

Getting help when your child is being bullied online

Online bullying – or cyberbullying – is when someone online is mean or makes someone feel bad or upset, or even threatens them. It can happen to children on a social media site, online game, app, or other online services.

Someone could make your child feel bad or upset by:

- sending hurtful messages about them
- sharing embarrassing photos or videos of them
- spreading nasty online gossip about them
- leaving them out of an online group chat
- making racist comments about them or their culture.

Online bullying can happen to anyone. It's important that your child knows they can come to you or an adult they trust for help, and not get in trouble.

Helping your child if they are bullied online

If your child seems worried or anxious around their phone, computer or device, ask them about what is happening.

Tell your child that no one deserves to be hurt online and that it is OK to feel upset. If they can't solve the issue on their own, you can help them.

Children often go online to find support when things go wrong, so it is not always a good idea to take away their device to try to fix things.

Reporting cyberbullying

1. Collect evidence. Screenshot the harmful content, webpage address (URL), and account username.
2. Report to the online service. [The eSafety Guide](#) can help you do this. If the service doesn't respond, go to [eSafety.gov.au](https://www.esafety.gov.au) and click the red '[report abuse](#)' button.
3. Prevent further contact. Use settings to ignore, mute or block the other person and check your privacy settings.
4. Get more help. Talk to a trusted adult or a counsellor at [Kids Helpline](#) (1800 55 1800) or [headspace](#).



For more information about how to keep your family safe online, search for [eSafety Parents](#) on our website.