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Parents' Guide to

A Better Internet

Contents

Introduction

- Internet Safety Top Tips for Parents 3
- Internet Safety Advice for Parents of Young Children 6
- Managing Technology Use at Home 8

Children & Social Media

- What is the Right Age to Start? 9
- What is the Digital Age of Consent? 9
- What are the Key Things to Think About? 10
- Social Media Age Restrictions 10
- Social Networking Tips 11
- How to Manage Your Online Reputation 13

Dealing with Cyberbullying

- What is Cyberbullying? 15
- What if my Child is Being Bullied Online? 16
- What Advice Should I Give my Child? 18

Talking about Online Pornography

- Young Children & Porn 22
- Teenagers & Porn 22
- Talking to your Child about Sexting 24
- Talking to Your Child 25
- What to do if Intimate Images of your Child are Shared Online? 26

Where to get more Information and Advice

- Webwise 29
- Safer internet Ireland Centre 30
- Helplines: Listening, Supporting & Empowering 31
- General 34
- Mental Health & Well-being 35
- Eating Disorders 37
- Gender & Sexuality 38
- Internet Safety 39

Introduction

In every aspect of development, from learning to cross the road, ride a bike or swim, parents teach, guide and support their children. It should be no different when it comes to their online lives. This booklet has been developed to support you as you support your child to be safer online.

The internet is becoming a bigger part of our children's lives; it is important that we get involved with what they are doing online. This means not just talking to our children about what they do online but also listening. It is important that we talk openly and regularly about our concerns and agree boundaries around internet use in our homes.

While the internet undoubtedly presents fantastic opportunities for children, it is equally clear that there are valid concerns about children spending too much time online, accessing inappropriate content, and communicating with people with intent to harm or exploit them.

As parents our natural desire is to keep our children safe. The best online safety strategy, regardless of age, is to talk with your child and to engage with them about what they are doing and who they are doing it with.

This booklet will help you, as a parent, to help your children have a positive experience when they are online. It will give you information and advice and, as a result, you will be able to talk with confidence to your children, including teenagers and young adults, about the benefits and risks they need to be aware of.

Much of the information published in this booklet has been adapted from the Webwise Parents hub. Visit webwise.ie/parents to find more supports including video interviews with experts, talking points on topics that are difficult to discuss with your child, explainer guides for new apps and technologies, and lots more.

Internet Safety
Top Tips for Parents

Check out our top internet safety advice to make sure going online is a positive experience for you and your child:

No.1

Discover the internet together

Be the one to introduce your child to the internet. For both parent and child it is an advantage to discover the internet together. Try to find websites that are exciting and fun so that together you achieve a positive attitude to internet exploration. This could make it easier to share both positive and negative experiences in the future.

No.2

Agree with your child rules for internet use in your home

Try to reach an agreement with your child on the guidelines which apply to internet use in your home. Here are some tips to get started:

- → Discuss when and for how long it is acceptable for your child to use the internet
- → Agree how to treat personal information (name, address, telephone, email)
- → Discuss how to behave towards others
- → Agree what type of sites and activities are OK or not OK
- → Follow the rules yourself! Or at least explain why the rules are different for adults.

No.3

Encourage your child to be careful when disclosing personal information

A simple rule for younger children should be that the child should not give out their name, phone number or photo without your approval. Older children using social networking sites like Facebook should be encouraged to be selective about what personal information and photos they post to online spaces. Regardless of privacy settings, once material is online you can no longer control who sees it or how it is used.

No.4

Talk about the risks associated with meeting online 'friends' in person

Adults should understand that the internet can be a positive meeting place for children, where they can get to know other young people and make new friends. However, for safety and to avoid unpleasant experiences, it is important that children do not meet strangers they have met online without being accompanied by an adult you trust. In any case, the child should always have their parents' approval first. In addition, it is also a good idea to have a fail-safe plan in place such as calling them shortly after the meeting begins so that they can bail out if they feel uncomfortable.

No.5

Teach your child about evaluating information and being critically aware of information they find online.

Most children use the internet to improve and develop their knowledge in relation to schoolwork and personal interests. Children should be aware that not all information found online is correct, accurate or relevant. Show your child how to check information they find by comparing it to alternative sources on the same topic. Show them trusted sites they can use to compare information.

No.6

Don't be too critical towards your child's exploration of the internet

Children may come across adult material by accident on the web. Also, a child may intentionally search for such web sites; remember that it is natural for children to be curious about off-limits material. Try to use this as an opening to discuss the content with them, and perhaps make rules for this kind of activity. Be realistic in your assessment of how your child uses the internet.

No.7

Let your children show you what they like to do online

To be able to guide your child it is important to understand how children use the internet and know what they like to do online. Let your child show you which websites they like visiting and what they do there.

No.8

Remember that the positive aspects of the internet outweigh the negatives.

