DiGii
SOCIAL

PARENT HANDBOOK

Preparing and protecting your child through fun, immersive and age-appropriate cyber-education.

Social media with training wheels that teaches your child to be safe, civil, and upstanding in their online life.

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Contents

A Note from Claire

Hi, I'm Claire, the CEO of DiGii Social. I'm a therapist who has worked with many thousands of children and families over the last 28 years. Above all of that I'm a mum. I have four boys aged from 15-22, and boy, do I know how much work this parenting thing is!

Maybe, like me, you've got children who love being on their devices – chatting, gaming, watching YouTube. Maybe, also like me, you find it hard to be across everything your child is into online and just when you think you've figured it out a brand new 'must have' app comes out.

The reality is, we're bringing up children in the Digital Age and it's an added complexity that generations of parents before us haven't had to manage. It's possible that you have the child who gets off their device right when you ask them – no complaints. The child who doesn't try and get past your filters or adds apps secretly (and uses them) because all of their friends are allowed. The rest of us – well, we're trying to figure out whether keeping them off all together is a good idea or whether allowing them screen-time is better while we can still supervise and influence them.

The answer is that there is no right answer – there is only education. The only way we parents raise our children to be safe, moral and responsive Digital Citizens is to teach, teach, teach – and to learn, learn, learn. And that learning has to happen before the tricky teen years.

So, I've developed a platform that's 'social media with training wheels.' It's only for children in Year 5 and Year 6 – in those vulnerable 'tween' years where they are becoming more influenced by their friends and wanting to spend more time offline and online with them, and your school has chosen to subscribe to our digital life training platform.

On the pages that follow, I'm going to do my best to explain how the platform works, how we keep your child safe and how we use the latest in technology to guide your child's digital-life learning. I fully appreciate the trust you're putting in me and our platform to deliver world-class digital-life education to your child that's fun, age-appropriate and meaningful. I want to reassure you, that I am bringing decades of experience to the table and you and your child are of central importance to me.

I do hope that the information on the following pages helps to answer any questions you might have. If you need more information or reassurance, I encourage you to get in contact via email [hello@digiionline.com.](mailto:hello@digiionline.com) You might like to visit the DiGii Social website for some more insights too www.digiisocial.com.

DiGii Social is an innovation that we are sharing with the world to make it a better and safer place for all our children.

Warm regards,

Claire Orange
Author / Therapist

Digital-life education – it's vital

Digital-life education is something every 21st Century child needs – and it's an important inclusion in the School Curriculum. Every moment that your child spends on screen matters. Whether they're using apps like TikTok, Snapchat or iMessenger, or they're gaming on any one of the platforms out there that children find – they're being exposed to a HUGE audience of people.

Being a Digital Citizen is something that every single child is going to be exposed to at some time in their life – if not now, then soon. Before your child spends too much time playing online and leaving a digital footprint, we want to know that they know enough to keep themselves, and others, safe.

By the time your child is in late primary school, you might be thinking about giving them a mobile phone for when they start high school. They might have their own tablet at home too. Not every family allows time online – but we know lots do and we also know that when your child gets into high school, they're going to want a way to chat to their friends online.

If we, as parents, get on the front foot and really prepare our children for digital-life, we're not only doing them a favour in terms of protecting them from the obvious dangers, we're also looking after their future, we're teaching them a code of morals and ethics that they will use throughout their adult life, and we're doing our job as parents.

We know that children learn best by doing and experiencing and that's what the child platform offers – and immersive, secure and educational social media experience.
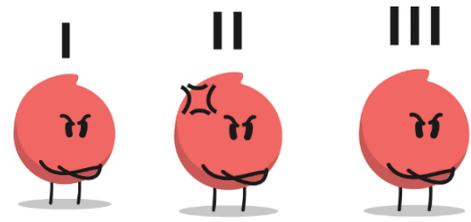
What is DiGii Social?

