
Snapchat	14.07
Twitter	8.19
None of these	57.81

Return to Figure 29

Data table 30

Just a few minutes	1.46
About half an hour	3.35
About 1 hour	8.83
Between 1 and 3 hours	38.18
Between 3 and 6 hours	30.45
Between 6 and 9 hours	13.46
Between 9 and 12 hours	3.21
More than 12 hours	0.86
None at all	0.18

Return to Figure 30

Data table 31

All of it	5.39
At least three quarters of it	16.05
At least half of it	18.45
At least a quarter of it	22.77
Less than a quarter of it	22.05
None of it	15.05

Return to Figure 31

Data table 32

All the time	11.73
Most of the time	17.07
Sometimes	26.02
Rarely ever	16.59
Never	27.73

Return to Figure 32

Data table 33

	They know how to do this without any assistance	They can do this with assistance	They cannot do this but know how to organise for it to be done	They cannot do this and do not know how to get it done	They do not know what this is
Deleting internet browser search history	66.85	19.62	6.71	5.67	1.15
Blocking unwanted ads / mail / spam / messages	57.76	23.96	8.21	6.88	3.20
Changing privacy settings	56.06	26.06	8.88	5.10	3.90
Applying parental controls	51.92	24.01	11.35	8.31	4.42
Changing filter preferences	45.41	29.05	12.65	7.50	5.39

Return to Figure 33

Data table 34

Once	13.15
Two or three times	35.54
More than three times	48.28
Not in the last year	3.03

Return to Figure 34

Data table 35

Daily	7.64
Weekly	18.61
Monthly	15.47
A few times	41.74
Once	7.91
Never	8.43

Return to Figure 35

Data table 36

Once	41.39
About 2 to 3 times	47.60
More than 3 times	11.01

Data table 37

Instagram	33.89
Gaming site	30.56
Facebook	29.91
Snapchat	26.61
TikTok	19.64
Instant messaging site	17.92
Discord	16.64
Other social media	16.32
Email	13.05
Twitter	12.25

Data table 38

1	23.54
2	22.48
3	15.05
4	3.51
5	2.72
Not sure	31.64

Data table 39

My mother or father	76.60
My brother or sister	24.15
Some other relative	17.00
A friend	25.35
A teacher	11.35
Another adult I trust	5.23

Return to Figure 39

Data table 40

Kids Helpline	54.51
Local police	44.01
Headspace	29.88
eSafety Commissioner	26.22
Australian Federal Police	23.48
1800 RESPECT	22.73
A government department	19.79
Someone else (please specify)	12.34
No one	10.20

Return to Figure 40

Data table 41

My idea	42.48
The other person's idea	20.68
We both decided	36.84

Return to Figure 41

Data table 42

My mother or father	76.46
My brother or sister	27.70
Another adult I trust	17.94
A friend	15.95
Someone else	5.02

Return to Figure 42

Data table 43

Parents	50.51
A brother or sister	27.72
Someone about my age	19.73
Some other relative	15.44
A group of friends	10.33
Someone a little older than me (but under 18 years old)	9.02

Return to Figure 43

Data table 44

I used my real name or account	54.80
I did it anonymously	34.52
I used a made-up or fake name	10.69

Return to Figure 44

Data table 45

All the time	13.24
Most of the time	19.95
Sometimes	26.11
Rarely ever	13.49
Never	27.21

Return to Figure 45

Data table 46

	No this is not an activity that could place a child at risk	Maybe but it depends on the circumstance	Yes this is an activity that places a child at risk	Not sure
Sending photos and videos to people they don't know	6.73	13.08	76.25	3.94
Engaging online with people they don't know in real life	5.71	14.94	75.60	3.75
Posting videos or photos online for their friends	5.23	31.82	57.92	5.03
Posting content on social media	3.39	38.23	54.83	3.55
Browsing or searching online	11.33	40.44	45.41	2.83
Playing online games	8.49	59.46	27.67	4.38
Messaging friends or people they know	17.80	65.14	14.10	2.96

Return to Figure 46

Data table 47

	1 - No Risk	2	3	4	5 - Very Risky
8 TO 10 using the internet	2.82	5.16	15.05	28.63	48.34
11 TO 15 using the internet	2.49	10.34	21.89	30.16	35.11
16 TO 17 using the internet	3.95	21.71	31.90	21.57	20.87

Data table 48

Yes, I knew	16.03
Yes, I suspected	18.75
No	65.07

Data table 49

Only ever encountered this once	16.93
Very uncommon	29.38
Common	50.63
Very common	3.06

Data table 50

	I know how to do this without any assistance at all	I can do this but would need some assistance	I cannot do this but know how to organise for it to be done	I cannot do this, and do not know how to get it done	I do not know what this is
Deleting internet browser search history	69.72	12.88	6.44	7.35	3.61
Changing privacy settings	57.33	18.31	12.86	9.40	2.10
Blocking unwanted ads / mail / spam / messages	51.17	23.94	13.00	8.74	3.08
Changing filter preferences	45.95	23.51	14.74	8.08	7.72
Applying parental controls	41.02	27.82	15.76	10.98	4.41

Return to Figure 50

Data table 51

Definitely do need	33.46
Probably do need	34.87
Not sure if needed or not needed	20.16
Probably no need	8.52
Definitely no need	2.24

Return to Figure 51

Data table 52

Definitely do need	40.54
Probably do need	33.79
Not sure if needed or not needed	17.82
Probably no need	6.48
Definitely no need	0.84

Return to Figure 52

Data table 53

Within the last month	12.49
2 to 3 months ago	17.83
4 to 6 months ago	17.15
7 to 12 months ago	18.89
More than 12 months ago	31.98