The internet is an excellent educational and recreational resource for children. Encourage your child to make the most of it and explore the internet to its full potential.

Internet Safety
Advice for Parents of Young Children

It is never too early to think about your child's safety online. If you are a parent of a young child who is just starting to discover the online world, there are a few things to consider:

Talk about internet Safety with your Child

Have a conversation with your child on some of the important things to watch out for when going online for the first time. Young children will not be aware of the dangers, so it is very important to talk with them about who they talk to and about sharing personal information online.

Use Parental Controls

Most internet technologies have built-in controls that allow you to limit the amount of time your child can spend online, restrict their access to adult content, and switch off functions like shopping and chatting. Filtering controls are particularly useful at preventing young children from accidentally encountering content that might bother them.

Disable In-App Purchases

Many apps and games give their users the option of buying additional game functionality, additional points/bonuses, and a host of other extras. Children can easily make purchases without even realising. You can disable in-app purchases using your phone or device settings.

Activate Safe Search

Help minimise the risk of your child coming across inappropriate content in response to search queries by activating 'safe search' in your search engine.

Agree on what to do when things go wrong

We recommend that you speak to your child about what to do if they come across something on the internet that bothers them. This could be closing the laptop lid or turning off the screen and coming to get you.

Set Up a Family Email

Set up a family email address that your children can use when signing up to new games and websites online.

Play it Safe

For young children we recommend that parents choose safe and appropriate games for their child to play online. Most games have a rating you can check to see if they are age appropriate. You should also check if a game allows for player interaction and if there is a safe chat mode.

Managing Technology Use at Home

Are you concerned about how much time your child spends on their phone, tablet, or computer? Here are some pointers to help you deal with this tricky issue that is causing conflict in our homes.

It is important to remember that children often welcome time-off from social media and games and can welcome clear guidelines and boundaries in this area.

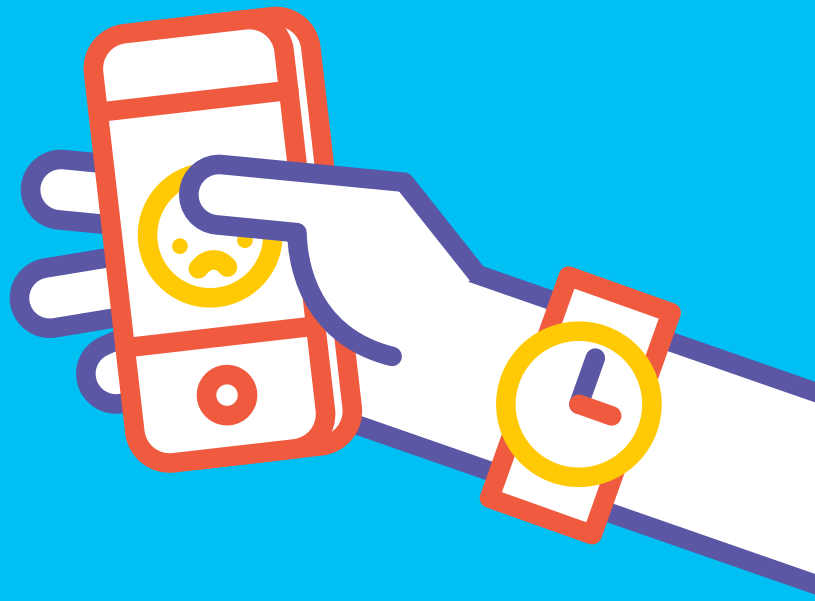
How much is too much?

Unfortunately there is no magic number. Children use their devices and computers for lots of different reasons – to learn, to play, and to socialise. The most important thing is to agree clear rules on technology use and set a good example.

Helpful Pointers:

№.1 Agree a clear set of rules with your child on technology use in the home. Talk to your child on when and where you think it is appropriate to use screens. Agree times when technology is allowed and when they are not allowed in the home. We suggest dinner time, homework time (unless you are using it to help with your homework) and bed time is a good start to the not-allowed list.

№.2 Do as you say. Modelling behaviour is the most powerful way you can influence your child's behaviour.



№.3 Restrict the use of computers and devices in the bedroom. Depending on the age of your child you may want to set a curfew or ban devices from the bedroom completely.

№.4 Buy an alarm clock for your child's bedroom and **charge their phones and devices in your room or downstairs at night time.** This can be a helpful way of giving them a break from the internet.

№.5 Try not to rely on technology too much to keep the kids amused. It can be easy to encourage them to pick up the tablet or play a game on the computer to keep them occupied. This only confuses rules on technology use, try and stick to the agreed rules with your child and remember to set a good example.

№.6 Chat to your child about what they do online and **encourage them to use their time online for learning, creativity and education.**

№.7 Encourage your child to have a healthy balance. Experts say time spent online should not affect sleep, exercise or time with family. Doing activities together as a family will help implement guidelines around technology use and offer fun alternatives.

