Digi-Parenting

Issue 1

Keeping your kids safe

Simple tools and solutions from Vodafone

The two-minute checklist

Simple tips to help set you up and keep your kids having fun and staying safe online

Get better connected

Embracing a brave new digital world

Vodafone
Power to you

digi-parenting.co.nz

Welcome

At Vodafone, we understand families' lead hectic lives - juggling work, kids and households. That's why we're on a mission to provide them with the tools they need to make life easier, and to help kids and parents become better connected in our digital world.

A world where nearly every day we hear stories of young digital entrepreneurs doing great things, or apps that can transform the way we live our lives. While at the same time, we hear about cyber bullying or the damage done when private images go public.

So it's an important question — how can we protect our kids, and still make the most of all the opportunities of the digital age? The experts tell us that the simple answer is education — for young people AND their parents.

Only by keeping up with what our kids are doing can we understand how to help them deal with any challenges. That's why at Vodafone we've created Digi-Parenting — a supportive online hub of articles, videos, and printable guides to help kiwi families navigate and make sense of our incredible digital world.

Vodafone have partnered with The Parenting Place and NetSafe because of our shared passion for achieving healthy outcomes for young New Zealanders and their families. We believe in equipping families with the knowledge they need to use technology in a safe and positive way.

It is my hope that our digi-parenting.co.nz hub will become an essential part of your parenting toolkit.

And to find out how Vodafone's range of solutions can help keep your family better connected, visit vodafone.co.nz/family

Russell Stanners
CEO Vodafone New Zealand Ltd

Our Partners

The Parenting Place is a not-for-profit organisation that helps kiwi families and young people reach their full potential. They support families in a variety of ways including Toolbox parenting courses, family coaching, online resources, and the popular 'Parenting' magazine, as well as the Attitude youth education programme in schools.

NetSafe is New Zealand's dedicated internet safety group. They were founded in 1998 as an independent non-profit organisation to promote confident, safe and responsible use of online technology.

"Hi I'm Dave from The Parenting Place, together with NetSafe and Vodafone, we'll help you make sense of the digital world your kids are growing up in. Visit us at digi-parenting.co.nz"

The Digi-Parenting two-minute checklist

Being a digi-parent doesn't have to mean being a digital expert. Just being aware of what's going on, and being prepared with a few up-front rules can go a long way towards making the most of life with your kids in our amazing new world. These simple tips will help set you up:

Treat your kids as the in-house 'experts' on technology, and get them to teach you something new on a regular basis. But don't forget, technical expertise is no substitute for wisdom and judgment, so they still need your guidance to make good decisions.

Have a go with some of the technologies your child enjoys — if you haven't already, download some music, set up a Facebook profile or play a game on their Xbox.

Think about how you guide your family and do the same in the online world. Digital parenting is much the same as everyday parenting.

Make the most of built-in tools, such as Parental Controls, SafeSearch, and privacy controls.

Keep safe with Vodafone Parenting Tools such as the Vodafone Guardian app and Vodafone Blacklist, which can help protect your kids in the online world. Vodafone Guardian app is only available on Android and data charges apply.

Set limits — agree on some family rules like no tech after 9pm, to help keep a balance between the online and offline worlds.

Be there — show your child that you understand how important technology is to them and reassure them that they can come to you about anything that is worrying them.

Talk about digital issues as part of everyday conversation — don't shy away from talking to teenagers about difficult subjects like cyber bullying, sexting and copyright infringement, for example.

Technology changes quickly, so visit digi-parenting.co.nz to stay ahead of the game.

Get better connected

Parents all over the world are asking similar questions when it comes to digital parenting:

What are the benefits of technology for my son or daughter? Are there any potential risks we should be aware of as a family? How can I get more involved in what my kids do on their computer, mobile and other devices?

The key to harnessing the potential of the online world (and minimising any potential risks) is to be proactive and involved. Rather than using technology as a babysitter, see it as a launching pad to bring your family together.

⟱ Get playing

The best way to make sure that the games your kids are playing are age appropriate and safe is to play with them. As you play together, talk to them about what they are seeing and hearing and explain why some games might not be suitable for them.

Encourage them to take notice of age ratings. You might also want to use Parental Controls on game consoles to help prevent them from playing things like violent games.

⟱ Get in the know

Kids are sponges when it comes to new information and it's amazing what you can teach them using the internet. The very best of the world's artistic and scientific institutions are online and you can easily find videos that will bring to life the things your kids are interested in.

When something sparks their interest, research the subject together online.

