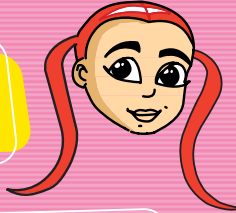


How can I help my child get the best out of the Net?



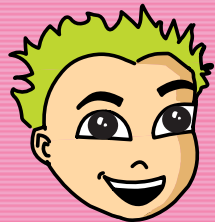
How can I find things online?



What risks should I know about, and how do I protect my child on the Net?



How do I make a complaint about offensive material?



Where can I find great sites for kids?



If you would like to talk to us in your own language, please call the Telephone Interpreter Service on 131 450 and they will contact us for you.

ITALIAN

Se desiderate parlare con noi in italiano, siete pregati di chiamare il servizio d'interpretariato telefonico (Telephone Interpreter Service) al numero 131 450 e loro ci contatteranno per voi.

VIETNAMESE

Nếu quý vị muốn nói chuyện với chúng tôi bằng tiếng Việt, xin điện thoại đến Dịch vụ Thông dịch qua Điện thoại (TIS) ở số 131 450 và họ sẽ giúp quý vị liên lạc chúng tôi.

GREEK

Αν θέλετε να μας μιλήσετε στη γλώσσα σας, παρακαλείστε να τηλεφωνήσετε στην Τηλεφωνική Υπηρεσία Διεμνηνέων στο 131 450 και να ζητήσετε να επικοινωνήσουν μαζί μας εκ μέρους σας.

ARABIC

إذا كنت تودّ التحدث إلينا بلغتك، فيرجى الاتصال بخدمة الترجمة الشفهية والخطية على الرقم 131 450 حيث يقوم مترجم من الخدمة بالاتصال بنا والتحدث إلينا نيابةً عنك.

CHINESE

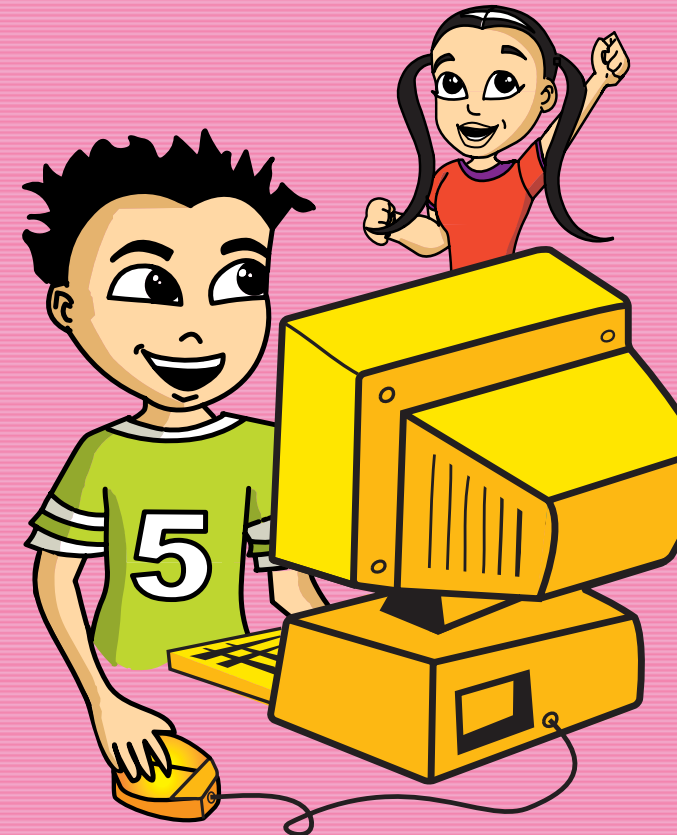
如果您希望用您的語言和我們傾談，請致電 131 450 電話傳譯員服務 (Telephone Interpreter Service)，他們會替您和我們聯絡。

For more information, contact the Australian Broadcasting Authority
Telephone: (02) 9334 7700
or 1800 226 667
Fax: (02) 9334 7799
Email: online@aba.gov.au



Australian
Broadcasting
Authority

Tips for dealing with spam



cybersmart

KIDS ONLINE

smart Net surfing for kids
and their grown ups



Australian
Broadcasting
Authority



cybersmart

KIDS ONLINE



smart Net surfing for kids
and their grown ups

What is spam?

It's not uncommon to receive email from an individual or organisation whom you don't know or have not previously dealt with. Such email, known as 'spam', can be annoying, and may contain offensive or disturbing material. It's unlikely you can avoid spam altogether, however, the following information should assist with reducing the problems caused by spam.

How did they get my address?

Spammers obtain email addresses in a variety of ways, including:

From mailing lists If you purchased something online or registered with an Internet site, your email address may have been added to a mailing list that has then been made available to spammers.

From newsgroups or bulletin boards Spammers can scan addresses from newsgroups or bulletin boards. Some spammers use software to 'harvest' addresses from Usenet newsgroups and website bulletin boards.

By guessing Spammers may use a computer program to generate email addresses using popular words, names and numbers.

How can I avoid spam?

Once your address is on a spammer's mailing list, it can be difficult to have your address removed. The ABA's website for families, www.cybersmartkids.com.au, contains helpful tips for avoiding and managing unsolicited email. These include:

Safeguard your email address Only provide your email address to people and organisations that you know and trust. Use a separate address for posting to newsgroups and bulletin boards, and performing online transactions that may involve your address being passed on to a third party. It also may help to use an email address that cannot be easily 'guessed' by software that spammers use to automatically generate addresses.

Don't respond to unsolicited email Even if the email contains instructions for 'unsubscribe', responding usually serves only to inform the sender that your email address is active, and you are likely to receive more spam as a result.

Use a filter There are several software products available to assist with unsolicited email – a search of the Internet should help you find a product that meets your needs. In addition, most email software programs and services include the ability to filter 'junk' email. Consult the documentation for your software or service to find out how to configure this feature.

What if I still get spam?

Even if you take all precautions against being spammed, you may still receive the occasional spam message. Many such messages contain advertisements or offensive material. Think carefully about taking up any offer you receive in this way. It can be difficult to recover your money if you are not satisfied with the product or service you receive. If you receive spam that advertises or promotes content that you believe may be offensive or illegal, you can complain to the ABA about that content. Information about making a complaint, including an online complaint form, is available on the ABA's website at www.aba.gov.au/internet/.

More useful links

Coalition Against Unsolicited Bulk Email (www.caube.org.au)

Australian Competition and Consumer Commission (www.accc.gov.au)

Australian Securities and Investment Commission (www.asic.gov.au)

Contact your ISP

The registered code of practice for ISPs requires them to provide users with information about managing unsolicited email that promotes offensive content. Check your ISP's website for further information about spam and procedures for dealing with it.

www.cybersmartkids.com.au