



CyberParent Guidelines

*How to get the most out of CyberParent: for new users
and facilitators*

Australian Multicultural Foundation
2017



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I. INTRODUCTION

What is CyberParent?

The Australian Multicultural Foundation (AMF) has developed a web app called *CyberParent* which encourages safe and healthy internet use in Australian homes. This takes into account a range of dangers that young people may be exposed to online from cyberbullying through to recruitment by an extremist group.

The accompanying *CyberParent Guideline* aims to provide an overview of the themes and objectives of *CyberParent* and help instruct new users on how to access, download and use *CyberParent* in the most effective way.

The document also provides trainers and facilitators with a plan, tools and some tips on running a training session about *CyberParent*.

CyberParent uses interactive learning and tools to assist parents to understand more about what their children do online, especially with respect to social media. While it is predominantly aimed at parents, it can be used as a whole family.

Aims of CyberParent:

To cover:

- Internet terms and definitions
- Information about social media and descriptions of popular apps
- Information about different dangers for young people online e.g. cyberbullying, online gaming and grooming/recruitment by extremist groups to support violence
- Practical tips on healthy and safe internet use
- Where you can go for help

Aims of this Guideline:

- To provide an overview of the themes and objectives of *CyberParent*.
- To instruct new users and facilitators on how to access, download and use *CyberParent* in the most effective way.
- To provide facilitators with a plan, tools and some tips on running a training session about *CyberParent*.

CyberParent is also available in 17 different languages, including:

- English
- Arabic | العَرَبِيَّة
- Chinese | 简化字
- Dari | دری
- Dinka | Thuɔŋjäŋ

- Farsi | فارسی
- German | Deutsch
- Greek | ελληνικά
- Hindi | हिन्दी
- Indonesian | Bahasa Indonesia
- Italian | Italiano
- Pashto | افغانی
- Spanish | Español
- Somali | Af-Soomaali
- Turkish | Türkçe
- Urdu | اُردو
- Vietnamese | Tiếng Việt

CyberParent can be accessed by all devices that have an internet connection, however, it is optimised for tablets and smartphones.

The entire *CyberParent* program is estimated to consume 25MB of internet data. If you are concerned about using mobile data, please connect to a Wi-Fi network before accessing the program.

Please note that this tool does not track you or collect any information about your identity or location.

Please feel free to contact the AMF for any further questions or concerns at admin@amf.net.au.

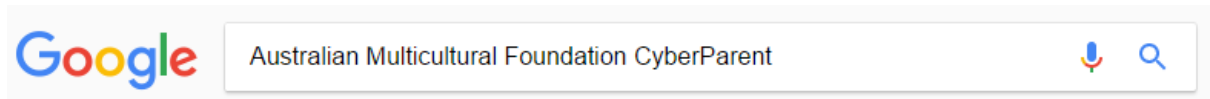
II. PURPOSE OF CYBERPARENT TABS

Section	Purpose
Introduction	Welcome to CyberParent! If this is your first time using the app, please watch the short introductory slide. The introduction includes a quiz to help you think about the internet habits you may have in your own home. Remember, this quiz is not a test and your answers are not recorded.
Learn	<p>Learn is to educate families about internet basics and some of the dangers surrounding the internet for young people. It contains simple information about the internet's purpose, different social media platforms, age restrictions and negative online behaviour</p> <p>If you would like more information on any of the topics in the Learn section, please refer to the additional resources located in the Help section.</p>
Practice	<p>Practice provides parents with the opportunity to reflect on their own internet habits at home and to introduce safer or healthier attitudes to the internet to them and their family.</p> <p>You may wish to take these suggestions and adapt them to suit your own family, as every family is different. Remember, there is no right or wrong way of doing things!</p>
Help	<p>Help refers any internet user to resources, networks and organisations that can provide further assistance or information to them with respect to the issues being dealt with in the Web App.</p> <p>If you would like tips on how to help your children and manage the internet in your home, click through to the appropriate resource. For example, the Office of the eSafety Commissioner has a great range of internet safety tips for families.</p>

III. HOW TO ACCESS CYBERPARENT

The purpose of this section is to explain how to search for the link to *CyberParent* via the AMF website. The easiest way to do this is to conduct a basic search on Google. Alternatively, you may type: <http://amf.net.au/cyberparent> directly into your browser.

1. Go to www.google.com.au and type 'Australian Multicultural Foundation CyberParent' into the search bar:



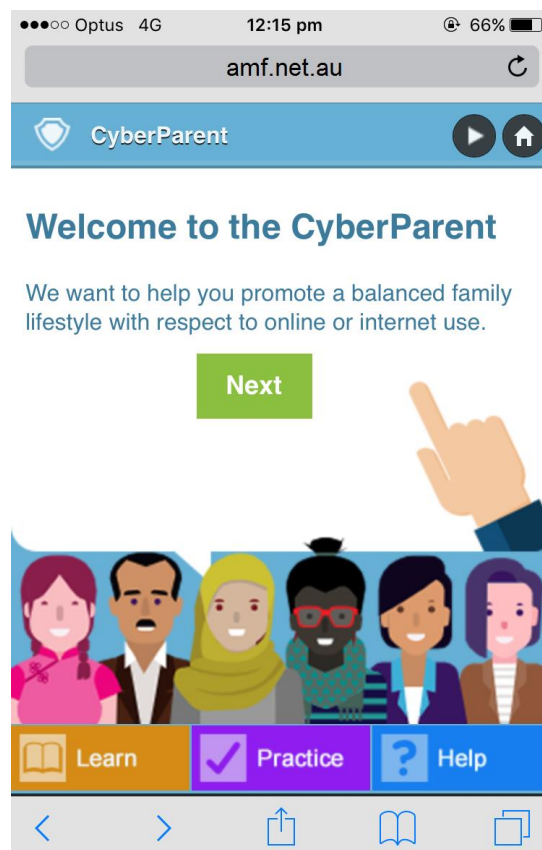
2. Click on the link below:

[CyberParent - Australian Multicultural Foundation](http://www.amf.net.au/CyberParent)

www.amf.net.au/CyberParent ▼

The **Australian Multicultural Foundation** has developed a web app called *CyberParent* which aims to discuss internet use in Australian homes and safety issues regarding...