DiGii Social is an automated social-media-like platform that teaches upper primary school children (in Year 5 and 6) the safeguarding skills of Digital Citizenship and Protective Behaviours in a safe and immersive environment.

The platform is secured within your school – no other children or adults can access it - and it's only available during the school day. DiGii Social is an educational resource that systematically teaches your child how to behave and be safe online.

The children's platform is just like regular social media – you can post pictures and words to friends, there are banners, feelings, emojis, GIFs. We use the latest in technology though, to analyse and moderate your child's interactions. Essentially, we're using your child's use of the platform to help them to learn the power of their words and pictures. All the Platform capabilities are interesting to understand, so, here's a very brief snapshot:

Moderations

After 3 'Strikes' for actions like swearing, put downs, racism and cyberbullying – each coming with a warning – a child is removed from the Message Board to watch a 'Tutorial' – which is a brief educational animation. We use Artificial Intelligence to track and analyse words and pictures, and it's learning all the time and adding more and more children's language to the database so that we're keeping up with all the ways children are using words and acronyms to talk to each other. It's crazy-clever!

Tutorials

There are 50 Tutorials – brief (90 second), subject specific animations for your child to watch. We use these Tutorials in a number of ways:

- In response to being moderated
- After participating in a Challenge
- As an opt-in to watch to earn more privilege points – called DiGiiTs.

You can see the extensive menu of Tutorials within this document. Every Tutorial has 3 questions that need to be answered correctly before your child is able to return to the Message Board.

Challenges

There is so much your child needs to learn to be digitally safe and responsible, and there's no way all of that learning can happen just in response to the Moderations. So, we've created 50 Challenges across our 6 DiGii Curriculum areas which you can read about later in this document.

DiGiiTs

These are privilege points that drive the platform. They are gained for being a good DiGiiTal Citizen (we call it 'Standing DiGiiTALL') and lost for poor behaviour. Your child can gift DiGiiTs to others, they can be awarded by the teacher or principal and they can be added by voluntarily watching Tutorials. DiGiiTs buy upgrades to Avatars, GIFs, banners and emojis. **You can add DiGiiTs to your child's bank by watching any of the videos on the Parent Platform** (I'll get to that in a minute).
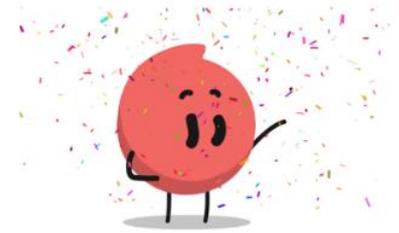
Educational Prompts

These are four completely randomised popups that require your child to check the boxes before returning to the Message Board. They target the big behaviours that often see a child in trouble online. There is a Tutorial specific to each of the four Educational Prompts that will further unpack the skills related to the Prompt.

THINK – asks the child to reflect on, and evaluate, whether their posts are:
- ✓ **T**rue,
- ✓ **H**elpful,
- ✓ **I**nclusive,
- ✓ **N**eeded
- ✓ **K**ind

KLUE – encourages the child to look out for friends online who might be showing signs of emotional distress.
- ✓ **K**eeping you out
- ✓ **L**onely (isolating)
- ✓ **U**pset
- ✓ **E**xcluding or excluded

CHAMP – encourages the child to be a DiGiiTal Upstander
- ✓ **C**alling out meanness and rumours
- ✓ **H**elping other to get help
- ✓ **A**sking people to back off
- ✓ **M**aking time to check in and check up
- ✓ **P**rotecting others' DiGiiTal reputations

WAIT – teaches the child to think before reacting and lashing out online
- ✓ **W**ondering why someone might be reacting in the way they are (empathy)
- ✓ **A**sking what someone means, not assuming
- ✓ **I**nviting someone to message to sort out issues rather than in public forums
- ✓ **T**elling someone how you feel (in person is possible)