Return to Figure 53

Data table 54

No budget / too expensive	63.20
Could not fit it in with my workload	33.07
Could not find a suitable course	14.50
I wasn't given a reason	12.59
Other people I work with already had training / were being given training	7.51

Return to Figure 54

Data table 55

Just a few minutes	1.33
About half an hour	6.02
About 1 hour	11.94
Between 1 and 3 hours	31.24
Between 3 and 6 hours	25.93
Between 6 and 9 hours	14.30
Between 9 and 12 hours	6.00
More than 12 hours	2.86
None at all	0.17

Data table 56

All of it	1.78
At least three quarters of it	11.16
At least half of it	16.55
At least a quarter of it	20.23
Less than a quarter of it	31.97
None of it	17.03

Data table 57

All the time	11.60
Most of the time	11.32
Sometimes	22.79
Rarely ever	24.57
Never	29.73

Data table 58

	I know how to do this without any assistance at all	I can do this but would need some assistance	I cannot do this but know how to organise for it to be done	I cannot do this, and do not know how to get it done	I do not know what this is
Deleting internet browser search history	76.12	10.33	5.64	5.03	2.84
Changing privacy settings	62.11	19.13	7.75	7.37	3.50
Blocking unwanted ads / mail / spam / messages	61.38	19.67	6.63	9.25	3.04
Changing filter preferences	50.33	19.04	8.54	8.42	13.62
Applying parental controls	48.12	21.94	10.72	12.60	6.04

Return to Figure 58

Data table 59

Blocked unwanted ads / mail / spam / messages	69.45
Deleted internet browser search history	62.11
Changed privacy settings	48.51
Changed filter preferences	33.09
Applied parental controls	11.16
None of these	12.26

Return to Figure 59

Data table 60

	In the past 3 months	3 to 6 months ago	6 months to a year ago	More than a year ago
Blocked unwanted ads / mail / spam / messages	77.61	11.15	4.62	6.62
Deleted internet browser search history	69.95	15.40	8.50	6.15
Changed filter preferences	53.70	21.87	11.33	13.10
Applied parental controls	52.58	17.03	14.05	16.29
Changed privacy settings	52.22	23.01	13.19	11.41

Data table 61

Not at all	46.12
Slightly	35.74
A moderate degree	15.11
Severely	2.99

Data table 62

Email	33.20
Facebook	30.31
Instant messaging site	14.04
Somewhere else online	13.27
Instagram	12.56
Gaming site	5.92
Snapchat	5.85
TikTok	5.36
Twitter	5.16
Other social media	6.41

Return to Figure 62

Data table 63

My partner	54.21
A friend	43.39
Some other family member	34.59
The website / social media company	14.27
The Police	6.28
eSafety Commissioner	3.24
Someone else (please specify)	8.24

Return to Figure 63

I blocked the person from contacting me	54.79
I used the 'Report Abuse' button	38.35
Protective measures (changing passwords, privacy settings)	35.53
I deleted all upsetting messages	31.20
I reported it to a website or social media company	29.00
I spoke to family or friends	28.31
I contacted the website or social medial company about it	18.95
I searched online for how to deal with this type of problem	14.58
I spent less time online	13.18
I stopped using the internet for a while	12.85
I confronted the perpetrator online	10.13
I confronted the perpetrator in person	9.92
I contacted the police	9.55
I did the same thing back to the person	5.09
I contacted the eSafety commissioner	3.51
I did something else	9.22

Return to Figure 64

Data table 65

I got over it	39.42
I didn't think there was anything that could be done	37.14
I hoped the problem would go away by itself	17.09
I didn't know who or where to turn to	15.83
I was afraid of backlash / judgement	3.35
Other (please specify)	15.09

Return to Figure 65

Data table 66

Local police	45.73
eSafety Commissioner	43.34
Australian Federal Police	39.45
Kids Helpline	33.33
A government department	29.49
1800 RESPECT	28.14
Headspace	26.32
No one	13.43

- Return to The following age groups in comparison to adults aged 75 years or more (29.59%):

  - 45 to 74 years (47.56%)

  - There are no significant differences for ages 18 to 44

Figure 66

Data table 67

I used my real name or account	54.31
I did it anonymously	25.82
I used a made-up or fake name	18.11

Data table 68

I intended it as a joke	37.30
I was deliberately trying to get a reaction	18.55
I wanted to upset someone	11.00
Other reason (please specify)	32.03

Data table 69

	Yes	No
Gender identity	56.82	43.18
Aboriginal or Torres Strait Islander descent	39.36	60.64
Sexual orientation	31.22	68.61
Race or religion	24.91	74.29
Disability	15.06	84.94

Data table 70

Once	6.70
About 2 or 3 times	58.47
More than 3 times	34.83

Data table 71

	Yes	No
Sexual orientation	79.23	20.77
Race	56.01	43.99
Disability	37.82	57.40
Religion	32.21	67.79
Something else	55.68	40.01

Return to Figure 71

Data table 72

No impact at all	20.77
A minor negative impact	40.57
A moderate negative impact	26.27
A major negative impact	12.39

Return to Figure 72

Data table 73

	Yes	No	Not sure
Race	70.07	29.57	0.26
Sexual orientation	61.57	37.72	0.45
Religion	60.24	38.98	0.68
Gender identity	59.14	40.22	0.38
Disability	38.58	59.91	1.25
Aboriginal or Torres Strait Islander descent	29.41	69.32	1.00
Something else	36.04	58.25	5.39

Return to Figure 73