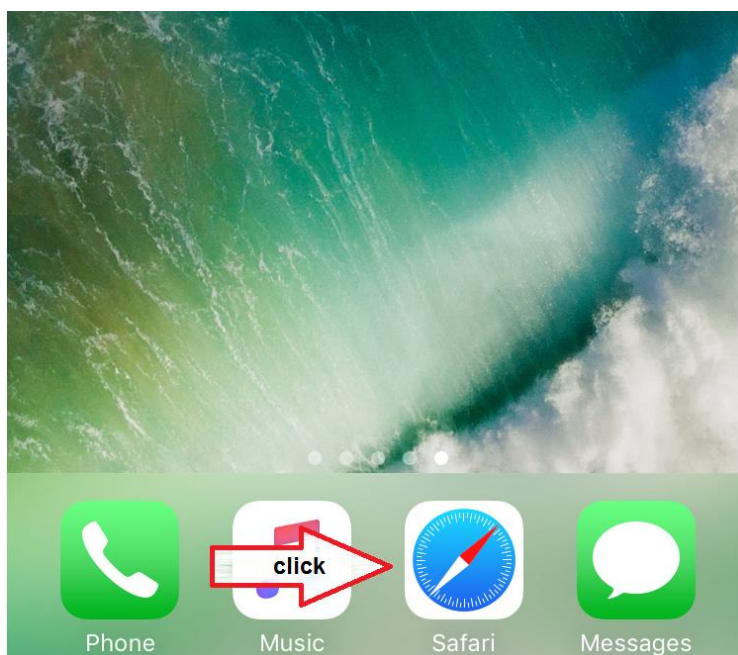
3. You have now reached *CyberParent*:



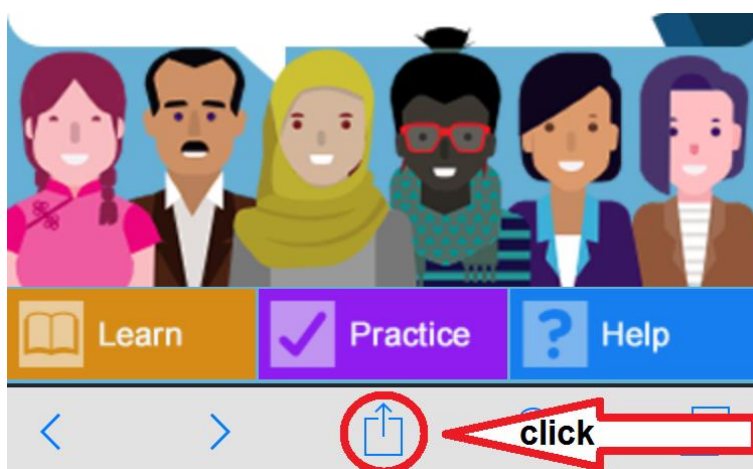
IV. HOW TO DOWNLOAD CYBERPARENT

Safari – iPhone:

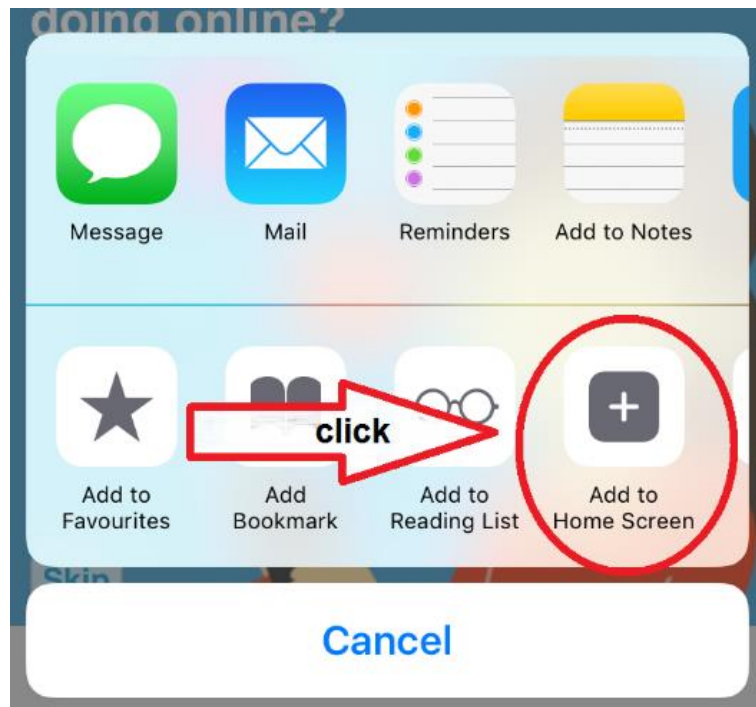
1. Please note that the link can only be downloaded to an iPhone via Safari. Other browsers, such as Chrome, will not allow you to do this. To access the *CyberParent* through Safari, click the following icon on your home screen and follow the steps above in Part II (How to Access *CyberParent*):



