

Spot and Stop Cyberbullying in Its Tracks



Understand cyberbullying and how to support your child if they are a victim:

- Recognise what cyberbullying is
- Identify signs that your child may be in distress
- Take steps to support your child if they're being cyberbullied



What is Cyberbullying?

Cyberbullying is the act of harassing, threatening, embarrassing, hurting, or targeting another person through online platforms.

Examples of Cyberbullying

- Sending or posting hurtful, abusive or threatening messages, such as trolling or spreading false rumours
- Posting embarrassing photos or videos of someone
- Sharing personal information of another person without consent (doxing)
- Impersonating the victim and damaging the victim's reputation
- Intentionally excluding the victim from online interactions

Signs Your Child May Be in Distress

Look out for these signs that your child could be struggling:



Sudden changes in device habits e.g. stopping or increasing device use, or becoming evasive and defensive when asked about their online activities



Changes in lifestyle and habits such as having sleep issues and/or showing less interest in activities they once enjoyed



Changes in personality like expressing hopelessness, sadness, a lack of motivation, or experiencing mood swings



Sudden changes in academic performance like a drop in grades, or developing an aversion to school

Help! My Child is Being Cyberbullied!

Support your child using CHEER

Calm them down: Calm down before jumping into the a chat. Start with "You seem upset, let's sit down and talk about it."

Hear them out: Listen carefully, and assure them that you want to help. You can say, "I want to understand how it's been for you, so we can figure out the next steps together."

Empathise with their feelings: Acknowledge your child's feelings and guide them on how to express it. Start with: "I can understand why you are feeling sad/angry/upset/scared. Sharing how you feel can help others realise if there has been a misunderstanding. It goes like this, "I felt [feeling] when you [upsetting action done by others]. I would like it if you [suggested solution], please."

Encourage them to seek help: If you feel that the problem is too much for your child to handle alone, you can guide them to seek support. For example, "It seems like this has been going on for a while, and is bothering you a lot. Is there anyone else you'd like to talk to about it?"

Reassure them
Let them know that you will always be there for them.



Guide Your Child Through the Process: Stop, Save, Block, Tell, and Report

Stop: Stop the online activities which are uncomfortable or hurtful.

Save: Save all the offensive and hateful content in both hardcopy and softcopy as evidence.

Block: Cut off all lines of communication. Use available features to block off the cyberbullies.

Tell: Tell your child to confide in trusted adults (yourself or teachers) or close friends about the incident.

Report: Report the incident, especially on major platforms like [Facebook](#), [Instagram](#), [TikTok](#), [X](#), [YouTube](#), and [HardwareZone](#).



If your child's safety or reputation is threatened, alert the school and report the case to the police immediately.

Under Singapore's [Code of Practice for Online Safety](#), effective 18 July 2023, you can report inappropriate content on major social media services such as [Facebook](#), [Instagram](#), [TikTok](#), [X](#), [YouTube](#), and [HardwareZone](#). Social media services must inform end-users about the decision/action taken concerning the report promptly.

Seek Professional Help

Here are some organisations that can help your child if they are in distress:

National Mindline

Hotline: 1771 | Whatsapp 6669 1771 (24 hour) [mindline.sg](https://www.mindline.sg)

TOUCH Community Services

TOUCHline: 1800 377 2252 (Mon – Fri, 9am – 6pm) mentalhealth@touch.org.sg

SHECARES @ SCWO

Hotline: 8001 01 4616 (Mon – Fri, 9am – 9pm) shecares_scwo@she.org.sg

Samaritans of Singapore

Hotline: 1767 (24 hours) pat@sos.org.sg



Your guidance and support can make a world of difference for your child. By guiding your child through this challenging time, you can help them grow into a confident and resilient digital citizen.



Visit www.digitalforlife.gov.sg for simple tips and tools to keep your child safe online.