Online research can be a great launching pad for other family activities. If you're planning a family holiday, Google is a great place to start your research. Start big with their crazy dreams, then get specific with plans and maps.

⟱ Get creative

Print out some colouring pages from your child's favourite cartoon website, get out every crayon in the house, and colour-in together the old-fashioned way. Another time, get your child to re-tell a favourite family anecdote or memory, then write and illustrate it together on a story-writing website or app.

We recommend:

crayola.com – Over 1,000 colouring pages, crafts and lesson plans.

⟱ Get musical

A love of music is a great foundation for future education – rhythm, patterns and movement can help with reading, number basics and motor skills.

We recommend:

sfskids.org – The San Francisco Symphony has created this interactive site to teach kids about musical instruments.

creatingmusic.com – Kids can compose music, play with musical performance and try out music games and music puzzles here.

⟱ Parental wisdom

Even a child with all the latest tech gadgets lacks a piece of equipment that you have owned for years – a properly functioning pre-frontal cortex. That's the part of the brain that handles risk assessment and social behaviour and researchers say it isn't working properly until a person reaches their mid-20s.

So, while your children may be bright, clever and intuitive when it comes to technology, you have the instincts, wisdom and risk-assessment that they won't have for a few more years! You need to be their coach and guardian, drawing on your parenting skills, not just your technological ones.

⟱ How much is too much?

Parents often wonder if their kids are having too much 'screen time'. There is no precise answer to the question 'How much is too much?' but it's useful to consider what else they are doing. Are they also doing their homework, chores around the house, getting enough sleep, participating in sport and spending time with family and friends? It's all about balance.

Find out how to create your own technology timesheet at digi-parenting.co.nz. Get help on setting rules and boundaries and other parenting challenges at theparentingplace.com

Mobile is at the heart of family

New research shows that the majority of parents and children believe their family relationships are enhanced by mobile technology.

From video calling the grandparents overseas to TXTing to say netball practice is finished, technology has transformed connecting with family.

Mobiles are now part of everyday family life. According to the latest research from Vodafone, 75% of under-18s feel their relationships with their parents, siblings and other relatives are much closer thanks to mobile technology.* And 95% report that they feel safer leaving the house with their phone, mainly so they can call parents if there's a problem.

But how do you keep a balance? It's a great idea to agree on some family rules like no tech after 9pm. Juggling work, school and family time can be tough, but if you can try to find some time when no one in the family is using technology, you can ensure your family is connecting well offline as well as online.

*Vodafone UK (2013) Mobile is at the heart of the family. Digital Parenting Magazine, Issue 3. Page 10.

Create your own family IT policy

Some age appropriate action plans to keep children safe online.

	under 5	6 – 9	10 – 12	13+
The big issues	Create boundaries and rules for the amount of time your son or daughter can spend online. It's never too early to start putting limits in place.	Compile a list of websites they're allowed to visit, and make sure they know why some websites are safer than others.	Discuss online privacy and the information they should and shouldn't share, as they start to use the internet increasingly for homework and socialising.	Explain the pros and cons of Facebook now they have reached the age at which they can sign up for an account.
Smart basics	Choose an appropriate homepage on your family computer or tablet – for example, **sesamestreet.org**	Set parental controls on internet browsers by creating a user account for your child with appropriate settings. Check out Google's **safesearchkids.org** for stress-free browsing.	Make rules for the length of time they can spend on game consoles, tablets and smartphones, as well as the computer.	Agree a budget for things like apps and music. Giving them control of their own spending money can be useful, but make sure your kids know how to manage their money responsibly.
Worth checking	The educational apps, games and TV shows on offer for pre-school children, and the age ratings and descriptions for them.	Online virtual worlds for children of this age, such as Disney's **clubpenguin.com** and **moshimonsters.com/parents**	The kind of language and acronyms used by children in chat rooms. Make sure you know what to look out for. Head to **netlingo.com** for help demystifying cryptic teenspeak.	Facebook's online privacy settings and how commenting and photo sharing works. Set up your own account to get a feel for it or go to **facebook.com/safety**
Talk it through	Share your technology rules with grandparents, babysitters and older siblings, so that they stick to them when they look after your child or use the family computer.	Discuss the benefits and limitations of using the web to help with homework and other school work.	Give the reasons behind boundaries, time limits and parental controls, and be prepared to start re-evaluating the restrictions in line with your child's maturity.	Explain the dangers of sharing pictures and personal details online. And don't shy away from difficult subjects like pornography, bullying and sexting. Tell them to check out **cyberbullying.org.nz**
And finally…	The rules and conversations you have now will set the tone for your child's internet use as they get older.	Other parents at your child's school are a source of information. Chat to them about how they help their children manage the digital world, and make sure you're all on the same page.	Tablets and games consoles shouldn't become a regular 'babysitter'.	Technology will be second nature to your child by now. Try to stay up to date with new technology, social networks and websites. Visit **digi-parenting.co.nz** regularly.