№.8 Don't have screens always on in the background. Turn off TVs and computers when not in use, these can be distracting for kids if they are trying to participate in another activity.

№.9 Finally, **join in!** Why not set some time aside to play your child's favourite computer game and discover the online world together.

Children & Social Media

What is the Right Age to Start?

Deciding at what age to allow your child to start using social media is a common dilemma for parents.

Age restrictions vary across social media platforms; in Ireland the Digital Age of Consent is now set at 16 years old.

With almost all services it is very easy to sign-up with a false date of birth. That said, the companies are pretty quick to delete the accounts of users when they discover they are underage.

What is the Digital Age of Consent?

The digital age of consent is the minimum age a user must be before a social media and internet companies can collect, process and store their data. In May 2018, the EU adopted a new set of Data Protection Regulations. The GDPR introduces substantial changes to European data protection law.

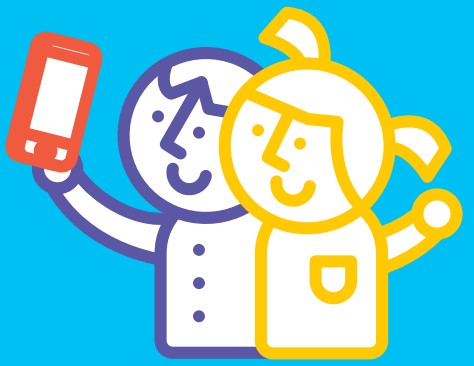
The new regulations require member states to set a digital age of consent. Ireland has adopted 16 as the digital age of consent. The requirements of the GDPR also state that the processing of data of children under the age of 16, in respect of online services, shall not be lawful without parental consent.

What are the Key Things to Think About?

We know that some parents give permission to their underage-children to set up accounts on social networking services and it's easy to get past their age checks.

Ultimately, you need to decide if your child is equipped to deal with the social pressures that arise from social networking. The pressure to 'fit in' and/or to 'be popular' can be intense. Romance, group dynamics, and bullying can contribute to creating choppy waters that even adults find difficult to navigate.

Social Networking Tips



If your child is using social media, there are a few things you should talk with them about. Here are a few conversation starters:

No.1

Ask your child about what social networking services they use. Start on a positive footing by asking them to describe the things they like about it. Ask if you can see their profile. Don't be surprised if your child is reluctant to show you – children can see social networking as a parent-free zone where they communicate with friends.

No.2

In order to open up the channels of communication with your child over their social networking use, don't be too critical of their online experience or habits to date. It's not always their fault if there is something inappropriate on their profile.

No.3

Sometimes a teenager won't tell a parent about a bad experience they have had online because they fear that you might deal with the problem by keeping them off their favourite social networking services. However, if they feel they can talk about their online habits with you, without judgement, or the threat of being disconnected, it will lead to more honesty in the long run.

No.4

Ask your child what privacy settings they have set up on their profiles. Encourage them if they are 'public', to amend the setting to 'private' so that only friends can see what they post. Also let them know that even with the tightest privacy controls, content posted online can be easily copied and shared with audiences without their consent.

No.5

It's a good idea too to talk about your child's friends list. 'Friends' is the catch all term for any contacts on social networking sites. Sometimes, in their desire for popularity, teenagers become too relaxed about who they'll accept as 'friends'. Teenagers should review their list of online 'friends' regularly, so they are sharing their information only with people they trust.

No.6

Be sure to put emphasis on the fact that they should NOT reply to any unwanted or unsolicited messages. Although it may seem obvious, some scam artists or predators use messages to draw responses from young people and then target them. It's good to make sure your child knows how important it is to ignore them.

How to Manage Your Online Reputation

Managing your online reputation has never been more important. Children are now documenting and sharing huge chunks of their lives online and may not be fully aware of the importance of managing their reputation or of the potential risks involved.

Starting the conversation..

№.1 Check your settings!

Encourage your child to regularly review the app and social networking privacy settings. Many social networks are set to public by default meaning anyone can see your child's posts, pics, videos etc. We recommend using a 'friends-only' setting.

№.2 Out with the old...

Just like their bedrooms, it is important that children give their social media presence a spring clean every so often. Remind your child to deactivate any old social media profiles and accounts they may have signed up to. This can help minimise the risk of getting hacked.

№.3 There is a limit to the effectiveness of privacy settings

Explain to your child that anything that appears on a screen can be copied and shared regardless of the privacy features of the services they are using. Nearly all mobile phones can save what is displayed on screen by pressing a couple of buttons. It is just as easy to capture what is displayed by taking a photo of the screen using a camera or camera phone.

№.4 Sharing rules

Ask your child about what they think is okay to post/share online. It's a good idea to give some guidelines about what to avoid discussing or sharing online. Some children may not understand how quickly content can be shared online, it may be helpful to explain that even by deleting a post or photo it may still be too late, and the content may have already been shared.

