

Appendix 4a

Talk to an adult	Block the sender	Send a mean message back
Report the messages	Save the messages	Ask them to stop
Ignore the messages	Delete the messages	Send a silly message back
Say something nice	Do something else	I'm not sure what to do

Appendix 4b

Scenario	Advice for educators
<p>Someone starts destroying your game or tries to kill off your character over and over again.</p>	<p>This is called 'griefing.' Children should block this person and remove them from their game. On some games this requires you to send a message to the administrator of the server/game (this is often another player).</p> <p>On other games there are report, help and block buttons that children can use to let the game know about another user's behaviour.</p> <p>Remind a child to always tell an adult if they see or experience anything that worries or upsets them in a game.</p>
<p>Someone sends you a message saying no one wants to be your friend because you speak with a weird accent and wear funny clothes.</p>	<p>Tell children it is really important to save the message and show it to an adult as soon as possible. They could then block the sender so they cannot message them again.</p> <p>Remind children not to retaliate by saying anything hurtful back as that could make the situation worse.</p>
<p>You see a message on a game saying, 'You're just a girl; of course you're rubbish at this game!'</p>	<p>Encourage children to block the user so this player cannot play against them again. Some gaming networks allow you to report other users, which can affect their gamer rating as well.</p> <p>Discuss with children how playing a game online with people you know (e.g. school friends, family) can sometimes be a better and safer experience than playing a game with strangers.</p> <p>It is also important to highlight that mean comments based on gender are never acceptable.</p>
<p>You are in a group chat and your friend is being mean to somebody else and removes them from the chat.</p>	<p>Encourage children to take positive action. They could:</p> <ul style="list-style-type: none"> • Tell a trusted adult who can then help the person who is being excluded. • Reach out privately to the person who was removed and ask if they are okay. • Say something positive about that person to support them. • Remove themselves from the group if being a part of it makes them feel uncomfortable. • Talk in person to their friend who is being unkind and explain how it made the other person feel.
<p>You put a picture of yourself up as your profile picture and people make mean comments about your appearance.</p>	<p>Remind children not to send a mean comment back as this can make the situation worse, and they can also end up in trouble for what they said in retaliation.</p> <p>Encourage children to report the user and block them, to save a copy of the messages and to make sure they talk to an adult if they are worried or upset by anything said to them online.</p> <p>Discuss with the children the importance of thinking before sharing images online and to remember to be kind to others online. It is also important to highlight that mean comments about someone's appearance can be extremely hurtful, and that it is not acceptable to target someone online in this way.</p>
<p>You are watching a make-up tutorial on YouTube and notice that a boy has commented, 'That looks so cool!' Other people have commented mocking him and saying that he shouldn't be interested in this type of thing.</p>	<p>Encourage children to report the unkind messages. They can ask an adult to help with this.</p> <p>Remind children not to send a mean comment back as this can make the situation worse, and they can also end up in trouble for what they said.</p> <p>Discuss with children the positive effect they can have by saying something kind and supportive online.</p> <p>It is also important to highlight that mean comments based on gender are never acceptable.</p>