Keep them safe

Vodafone has developed a free smartphone app called Vodafone Guardian for Android devices, which enables parents to protect children from inappropriate calls, messages and online content.

This simple app is exclusive to Vodafone, and available to all Prepay and On Account customers.

The Vodafone Guardian app features include:

- Set the times of day your child can make or receive calls, use apps, access the internet and use the camera.
- Blocking specific contacts or mobile phone numbers to prevent bullying text messages or calls.
- Restricting outgoing calls to named contacts, such as Mum, Dad or specific friends.
- Incoming calls – set the mobile to only accept calls from friends and family.
- Transferring bullying text messages to a secure folder on the phone that could be used as evidence with the child's school or the police.
- A TXT message is sent to the parents mobile if the child calls emergency services.

Download the Vodafone Guardian app for free from Google's Android Marketplace, or TXT 'Guardian' to 898 and we'll send you the link to download the app. Data charges apply.

Blocking bullies

Vodafone Blacklist is a free service available to all Vodafone customers that makes it easy to block unwanted TXT and PXT messages.

It's a quick way to protect your child if they are receiving upsetting or bullying messages. You simply create a list of NZ mobile numbers you want to block (if you ever receive threatening TXTs or highly offensive PXTs, we recommend you also contact the police).

To use Vodafone Blacklist, log into My Vodafone, click Blacklist and enter the phone number you want to block. Or you can **TXT "Blacklist Add (phone number)" to 713**.

Simple benefits

- Block TXTs and PXTs from any NZ mobile number for free.
- A free service for all Vodafone customers.
- Stop TXT bullying and offensive PXTs.
- Keep your mobile for the good stuff.

Note – Vodafone Blacklist only works for TXT messages not instant messaging.

Find out more at digi-parenting.co.nz

Report concerns

Report online concerns

If you ever encounter anything abusive, inappropriate or illegal online, here are some useful contacts to keep close at hand.

Google SafeSearch

Set to 'Moderate Filtering', this screens sites that contain sexually explicit content and removes them from your search results. To filter explicit text, change your settings to 'Strict Filtering'.

If inappropriate sites still appear, you can sign into your google account and report it to Google at:
google.com/webmasters/tools/safesearch

For more information, go to:
google.com/goodtoknow/familysafety

Facebook

You can report offensive content by using the 'Report' button. To flag a photo or video, click the gear icon at the top right of the page and select 'Report this Photo'. Facebook will review the content and take appropriate action. For more information, go to: facebook.com/safety

YouTube

To report a video on YouTube as inappropriate, click the 'Flag' button beneath it. YouTube then reviews the report and removes videos that violate its Terms of Use. Users who continue to break these rules will have their accounts penalised or closed. For more information, go to:
youtube.com/yt/policyandsafety

NetSafe offers multiple channels for reporting your concerns about a range of digital challenges.

NetSafe deals with an average of 800 reports in NZ each month across a wide range of issues that include cyber bullying, digital harassment, online scams and fraud, privacy concerns and computer security threats such as phishing and malware infections.

Contact NetSafe directly

You can call NetSafe toll free from anywhere in New Zealand on 0508 NETSAFE (0508 638 723) or send an email to queries@netsafe.org.nz.
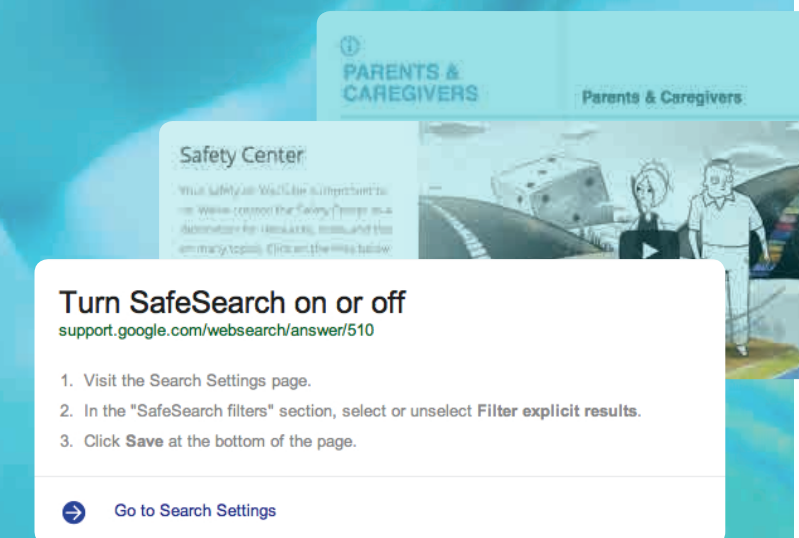
As a non-profit with limited resources, NetSafe is not able to provide a 24-hour helpline service. If you leave a message outside of office hours, NetSafe will call you back as soon as possible. You can also report online incidents 24/7 via NetSafe's Online Reporting Button website, **theorb.org.nz**