Randomised recognition

We want to catch and celebrate the child who is learning to 'Stand DiGiiTALL'. So, every time your child reaches between 25-40 non-moderated posts, we throw some confetti around and give them some DiGiiTs.
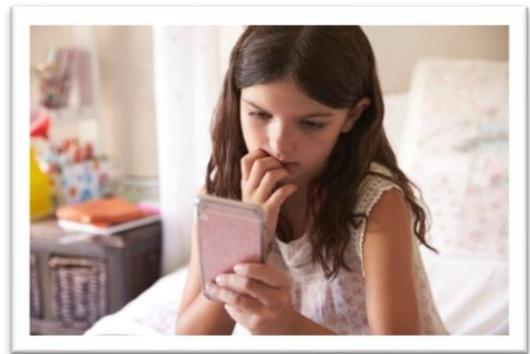
Other DiGii Social Features

Reporting

Every child should know how and when to report right from the very beginning of their social media use. Whether it's on-platform reporting or reporting to a watch-dog organisation (like the Office of the eSafety Commissioner), knowing how and when to report can save a child's life. Yes, it is that important.

When your child makes a Report on DiGii Social, the teacher or support person will 'validate' or 'invalidate' the Report to help your child to know how and when to report.

Help Seeking

Sometimes, children don't ask for help when it comes to their online lives. Whether they're being cyberbullied or trolled, have accessed inappropriate content, have sent or been sent inappropriate content, or are coping with challenging behaviour from a friend, the research is clear – help seeking is low on a child's first actions. Why? In most cases, children believe that if they ask an adult for help that their access to their chosen platform, app or game will be removed – and possibly they'll lose their device too.

On DiGii Social we encourage Help Seeking from 'Inside our School' and 'Outside our School'. Your child can also ask for help for themselves or for a friend. And we also encourage children to give their Help Request an urgency rating.

When a child makes a Help Request from within the school, a notification appears on the Teacher and Administrator's Dashboards – and on any support staff attached to the platform's use. That notification will keep being send until the Help Request is accepted, then actioned and completed.

Your child's teacher will let you know if anything very serious is going on so that you can also be part of your child's support team.

DiGii Social Curriculum and Tutorials

There is just SO much that your child needs to know – and have practised – before they're given free-reign on social media. These are the big areas we cover:

Digital Health

1. Screen-time and why controlling it matters
2. Green time – getting enough time outside and the reasons why
3. Blue light, sleep and screens
4. Screens and eye health

Digital Security

5. Creating a safe profile
6. Setting and checking security settings
7. Choosing a safe password
8. Clickbait – what it is
9. Clickbait – identity theft

Digital Safety

10. Choosing online friends with care
11. Identifying and managing dangerous friend requests
12. Location identifiers appearing in tags and pictures
13. When, why and how to take screenshots
14. Defining and identifying cyberbullying
15. Protecting yourself from cyberbullying
16. When "It's only a joke" is actually cyberbullying in disguise
17. Why and when should you report
18. Understanding that reporting is anonymous and safe
19. Reporting for a friend or someone you know
20. Knowing when you need help
21. How to help a friend online
22. Staying connected to real world anchors
23. What is trolling and what's the response
24. Action steps to combat trolling

Digital Identity

25. Who am I online? (DiGii - THINK)
26. Why comparing me to you doesn't matter (Self-acceptance)
27. Why likes and shares don't define you (Self-acceptance)
28. Bad language and profanity - What does it say about me?
29. Bad language and profanity - Would you say it to your grandma?

30. Bad language and profanity - It's disrespectful
31. Excluding others - Be careful
32. Excluding others - Think about their feelings
33. Putting people down - What does it say about you?
34. Putting people down - How do they feel?
35. Hate speech - Learn to tolerate difference
36. What's your permanent digital identity looking like?