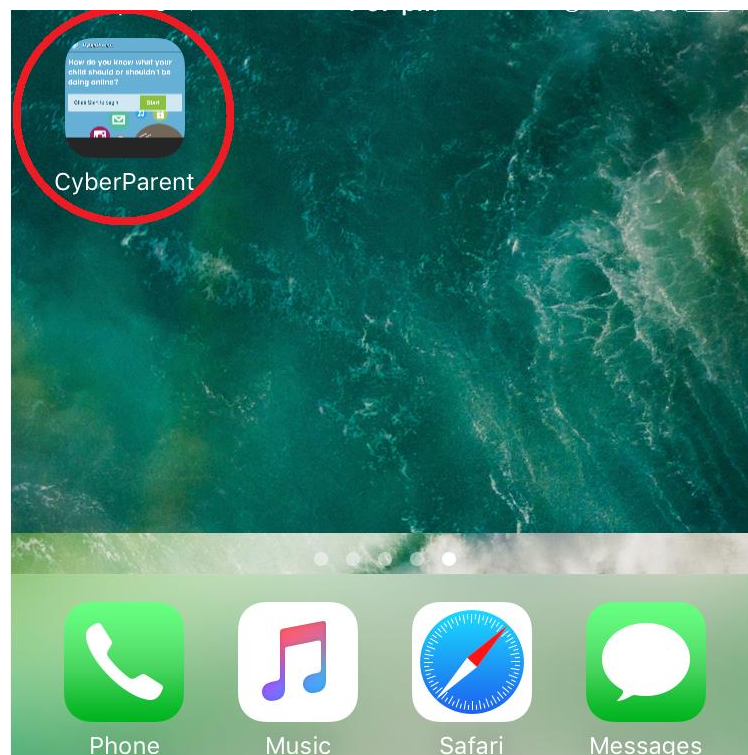
2. After navigating to the *CyberParent* homepage, click this button at the bottom of the Safari browser:



3. When you click this button, a small window will come up in your browser. Click the **'Add to Home Screen'** button:

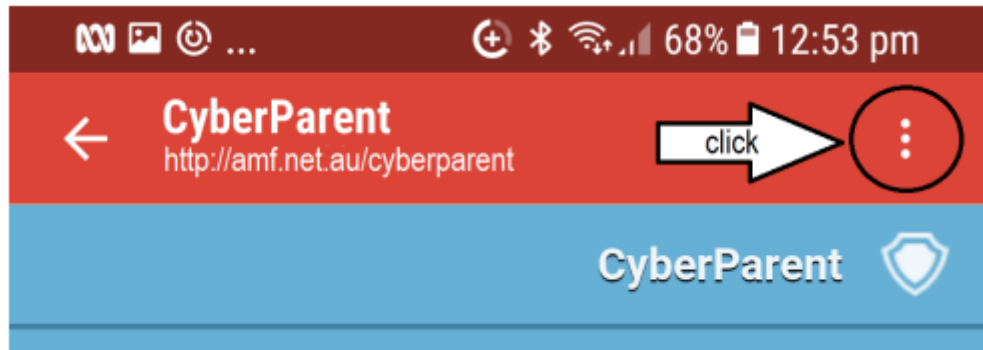


4. The web app is now downloaded and ready to use on your phone:

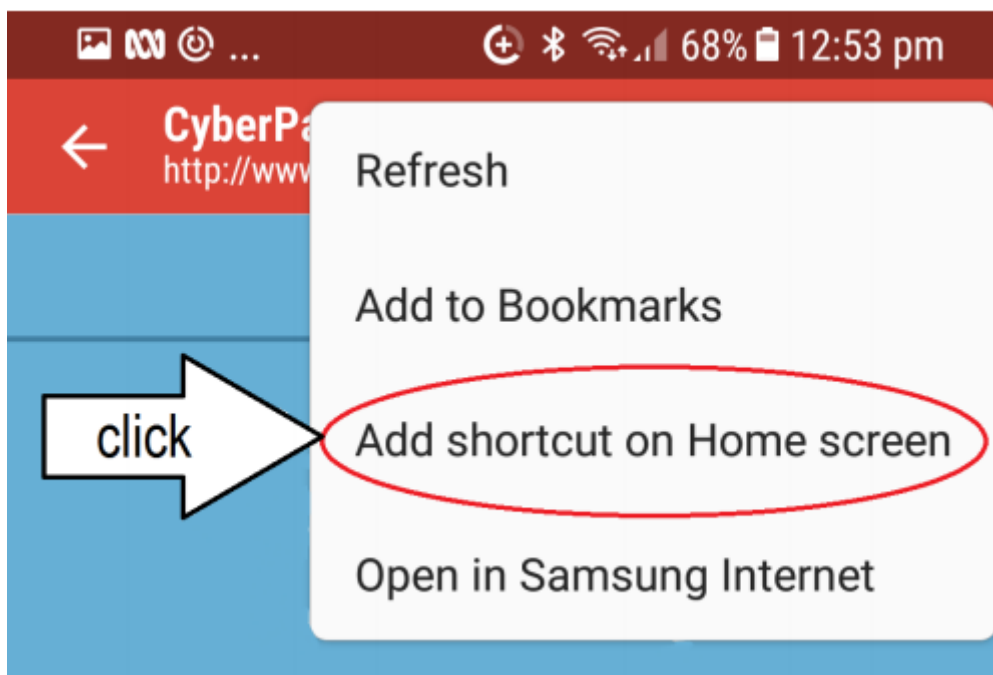


Google Chrome – Android:

1. After navigating to the *CyberParent* homepage, click this button at the top right-hand corner of the Chrome browser:



2. When you click this button, a small tab will come up. Click on the '**Add shortcut to Home Screen**' button at the bottom of the list:



3. The web app is now downloaded and ready to use on your phone:



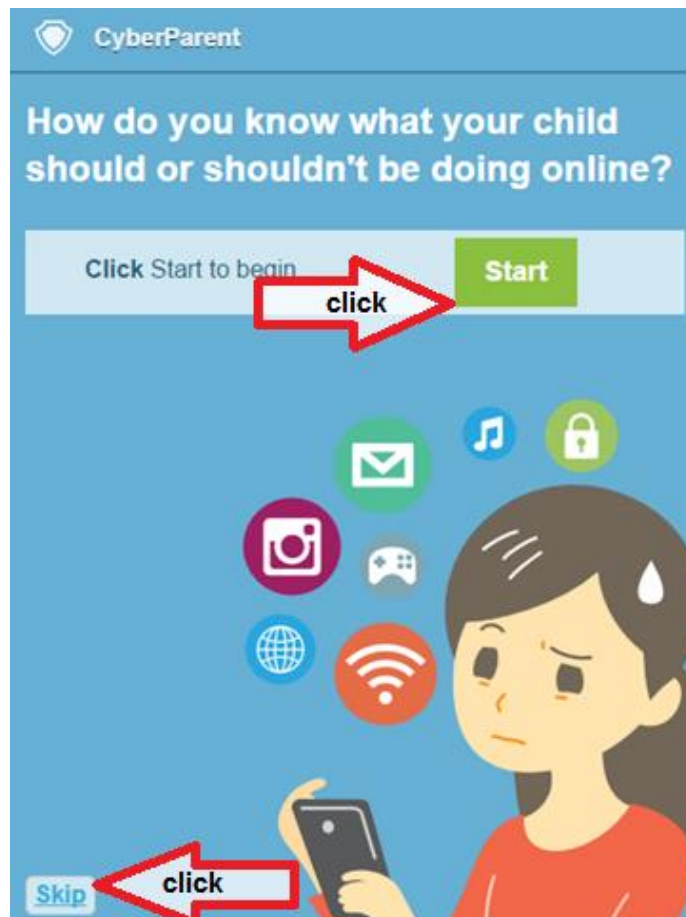
V. NAVIGATING CYBERPARENT

There are two different ways to navigate through *CyberParent*. The first is to complete the entire program from beginning to end by following the prompts and clicking the **arrows**. This is preferable if it is your first time using *CyberParent*.

The second way is to use the **tabs** at the bottom of the screen to navigate directly to where you want to go. This option might be better if you would like to revisit a particular page or if you would like to show someone something specific.

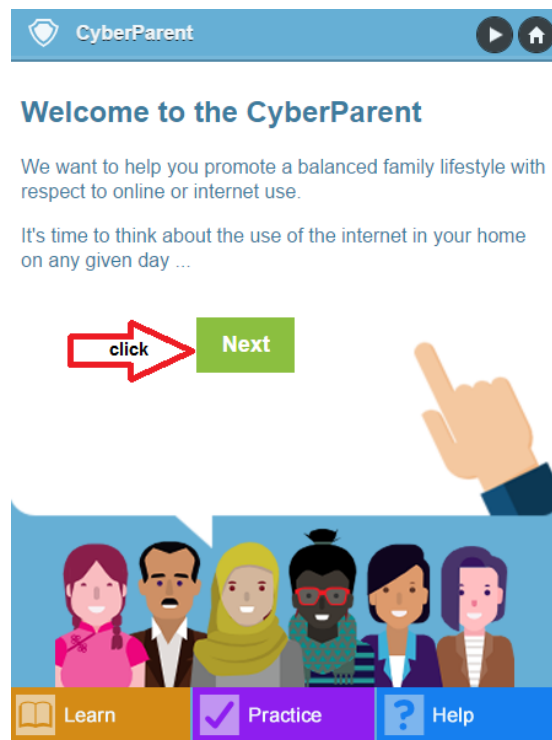
This part will explain both ways of navigating *CyberParent*.

Once you have accessed CyberParent (see Part II), you will be invited to watch a short introduction. Press the green 'Start' button to begin. If you have already seen the introduction before and you would like to go straight to the homepage, click 'Skip' at the bottom left corner of the screen:

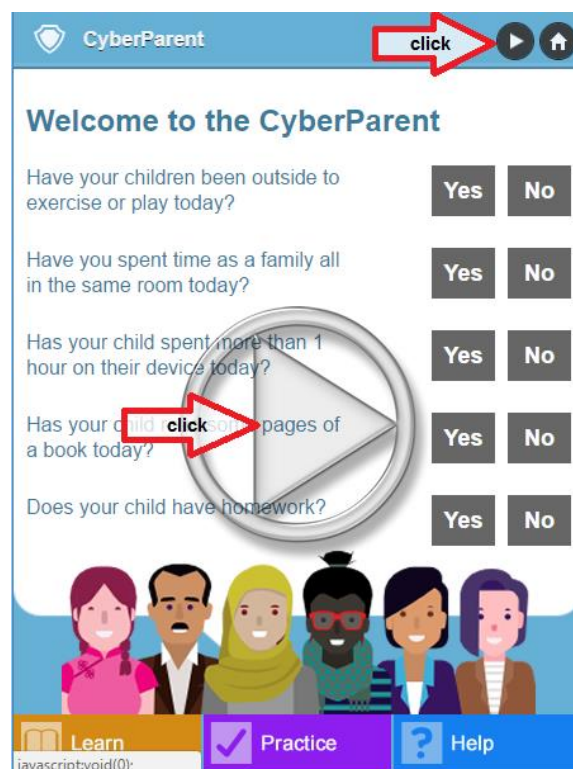


Navigate Following the Arrows:

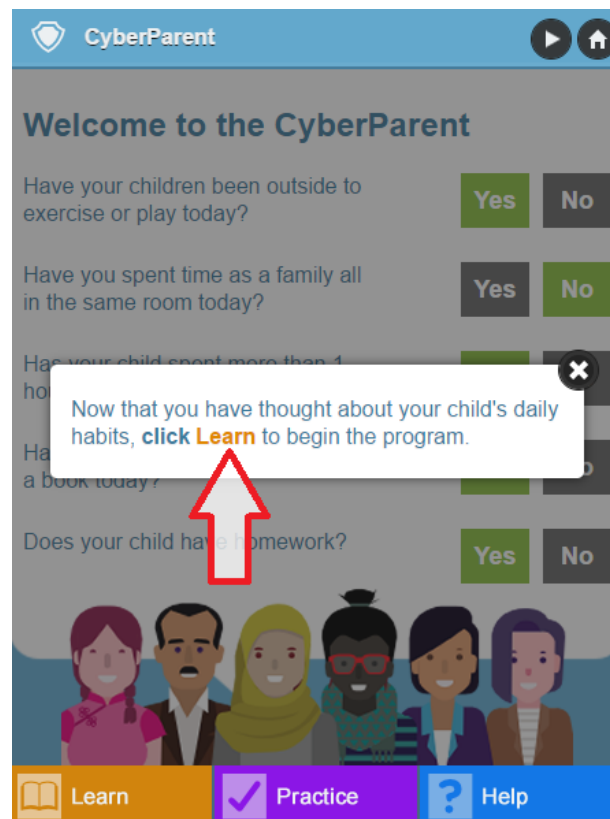
1. At the homepage, click 'Next' to begin the program:



2. You will be prompted to complete a short quiz. Click the large arrow in the middle of the screen to hear the audio for the quiz. If the large arrow disappears, or you would like to hear the audio again, click the small arrow in the top right of the screen:



3. Click 'Yes' or 'No' for each of the questions. Once you have finished the quiz, a prompt will appear to begin the program. Click the yellow word **Learn** to begin:



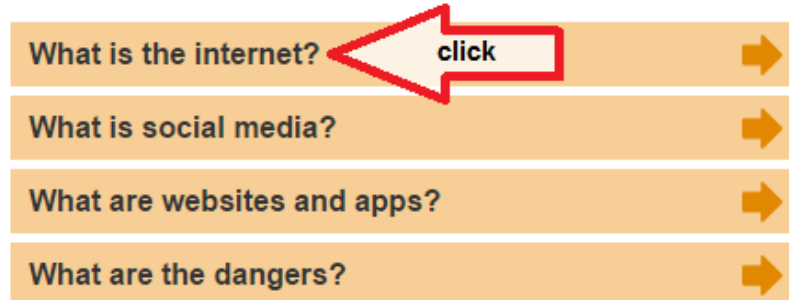
4. Click the large arrow in the middle of the screen to hear the audio for **Learn**. If the large arrow disappears, or you would like to hear the audio again, click the small arrow in the top right of the screen:



5. Click the first option, 'What is the internet?' to begin:

The online world can be a very confusing place!

Select one of the **options** below to learn more about the basic definitions and tools.



6. Repeat Step 4: click the large arrow in the middle of the screen to hear the audio for the quiz. If the large arrow disappears, or you would like to hear the audio again, click the small arrow in the top right of the screen:



What is the internet?

The internet is a resource and network that gives us access to information, entertainment and ways of communicating with people near and far.



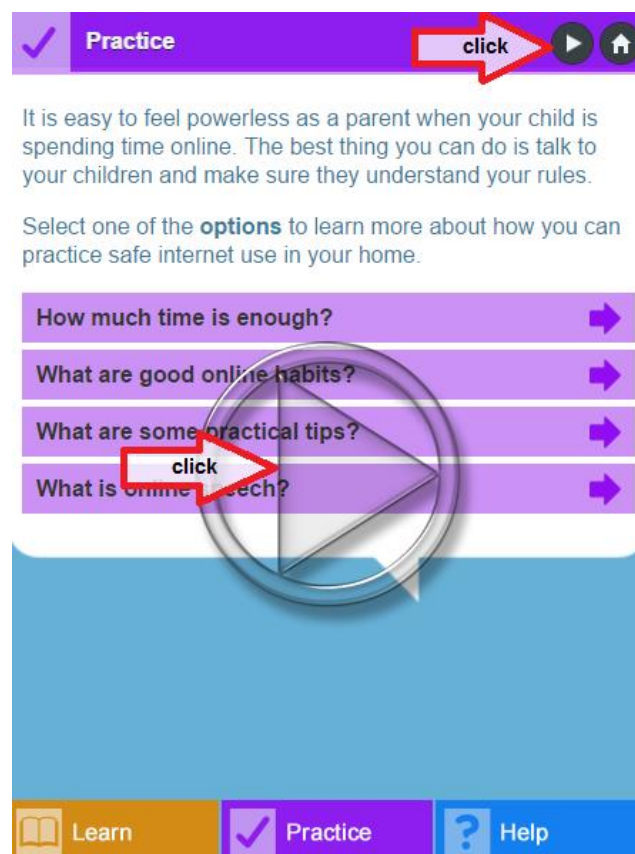
7. Once you have listened to the audio or read the text, click the arrow on the right-hand side of the screen to proceed to the next page:

What is the internet?

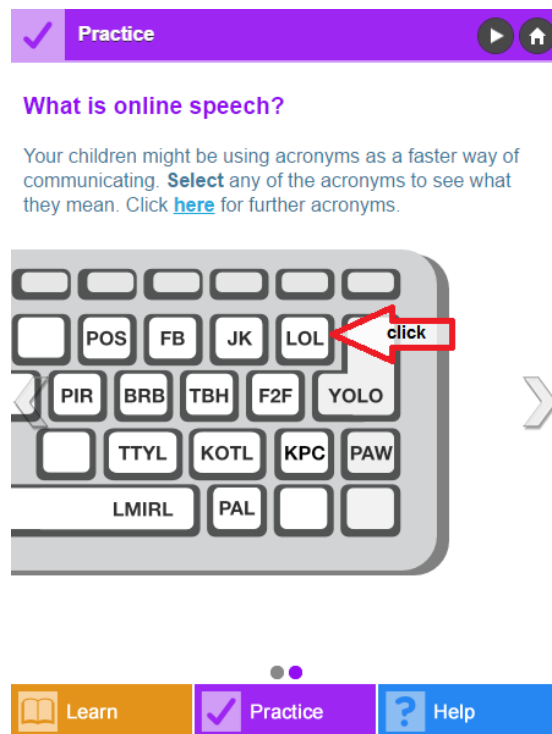
The internet is a resource and network that gives us access to information, entertainment and ways of communicating with people near and far.