№.5 Think before posting

There is no way to guarantee what you post online will stay where you intend. Once we post something, it can be difficult to control where it goes. The best advice parents can offer their children is to **THINK** before they post. Encourage your child to: Ask themselves... is it **T**rue? Is it **H**elpful? Is it **I**llegal? Is it **N**ecessary? Is it **K**ind?

№.6 Reassure your child

If something does go wrong online, it is very important to reassure your child that you are there to help and support them.

№.7 Make the most of IT

What you do online can follow you around so encourage your child to make a positive impact. Whether it's starting a blog, raising awareness for something they care about or becoming the next Mark Zuckerberg... the possibilities are endless!

Dealing with Cyberbullying

What is Cyberbullying?

Cyberbullying or online bullying is something you should talk about with your child before it happens. Opportune times might be: when your child starts using social media for the first time, when they are moving from primary to secondary school, and regularly thereafter.

This type of bullying is increasingly common and is continuously evolving. It is bullying carried out through the use of internet and mobile phone technologies. Being the target of inappropriate or hurtful messages is the most common form of online bullying. Cyberbullying does not require face to face contact, it can occur at any time (day or night).

Many forms of bullying can be facilitated through cyberbullying. For example, a child may be sent homophobic text messages or pictures may be posted with negative comments about a person's sexuality, appearance etc.

Be clear on what constitutes online bullying. The procedures recently published by the Department of Education and Skills say "placing a once-off offensive or hurtful public message, image or statement on a social network site or other public forum where that message, image or statement can be viewed and/or repeated by other people will be regarded as bullying behaviour"[1].

Cyberbullying can happen to anyone. It's always wrong and it should never be overlooked or ignored. You know your child better than anyone else. It means you are best placed to identify and deal with any cyberbullying they may encounter.

1. *Anti-Bullying Procedures for Primary and Post-Primary Schools*, Department of Education and Skills, September 2013.

What if my Child is Being Bullied Online?

Praise your child for coming to speak to you about the problem. Sometimes that first step of asking for help is a difficult one. Try to stay calm and not overreact. Reassure your child by reminding them that many people have had similar experiences.

The first thing to do is to listen. Listen supportively, try not to interrogate your child. If they come to you looking for help, they have demonstrated trust in you. Be careful not to damage that by losing your cool or taking action that they are uncomfortable with. At the same time you should make it clear that in order to help them you may have to talk with their teachers and the parents of other children involved.

Once you have established that bullying is taking place, you should get in touch with your child's school or youth organisation. If the cyberbullying is very serious, or potentially criminal, you could contact your local Gardaí.

Schools have a particular responsibility to address bullying. Talk with your child's teacher if the bullying is school related. A pupil or parent may bring a bullying concern to any teacher in the school. Individual teachers must take appropriate measures regarding reports of bullying behaviour in accordance with the school's anti-bullying policy. All schools must have an 'Anti-Bullying' policy. You should familiarise yourself with your school's policy, so you know the steps to be taken if required.

Talking to Your Child

Encouraging your child to talk to you about cyberbullying is key to maintaining an open and positive environment which can help you deal with the situation. Responding by barring internet use or taking away their mobile phone or other device can damage trust and may also put you out of the loop if cyberbullying happens again.

Help your child to build his/her confidence and self-esteem in other areas. This can be supported through your child engaging in out of school activities, such as sports, music or art activities. If your child is very distressed it's important that they have someone with whom they can speak. A professional counsellor might be able to help. Childline offers a listening support service for children.

What Advice Should I Give my Child?

Don't Reply:

Young people should never reply to messages that harass or annoy them. The bully wants to know they have upset their target. If they get a response it feeds into the problem and makes things worse.

Keep the Messages:

By keeping nasty messages your child will be able to produce a record of the bullying, the dates and the times. This will be useful for any subsequent school or Garda investigation.

Block the Sender:

No one needs to put up with someone harassing them. Whether it's messaging apps, social networking or playing games, children can use the technology block anyone who is bothering them.

Report Problems:

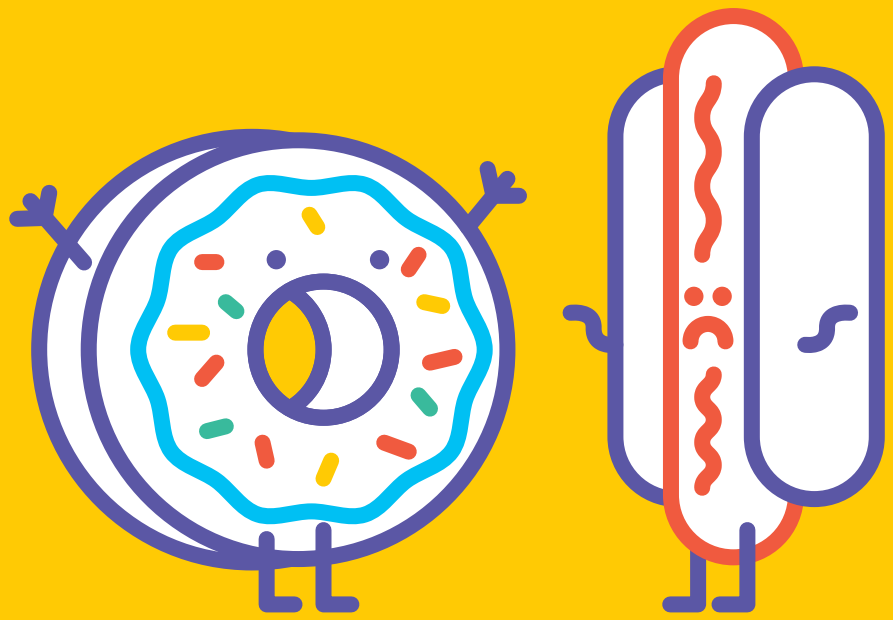
Ensure your child reports any instances of cyberbullying to websites, apps, or other service providers using their reporting tools. By using these, your child will be passing important information to people who can help.

Children need to understand the emotional damage cyberbullying, and all other forms of bullying, can cause. All forms of bullying hurt, all cause pain and all should be stopped. By stressing this to your child – and by emphasising the importance of not standing by while someone else is being bullied – it will encourage them to be more responsible and considerate internet users.

Talking about Online Pornography.

The reality of life today is that, whether accidentally or on purpose, your child will come across pornography on the internet. It is easy to find. Even if you don't go looking for it, it can find you. It is also true that children are encountering it at a younger and younger age.

Parental controls and filters can reduce the chances of your child stumbling across porn but a determined teen can find a way to bypass these protections.



Young Children & Porn

Children can be confused by the imagery that porn exposes them to. When they encounter it they may want to watch more of it to try to teach themselves or to learn something from it. Often they won't understand the messages that are being communicated. It can be traumatic and can make them anxious.

Explain to your child that there are some things that are for adults only and that if they ever see anything on the internet that bothers them, they should come and tell you. Be direct and tell them that if they ever see pictures of a naked person, they should come and tell you.

Talk to your child about how to react if they encounter porn or any online content they are not comfortable with. Good strategies are: turning off the screen, closing the laptop lid or turning over the tablet or phone.

Teenagers & Porn

Learning about sex is part of growing up. If children do not feel they can ask questions at home or at school, they might go looking for answers online.

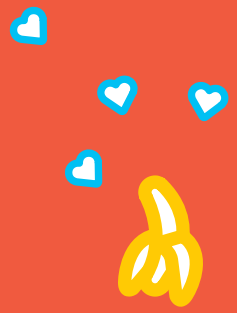
The conversation you have with your teen has to be based on the notion that pornography is not real. It's fantasy. Children and teens can have difficulty understanding this. Without your intervention there is a chance that porn can become their template for physical intimacy. They can also see it as a blueprint for relationships in general.

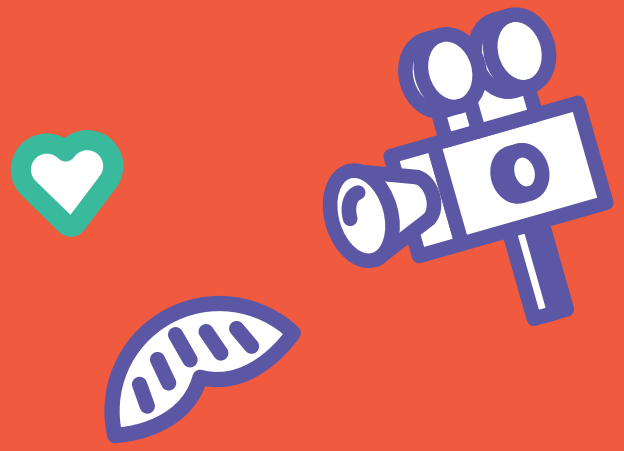
You need to talk with your child to counter the effects of watching porn. Talk to them about what physical intimacy is in the context of a loving and respectful relationship so that they understand that what is represented on porn sites is not a reflection of real-life relationships.

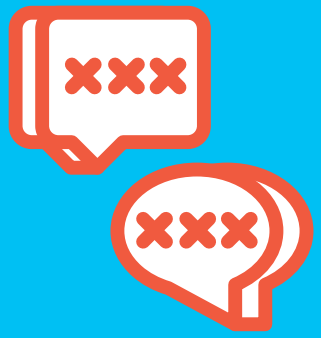
The most important filter you can give your child is the one between their ears so that they can be critical of the things they come across and develop healthy attitudes and relationships.

Your chat about porn is a good opportunity to talk about consent. Porn gives very misleading messages on the need for consent in intimate relationships. Your child can end up confused or misinformed about the importance of this issue.