All queries are confidential. If NetSafe doesn't know the answer to your query, they may consult with their partner network to identify a potential solution, or pass your enquiry on to the relevant partner.

Report a cyber incident online

The ORB website offers all New Zealanders a simple and secure way to report their concerns about online incidents at **theorb.org.nz**

ORB partners currently include: NetSafe, NZ Police, the Department of Internal Affairs, the Privacy Commissioner, Consumer Affairs, the Commerce Commission, the National Cyber Security Centre and New Zealand Customs Service. ORB also communicate regularly with staff at Trade Me and Western Union.

PARENTS & CAREGIVERS

Parents & Caregivers

Safety Center

Turn SafeSearch on or off
support.google.com/websearch/answer/510

1. Visit the Search Settings page.
2. In the "SafeSearch filters" section, select or unselect **Filter explicit results**.
3. Click **Save** at the bottom of the page.

→ Go to Search Settings

What's hot

There's always a new kid on the online block. Just when you think you've got Facebook and Twitter sussed, along come Tumblr and WhatsApp.

If there's one thing teenagers have always been good at, it's keeping up with the next big thing. Here's our pick of the places young people are hanging out right now. It's a great idea to check them all out so you understand where your kids are going and what they're doing. Of course, the minute we push print, this list will be out of date!

Facebook / **Google+** / **Instagram** / **Kik** / **Snapchat** **Twitter** / **WeChat** / **WhatsApp** / **Yik Yak** / **YouTube**

Check in on digi-parenting.co.nz to find out more about these sites and share what your kids are using now.

Stay up to date with digi-lingo

The key to protecting your child online is to equip yourself with a basic understanding of the things they do and say on the internet. Here are a few acronyms to get you started.

BTW	By The Way	**ROFL**	Rolling On the Floor Laughing
BRB	Be Right Back	**POS**	Parent Over Shoulder
FTW	For The Win	**TBH**	To Be Honest
FTFY	Fixed That For You	**IRL**	In Real Life
DM	Direct Message	**IDK**	I Don't Know

Vodafone keeps families connected

If you're an average New Zealand household, you'll have multiple mobiles and tablets on multiple plans. And we all know family life is complicated enough without having to manage all that.

Vodafone Red Share simplifies this by bringing all of your household's mobiles and tablets together onto a single bill. With enough data for everyone to share, plus simple tools for managing accounts and the ability to add as you grow.

Let's face it, we all use our mobiles and tablets differently. Some people use up all their data allowance, while others might use just a fraction. By adding Vodafone Red Share to a Vodafone Red+ plan you can share data across your mobiles and tablets, so your heavy users can take up any leftovers from light users.

Beyond data, Vodafone Red Share makes it simple for families to stay in touch. Everyone can always keep in contact with Unlimited Talk & TXT to standard NZ & OZ numbers, on all mobiles on the plan.

You can also add more family members to the parent Vodafone Red+ plan as your needs change — so no need for Prepay phones as the kids grow.

Vodafone Red Share simply makes it easy for families to stay better connected

- **Share Everything.** One pool of data, and unlimited talk and TXT to standard NZ and OZ numbers.

- **No Wastage.** If you're not using all of your data, someone else can.

- **Keep It Together.** Just one mobile bill to manage each month.

- **Stay On Top.** View and manage the whole family's mobile data use through My Vodafone app, and get alerts when you're nearing your shared data allowance.

- **Grow As You Go.** Add additional family members at any time.

Add Vodafone Red Share to your Vodafone Red+ plan for just $29 per person, per month and keep your family connected with unlimited talk & TXT*, and enough data for everyone to share. Simple.

Call 0508 464 464 or go online to **vodafone.co.nz/red-share to find out more about Vodafone Red Share.**

Life's better together, so keep your family connected with Vodafone