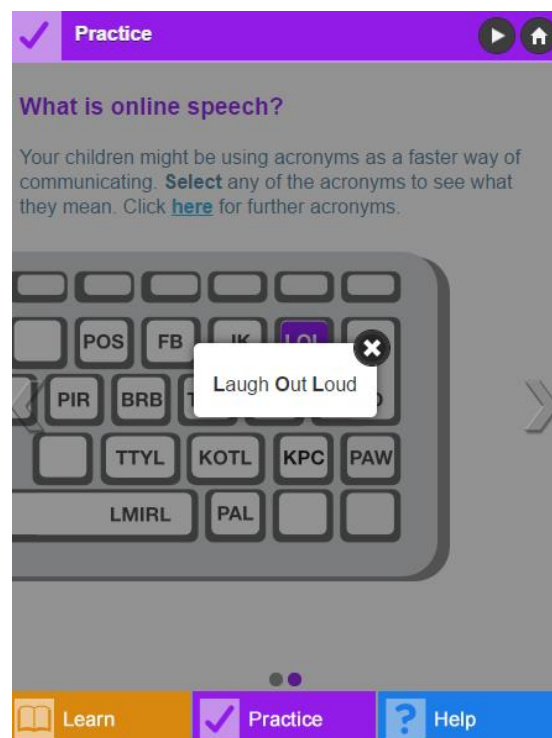
8. Repeat Steps 6 – 7 until you have completed the **Learn** section.
9. Once you have completed the **Learn** section, the **Practice** section will automatically commence. Repeat steps 4 – 7 using the arrows to complete the **Practice** section:



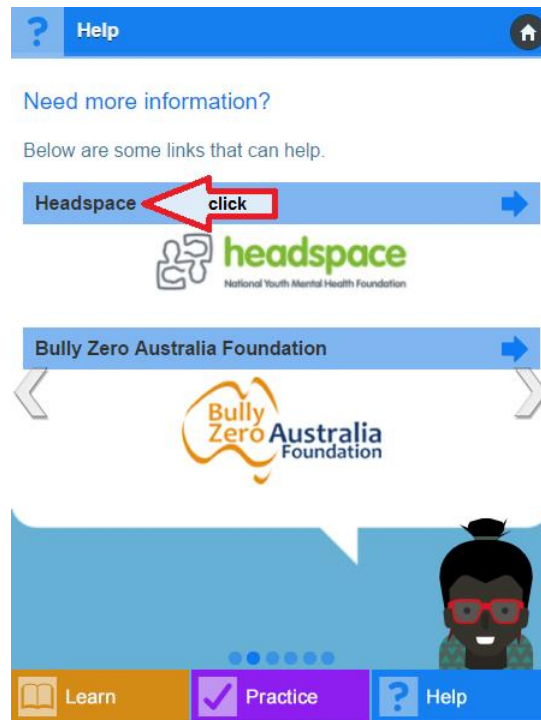
10. Once you arrive at the 'What is online speech?' page, you will have the option to click on the different acronym icons on the keyboard to find out what each of the acronyms mean. For example, click 'LOL' to find out what it means:



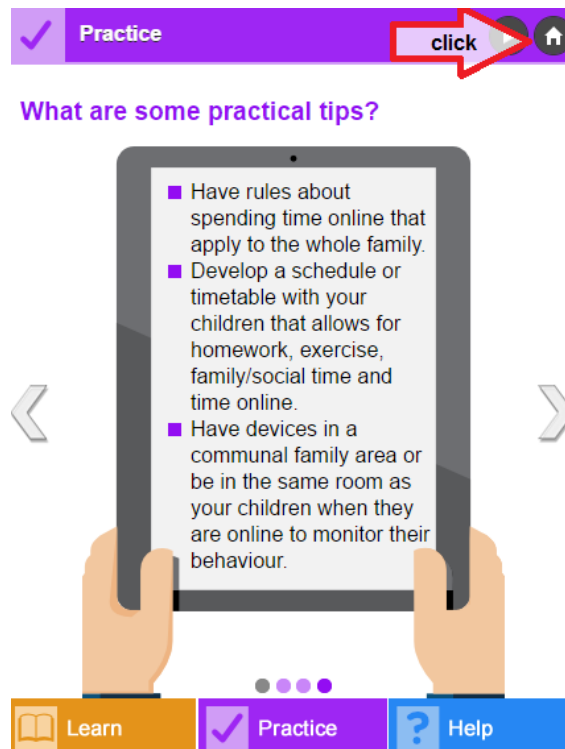
11. The definition will pop up when you click on the icon. For example:



12. Once you have completed the **Practice** section, the **Help** section will appear. The purpose of the **Help** section is to provide links to websites that can provide more information about some of the themes discussed by *CyberParent*. If you would like to visit a website that is listed, click on the title:



13. If you would like to return to the start page of *CyberParent* at any time, click on the home icon on the top right of the screen:



Navigate Using the Tabs:

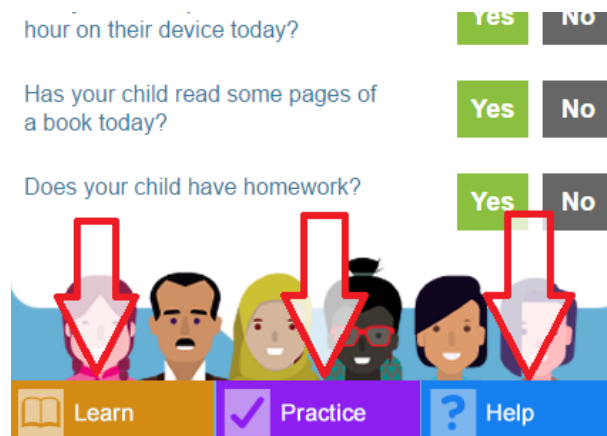
1. At the homepage, click 'Next' to begin the program:



2. You will be prompted to complete a short quiz. If you would like to complete the quiz, click the large arrow in the middle of the screen to hear the audio for the quiz. If the large arrow disappears, or you would like to hear the audio again, click the small arrow in the top right of the screen:



3. If you have already completed the quiz before and you would like to navigate straight to a specific page of *CyberParent*, you can do so using the three **tabs** at the bottom of the screen:



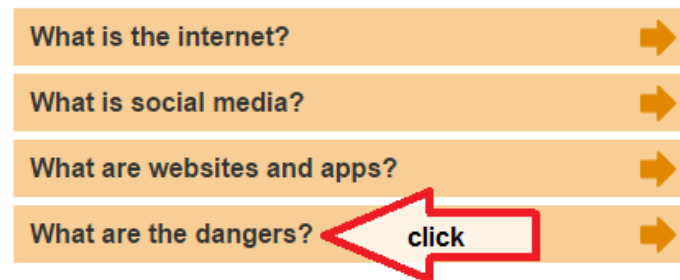
4. For example, if you would like to navigate straight to the page about the **dangers** of the internet, click on the **Learn** tab at the bottom of the screen. Click the large arrow in the middle of the screen to hear the audio for Learn. If the large arrow disappears, or you would like to hear the audio again, click the small arrow in the top right of the screen:



5. You can now click on the question, 'What are the dangers?'.

The online world can be a very confusing place!