Be prepared that talking about porn can lead to questions about sex and relationships. Don't feel under pressure to have all the answers or to respond straight away. It's ok to say, "I'll have a think about that and talk to you about this later". It's a good idea to talk to about this topic over a period of time and not try to cover off everything in one sitting.





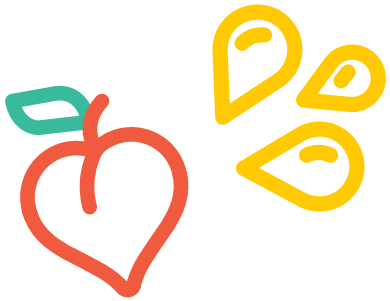


Talking to your Child about Sexting

For many parents of teens, sexting, the sharing of intimate images, can be a big concern. Talking to your child can be the best way to ease concerns and ensure your child is informed on the risks of sharing intimate images.

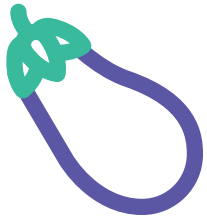
It is important to note that sexting is not a normal part of teenage life. It is an activity in which the majority of teenagers do not participate. It also must be said that sexting doesn't necessarily lead to harm. However, as underage sexting can be illegal it is something that should be dealt with.

At the same time, there are plenty of cases where sexting has gone wrong and the content shared in confidence has been misused. When this happens there can be serious, negative consequences for the well-being of those involved.



It's important to make your child aware of the risks of sharing online and how to protect them from these risks. Here are a few important talking points for parents:

- Help your child to understand the consequences they could face for sending or forwarding nudes. Make sure they understand that taking, possessing or sending sexting images can be a criminal offence. It can also result in sanctions at school.
- Talk to your child about what to do if they are asked to send images of themselves.
- Remind your child that once an image is sent, they have no control over what happens the image.
- A big part of teenage life is making new friends on and offline. Unfortunately, Irish teens have become victims of webcam blackmail and online extortion. Children should be reminded that not everyone we meet online is who they say they are. It can be easy to create fake profiles and pretend to be someone else on a social network. This is sometimes referred to as 'catfishing'.
- Discuss the importance of being respectful to others online. Children may not understand how harmful sharing intimate images of others can be. Explain that it is a violation of trust and can result in serious harm to the person in the picture.
- Peer pressure can play a big part in why teens act and behave in certain ways. You can rehearse different scenarios with them to help them be comfortable with saying no.



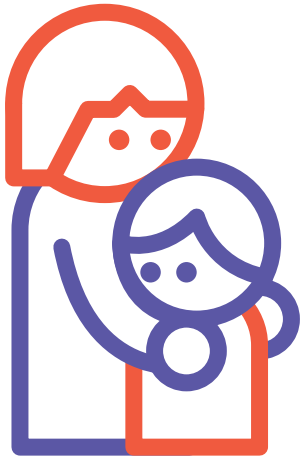
What to do if Intimate Images of your Child are Shared Online?

Firstly, reassure and support your child, this can be a very distressing time for them. It's also important to try and get all the facts before taking action. If images have been shared online without their permission there are a number of actions to consider taking:

Do you or your child know who has shared the image? If so contact them and ask them to remove and delete the image(s). You should also check if they have shared the image(s) with anyone else or on any other sites/services.

Sharing sexting images or videos of children under the age of 18, could be considered as child pornography and may be illegal. If your child is under 18 and a nude image has been shared online, it is a potentially criminal activity and should be reported to the Gardaí.

If possible, keep any evidence of where the image has been shared and who has shared it.



Regardless of age, most social networks also have a policy against revenge porn and will remove intimate images if they have been shared without permission. Reporting can normally be done within the network/app settings although it varies across social networks and apps.

You might also consider contacting a legal professional if you are having difficulty removing images or contacting the website host.

Not sure where the image may have ended up? Enter your child's name into a search engine, this may help find where the image has been shared.

This can be a stressful, upsetting time; it may be helpful for your child to talk to a professional or school guidance counsellor about what has happened.

