DOWN SYNDROME NEW SOUTH WALES

Helping Me Understand Staying Safe Online

This Helping Me Understand sheet supports people with Down syndrome or intellectual disability to understand an important topic with support.

Part 1 are for families, carers, and support workers. They give guidance on supporting a person with Down syndrome and explains the topic of the information sheet.

Part 2 uses in clear and easy- to-understand language and can be read together. The language can be adapted to suit different ages, communication styles and support needs.

Supportive Communication Tips

» Use short, clear sentences and talk about one idea at a time.

» Use visual learning supports. Use real life things that relate to the topic, such as phones, apps, forms, letters, photos, calendars, pictures or objects.

» Use real life example to support understanding, avoid general and vague terms.

» Show the person what to do, then practise together.

» Repeat key messages over time. The person may need to hear and the same message many times.

» Give extra time to think and answer.
Do not rush.

» Check understanding by asking the person to show you what they would do, or to choose from clear options.

» Some people may understand more than they can express using words. Give them different ways to communicate, such as choosing between pictures, gestures such as pointing or communication aids if needed.

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Helping Me Understand Staying Safe Online

Part 1:

Having an online presence has become an important tool for everyday living, including social connection, communication, marketing, and work. It's important people with Down syndrome understand what online safety is and have strategies to keep safe.

Online safety is the protection of personal and private information and a person's well-being.

Supporting a Person with Down syndrome and their Understanding of Online Safety

How to explain online safety

People with Down syndrome learn best when information is clear, practical and repeated.

Support understanding by using real examples and checking what the person has understood.

Key messages to practise

» Stop before clicking links or opening attachments in email.

» Do not send money, passwords, bank details or private photos if someone asks online.

» Show the message or email to a trusted person before replying.

» Block, delete or report messages that are unsafe or upsetting.

» The person is not in trouble if they ask for help.

Helpful ways to practise

» Look at sample messages together and ask, "Is this safe or unsafe?".

» Practise saying, "I need help" or "I will show this to someone I trust."

» Set up phone safety tools together, such as two-step login, strong passwords and updates.

» Write down who the person can go to for help.

Information Sources

» Down Syndrome Australia, Education Toolkit
» Australian Cyber Security Centre, Learn the basics
» Australian Cyber Security Centre, Report a cybercrime, incident or vulnerability

Please check cyber.gov.au and Report Cyber for current reporting information.

Part 2: Helping Me Understand

Read this together

You can read this together.
You can take your time.
You can ask questions.

Being online

I may use the internet on:

» My phone
» My computer
» My tablet
» Apps
» Social Media
» Games
» Websites

The internet can be fun and helpful. Sometimes the internet can also be unsafe.

What is a scam?

A scam is when someone tries to trick me.

A scam can happen on the phone, by text, by email, on social media, in a game or on a website

A scammer may pretend to be someone else.

A scammer may pretend to be:

» A bank
» The government
» A shop
» A friend
» A boyfriend or girlfriend
» Someone who loves me

Scams are not safe.
Scams can make me feel worried or upset.

Scams can look like

» A message asking me to click a link.
» A message saying I must pay money quickly.
» A phone call asking for my bank details.
» A message asking for my password.
» A person online asking for photos of me.
» A person online saying they love me but asking for money.

What are cyber threats

A cyber threat is something online that can hurt me, my information, my phone or my computer.

Cyber threats can include:

» Bad software that can hurt my phone or computer.
» Fake messages that try to get my information.
» Someone stealing my personal details.
» Someone sharing or stealing my information without my permission.
» Tricks to get my money or private information.

Helping Me Understand

Private Information

Private information is information I should keep safe.

Private information can include:

» My password
» My bank details
» My date of birth
» My address
» Photos of my body
» Codes sent to my phone
» Information about my NDIS plan or money.

I do not need to give private information to someone who asks online.

Things I can say to someone I trust

» I do not understand this message.
» Please help me check this.
» I think this might be unsafe.
» I do not want to reply.
» I need a break.
» Can we block this person?
» Can we report this?

STOP and tell someone

If anyone asks me to send pictures of myself, I stop.

If anyone asks me to send personal information, I stop.

If anyone asks me to send money, I stop.

I show the message to someone I trust.

A trusted person could be:

» A parent
» A carer
» A support worker
» A family member
» A friend I trust

I can take a break if a message feels wrong.

I can tell someone I trust when I feel unsure what to do.

What I can do to stay safe

» I can use strong passwords.
» I can use two-step login. This means I need another code or step to log in.
» I can keep my phone and computer updated.
» I can back up important files and photos.
» I can think before I click links.
» I can ask someone I trust before I open an attachment.
» I can keep my bank details, password and private information safe.

I can ask someone I trust to help me set these things up.

If something goes wrong

If something goes wrong, I can ask for help.

I do not have to deal with it alone.

I can:

» Stop replying.

» Take a screenshot or save the message if I can do this safely.

» Show the message to someone I trust.

» Block the person.

» Delete the message after I have shown someone.

» Report the scam or cyber problem on the Report Cyber website with help if I need it.

If I am in danger now, I or my support person should call 000.

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» I can keep my bank details, password and private information safe.

I can ask someone I trust to help me set these things up.

Things I can say

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» Please help me check this.

» I think this might be unsafe.

» I do not want to reply.

» I need a break.

» Can we block this person?

» Can we report this?

A final message

» I have a right to be safe online.

» I can stop and ask for help.

» I am not in trouble if someone tries to trick me.

» I can enjoy the internet and keep my information safe.

Notes

Support services in Australia

Intellectual Disability Mental Health Connect
idmhconnect.health

Mental Health Line **1800 011 511**
Lifeline **13 11 14**
Beyond Blue **1300 22 4636**
Black Dog Institute
blackdoginstitute.org.au
If someone is in immediate danger, call **000**