Select one of the **options** below to learn more about the basic definitions and tools.



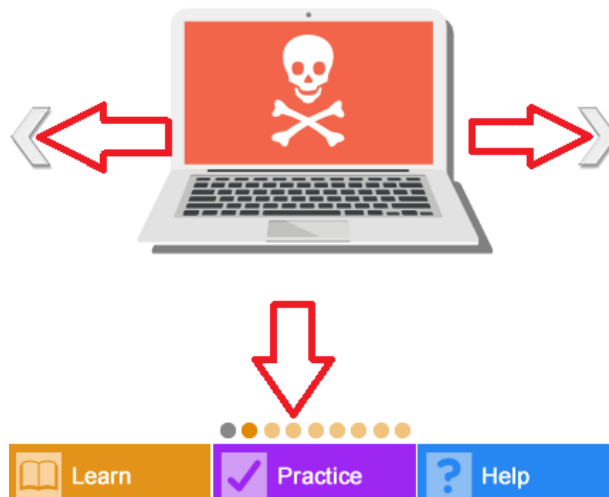
6. You have now navigated to the page you wanted to view. Repeat Step 4 to listen to the audio.



7. Use the arrows on the left and right of the screen to go back or forward in the 'What are the dangers?' part of the program. Alternatively, you can use the dots just above the tabs:

What are the dangers?

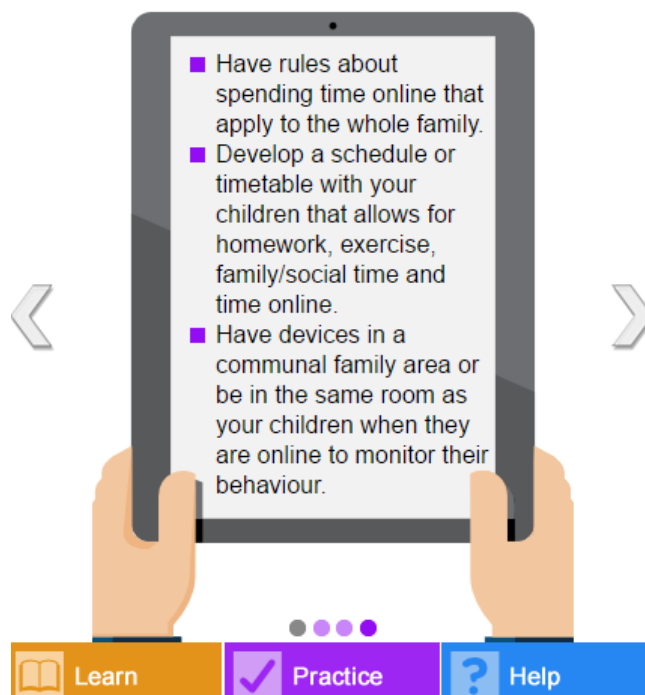
While the internet is great for information and knowledge sharing, there are some dangers associated with its use. It is important that you are aware of what your children are accessing online.



8. If you would like to return to the start page of *CyberParent* at any time, click on the home icon on the top right of the screen:



What are some practical tips?



VI. TRAINING SESSION PLAN: FOR FACILITATOR USE

The aim of this Part is to provide a plan and some tips for a **facilitator** running a training session about *CyberParent*. It is aimed that the training session would last roughly 90 minutes to allow for discussion, questions and a short evaluation. It is recommended that facilitators run sessions with approximately 10 – 20 participants at a time, using a projector to run through the *CyberParent* program as a group.

Training Session Outline and Logistics

A sample outline of the session is as follows:

Time	Activity	Details
5 mins	Introduction and Registration	<ul style="list-style-type: none"> - Explain who you are and what you will cover in the session. - Take down participant name, email and contact number on a registration sheet. Please note: this is information for facilitator's own reference (see Appendix 2). - Detail the aims of the session (see Part I of this toolkit) and briefly discuss the themes of <i>CyberParent</i>. <ul style="list-style-type: none"> a. <i>Make participants feel comfortable and assure them that they can ask questions at any time throughout the session.</i>
30 mins	General Discussion	<ul style="list-style-type: none"> - Use the following prompts to facilitate a discussion amongst the group about how the internet is used in their home and what strategies they might use to monitor it: <ul style="list-style-type: none"> a. Do you use the internet most days/every day? If so, what for? b. Do your children use the internet every day? c. Are you confident using the internet? d. Are you aware of the dangers that exist for young people using the internet? e. How do you manage internet use in your home? f. What concerns do you have for your children when using the internet?
5 mins	Demonstration: How to access CyberParent	<p>See: Part II of this toolkit.</p> <ul style="list-style-type: none"> - Use these instructions to explain to participants how to find the link to <i>CyberParent</i> by doing a Google search, and by going to the homepage of the AMF website. <ul style="list-style-type: none"> a. <i>Make sure to collect email addresses and mobile numbers (if participants are comfortable to leave their details) so that you can send them</i>