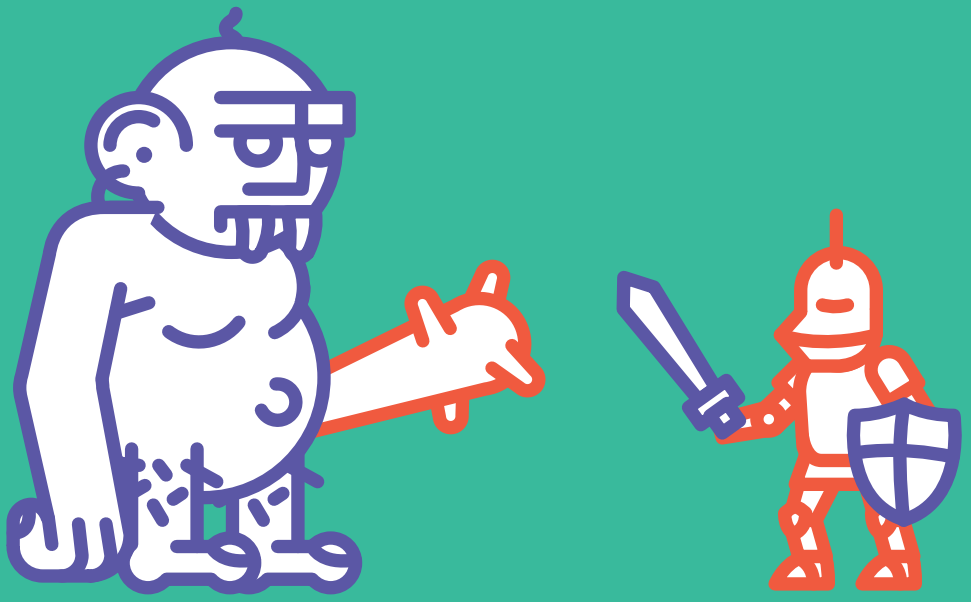
Where to get more Information and Advice

Webwise

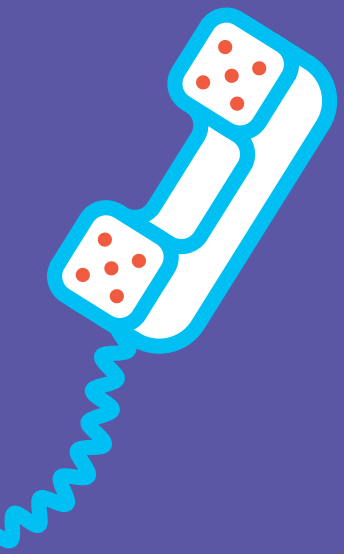
Webwise.ie is the key internet safety online access point for parents in Ireland. Information, advice, and tools can be downloaded free-of-charge from the site and hard-copy resources can be ordered. Here is a flavour of the type of content you can find there:

Safer internet Ireland Centre

The Safer internet Ireland Centre is a consortium of industry, education, child welfare and government partners that provide Safer internet awareness, hotline and helpline functions and activities for the Republic of Ireland. Webwise, Childline, the National Parents Council Primary, and the internet Service Providers Association of Ireland are the partners in the consortium. It is coordinated by the Department of Justice to develop national initiatives promoting the safer use of digital media and enhance protection of the vulnerable, particularly children, against the downside of the internet.



Helplines: Listening, Supporting & Empowering



Childline, the Irish Society for the Prevention of Cruelty to Children's listening service, and the National Parents Council Primary's helpline both give youngsters and parents a means of talking through their queries or worries with trained staff.

Childline

Childline is a free and confidential telephone, online and mobile service dedicated to Ireland's under 18s.

It provides teenagers and children with an open and non-judgemental listening service, staffed by professionally trained volunteers.

Totally confidential, Childline takes thousands of calls, emails and texts every week from children all over Ireland who can contact its volunteers anonymously. The service aims to empower, protect and support young people whatever their situation.

Irrespective of a child's problem, even if they just want someone to talk to, Childline's volunteers are ready to listen. It's free. It's non-judgemental. And it's confidential.

Contact Childline

Call 1800 66 66 66 — 24hrs a day

One to One live chat 10am–4am every day.
Log on to www.childline.ie

Text 'Talk' to 50101 — 10am–4am every day
Text 'Bully' to 50101 — 10am–4am every day
Text 'Help' to 50101 — 10am–4am every day

NPC Primary Helpline

Being a parent is not easy. But help is out there.

The National Parents Council Primary Helpline is a confidential telephone service for parents worried about any aspect of their child's education.

Its trained officers listen, give advice and support in a range of different areas.

Open from Monday and Tuesday between 10am and 4pm, and from Wednesday to Friday between 10am and 5pm, the helpline will deal with any questions or issues you may have.

In the past, worried parents have asked about bullying, school safety and homework issues, and the NPC's trained personnel are ready to take your call whatever the subject.

To contact the NPC, call 01-8874477
or email helpline@npc.ie.

Report Illegal Content

Sometimes you might unwittingly stumble across illegal online content like child abuse imagery. Always remember: you can report it and get it removed.

Hotline.ie is an Irish-based internet watchdog which should always be your first port of call if you or your child/student uncover suspected illegal material on any internet service.

It has been running since 1999 and aims to help combat the spread of online images of child abuse by providing internet users with a confidential, anonymous and secure way of reporting such material.

To file your own report, go to hotline.ie, and follow the simple instructions. You can leave your details or post anonymously.

Run by the internet Service Providers Association of Ireland and overseen by the Office of internet Safety at the Department of Justice and Equality, the Hotline's staff will investigate and, where content deemed illegal under Irish law is found, they will have the page removed.

Even if the site is hosted outside Ireland, hotline.ie works closely with international counterparts who will continue the investigation in their jurisdictions to have the illegal content taken down.

While hotline.ie was set up to target child abuse imagery, you can also file complaints over other issues like instances of online racism and incitement to hatred.

If in any doubt, do not hesitate to report as it ultimately means the internet becomes a safer place for youngsters to learn and have fun.

Awareness Raising

Webwise is the Irish internet Safety Awareness Centre. It is part of the PDST Technology in Education, which promotes and supports the integration of ICT in teaching and learning in first and second level schools. The PDST Technology in Education is a section of the Professional Development Service for Teachers (PDST). The PDST is a support service of Teacher Education Section, Department of Education and Skills and is managed by Dublin West Education Centre.

PDST Professional Development Service for Teachers | An tSeirbhís um Fhorbairt Ghairmiúil do Mhúinteoirí

ISPCC Childline

ISPAI

NPC Supporting Children

Where to find help
General

Barnardos

Barnardos works with vulnerable children and their families in Ireland and campaigns for the rights of all children.

Get in touch: barnardos.ie — 1850 222300

Childline

Childline offers a phone service, a text support service (text 'Talk' to 50101) and an online chat service to help support young people. There is also a special text service for young people experiencing bullying (text 'Bully' to 50101).

Get in touch: childline.ie — 1800 666666

National Parents Council Primary – Supporting Parents Supporting Children

NPC Primary the national representative organisation for parents of children in primary school. NPC Primary provides a Helpline and Information Service and Parent's face to face and online training courses.

Get in touch: npc.ie — 01 887 4034
or helpline: 01-887 4477

SpunOut

SpunOut is a youth-focused website. It aims to promote general well-being and healthy living amongst young people.

Get in touch: spunout.ie

Teen-Line Ireland

Teen-Line Ireland is a free phone-support service for teenagers who need someone to talk to.

Get in touch: teenline.ie — 1800 833634

Where to find help
Mental Health & Well-being

Aware

Aware offers depression and related mood-disorder support services in the forms of local support groups, a helpline and various education courses.

Get in touch: aware.ie — 1890 303302

Headstrong

Headstrong is a non-profit organisation that supports young people's mental health in Ireland through advocacy, research and service development (through the Jigsaw projects).

Get in touch: headstrong.ie — 01 4727010
Get in touch: www.mymind.org — 076 6801060

Your Mental Health

This website, developed by the HSE, aims to improve awareness and understanding of mental health and well-being in Ireland.

Get in touch: yourmentalhealth.ie

The National Office for Suicide Prevention

The National Office for Suicide Prevention oversees the implementation of *ReachOut*, coordinates suicide-prevention efforts and speaks with agencies and individuals active in suicide prevention.

Get in touch: nosp.ie — 01 6201672

Pieta House

Pieta House is a residential centre for the prevention of self-harm or suicide in Lucan, Co. Dublin. It has outreach centres and centres of excellence around Ireland.

Get in touch: pieta.ie — 01 6010000

ReachOut

ReachOut aims to provide quality assured mental-health information and inspiring real-life stories by young people to help other young people get through tough times.

Get in touch: ie.reachout.com — 01 7645666

Samaritans

Samaritans offers support for people struggling to cope, including those contemplating suicide, through a helpline.

Get in touch: samaritans.org — 1850 609090

Where to find help
Eating Disorders

Bodywhys

Bodywhys supports people affected by eating disorders. It offers confidential support and information services for people affected by eating disorders.

Get in touch: bodywhys — 1890 200444

Where to find help
Gender & Sexuality

Gay Switchboard Dublin

Gay Switchboard Dublin offers non-directive listening support.

Get in touch: gayswitchboard.ie — 01 8721055

BeLonG To Youth Project

BeLonG To supports lesbian, gay, bisexual and transgender young people in Ireland.

Get in touch: belongto.org — 01 8734184

Transgender Equality Network Ireland (TENI)

TENI seeks to improve conditions and advance the rights and equality of trans people and their families.

Get in touch: teni.ie — 085 1477166

LGBT Helpline

The LGBT Helpline provides a listening support and information service for lesbian, gay, bisexual and transgender people as well as their family and friends.

Get in touch: lgbt.ie — 1890 929539

Where to find help
Internet Safety

Hotline.ie

The hotline.ie service provides an anonymous facility for the public to report suspected illegal content encountered on the internet.

Get in touch: hotline.ie — 1890 610710

Webwise

Department of Education and Skills and the European Union's Connecting Europe Facility.

Get in touch: webwise.ie

Be Safe Online

A single online access point has been established as part of the gov.ie portal which provides pathways to information on online safety.

Get in touch: gov.ie/en/campaigns/be-safe-online

Designed at detail.ie

An Roinn Oideachais agus Scileanna
Department of Education and Skills

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