		<p><i>emails/texts with the links to CyberParent and to the toolkit.</i></p> <p><i>b. Also go through this using the projector or a computer so that you can explain to the whole group.</i></p>
5 mins	Demonstration: How to download CyberParent	<p>See: Part III of this toolkit.</p> <ul style="list-style-type: none"> - Use these instructions to explain to participants how they can download the link so that <i>CyberParent</i> can be easily accessed at any time. - If you have the time, it is recommended that you assist participants with smartphones to do this during the session so that they go away with <i>CyberParent</i> already downloaded. <ul style="list-style-type: none"> <i>a. This will take some time as the method for this can differ from phone to phone.</i>
5 mins	CyberParent Quiz	<ul style="list-style-type: none"> - Once <i>CyberParent</i> is downloaded: allow the participants to spend a minute answering the questions in the quiz – this is an opportunity for them to reflect on their online habits at home. <ul style="list-style-type: none"> <i>a. This can be done as a group – explain that it is just there as a prompt to get us thinking, and is not a test.</i>
30 mins	Understanding CyberParent	<ul style="list-style-type: none"> - Talk through each of the stages of CyberParent: <ul style="list-style-type: none"> a. At the home screen (the initial Quiz) – there are two different ways to navigate. Firstly, to follow the prompts and arrows and going through it step by step as a program. Secondly, use the tabs at the bottom to navigate where you want to go. This second option is good if you have already been through <i>CyberParent</i> from start to finish before and would like to get to a particular point. For our purposes today, we will run through it from start to finish. b. Explain the purpose of each of the Tabs: <ul style="list-style-type: none"> ▪ Learn is to educate parents and their families about internet basics and some of the dangers surrounding the internet for young people. ▪ Practice provides parents with the opportunity to reflect on their own internet habits at home and to introduce safer or healthier attitudes to the internet to them and their family. ▪ Help refers any internet user to resources, networks and organisations

		<p>that can provide further assistance or information to them with respect to the issues being dealt with in the Web App.</p> <p>c. <i>During the Learn section, be sure to stop and discuss the content at any time and asks the participants if it is relevant to their lives e.g. what kinds of apps do your children use? What kind of websites do you visit frequently?</i></p> <p>d. <i>The Dangers section should be instructed quite comprehensively, allowing for facilitated discussion and explaining each issue in detail to ensure that participants are aware of what each danger is. It might be helpful to ask participants if they, their children or their friends have experienced any of the dangers and if so, what did they do to remedy the situation.</i></p> <p>e. The Practice tab might take more time as it is a lot more interactive. For example:</p> <ul style="list-style-type: none"> ▪ <i>The changes in behaviour listed in 'how much time is enough' should be discussed in context so that participants don't become alarmed – explain to parents that if they notice their children spending a lot of time online and they see these symptoms it might be a sign that they could change their online habits.</i> ▪ <i>Walk through the Quiz together asking the participants for the answers</i> ▪ <i>Emphasise the key messages about supporting children and being communicative with them about their online habits rather than ignoring or getting frustrated with them.</i> ▪ <i>Discuss the practical tips as a group and invite participants to talk about whether they use any methods in their homes i.e. no screen before homework. Also clarify that these are tips not rules – each family has its own approach.</i> ▪ <i>Direct the participants to the acronyms so that they can read them in their own time.</i> <p>f. Take time to explain the purpose of each of the resources listed in the Help page – especially the crisis ones so that participants are aware of</p>
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		<p>where to go for different kinds of help or information.</p> <ul style="list-style-type: none"> ▪ <i>If you have time clicking on the links and explaining what each organisation does is helpful.</i>
5 mins	CyberParent Languages	<ul style="list-style-type: none"> - Explain to participants that <i>CyberParent</i> will be available in 17 languages and discuss that with them. The languages include: <ul style="list-style-type: none"> a. English, Arabic, Chinese, Dari, Dinka, Farsi, German, Greek, Hindi, Indonesian, Italian, Pashto, Spanish, Somali, Turkish, Urdu and Vietnamese.
10 mins	Concluding questions	<ul style="list-style-type: none"> - Take questions from the participants about <i>CyberParent</i>, its content or any of the themes discussed throughout the session.
5 mins	Evaluation (Optional)	<p>See: Appendix 1 for a template</p> <p>Please note this evaluation is <u>optional</u>. Its primary purpose is to inform evaluations of the facilitator's own sessions. While facilitators are not required to return evaluation sheets, the AMF welcomes any feedback from facilitators.</p> <ul style="list-style-type: none"> - Have one-page evaluation sheets ready to give to each participant. Allow five minutes for them to fill out the sheet. If you would like further discussion or you believe a face-to-face evaluation would be more suitable, important questions could include: <ul style="list-style-type: none"> a. Did you find the session today helpful? Why/why not? b. What was the most helpful part about the session today? c. Do you think the CyberParent Web App is helpful for you and your family in improving online habits at home? d. How could the CyberParent Web App be better suited to help you and your family? e. What other information/resources would assist you in creating healthier/safer online habits at your home? f. What is your biggest concern about internet safety?

What Resources are Required?

- Computer (preferably with projector screen and relevant cables and speakers)
- Internet access
- Training room large enough for participants and facilitators

- Tea/Coffee and snacks
- Evaluation sheets, registration sheet and pens

VII. APPENDICES

Appendix 1: CyberParent Training Evaluation Survey

1. Please rate the following by circling one answer:

❖ **The information was helpful**

Very Helpful 5 4 3 2 1 Not helpful at all

❖ **The information was interesting and easy to understand**

Very interesting 5 4 3 2 1 Not interesting at all

❖ **I understand the internet and social media better after today**

Very much 5 4 3 2 1 Not at all

❖ **I understand some of the dangers online better after today**

Very much 5 4 3 2 1 Not at all

❖ **I feel like I can monitor my child on the internet better after this session**

Very much 5 4 3 2 1 Not at all

2. Would you use the CyberParent WebApp after today?

3. What would make the CyberParent WebApp easier for you to use?

4. What language would you want to use this app in?

5. Was this resource useful?

6. Would you recommend this resource to others?

Appendix 2: CyberParent Training Session Attendee List

PLACE: _____

DATE: _____

NAME	PHONE NUMBER	EMAIL ADDRESS