Digital Citizenship & Legalities

37. Consent - What does it mean?
38. Consent - Tagging and sharing images of others
39. Consent - Saying no to tagging and photo sharing
40. Inappropriate content - You've seen something and you're worried
41. Inappropriate content - You shared something and you're worried
42. Cyberbullying - What is it and what to do?
43. Cyberbullying - It's just not on
44. Being a Digital Citizen - What you scroll past is what you're willing to accept

Digital Relationships

45. How to help a friend online
46. What to do when online friendships get tricky
47. Standing DiGiiTall - Being an upstander
48. Standing DiGiiTall - Looking out for friends online
49. Standing DiGiiTall - Doing, or joining in with things you know are wrong
50. When being a good friend means asking for help

Other learning experiences

On DiGii Social there are boundless learning experiences for your child. From levelled quizzes, through to learning in the Chat Zone and the Fun Zone, we cover lots of big issues that help children to think about their possible responses before they're needed. We cover what happens on sleepovers and hangouts – when standards in families are different. We cover gaming life for boys and coping well with the frustrations in that space.

Wherever your child goes to explore on DiGii Social, we're giving them an educational experience that's fun, interesting, thought-provoking and transformative.

The Parent Platform

As part of your child's DiGii Social experience, we want you to have the opportunity to learn about digital-life management too – yours and your child's. The Parent Platform houses 50 brief, subject-specific videos that match and mirror the Tutorial content on your child's platform.

Up to 4 parents (grandparents, carers) can be linked to your child's DiGii Social Platform, and every time you watch a Video, DiGiiTs are added to your child's account.

Getting Started

As soon as your school has been on-boarded, you will be invited by email to join the DiGii Social Parent Platform. It's important to check your spam mail as sometimes emails end up in the wrong spot. If you don't get an invitation, ask your child's teacher to send us a message and we'll check it out.

Logging on for the first time (and every time) is simple. Follow the link in your email, set your password, and you're in and ready to watch.

We're always adding useful links to the Parent Platform so if you come across any sources of great, trusted information for navigating the challenges of digital parenting, send us an email at hello@digiionline.com and we'll chase it up.

DiGii Social FAQ's

Privacy and security

Your child's security on our platform is of paramount importance. DiGii Social is secured to your school's network and we don't store any identifying data about your child. Your child will be required to log in to DiGii Social using their assigned name (usually first name, but intial of surname if there's more than one same name child) and a secure password.

Will it take up class time?

Yes – and no. DiGii Social is like any social media. We're encouraging your child's teacher to use the platform for about 45 minutes a week. A bit of time before school, between lessons and as a treat will be enough so that powerful learning will happen. This is the same way most people use social media, and DiGii Social is designed to reflect this type of usage. Our system will do all the rest. DiGii Social is only available between 8am and 4pm on school days.

Why are we encouraging children to use social media?

That's a very good question. As parents, we engage in all sorts of preventative education to keep our children safe ahead of the time they're going to need that knowledge. We teach them to cross roads – safely holding hands at first and then, with more practise, we allow our children to walk ahead, cross by themselves and then one day to hop into a car and use all that knowledge that we've been stacking since toddlerhood.

While we teach ahead of needed knowledge in so many instances, there's some resistance to doing the same in online life. With 80% of 12 year olds having 2 or more social media accounts already, we know that early and effective education of our tweens is the best way to keep them safe and to teach them digital-life skills.

Who can see what my child is doing? Can I?

Only children in your child's class – and their allocated teachers and support staff will be able to see what your child is up to. We want children to use DiGii Social just like social media so that we can carefully guide them as they chat to friends. Your child will be able to report other children – and that report WILL be seen by an adult. Your child will also be able to ask for help – and if they do, our clever system will keep messaging teachers (and support staff) until your child's help request is looked after.

Parents can't see what's happening on the children's platform for lots of reasons. We've created a 'safe container' that's a naturalistic digital environment that children can make mistakes in, and be caught and gently guided by our system. If children fear being told off by an adult (parent or teacher), they will wait and make those mistakes in other digital environments that are not so forgiving and that store those mistakes forever. We don't. At the end of each year, the digital-life slate is wiped clean. It's a kind way to let a child experience messy learning with no threat to their forever digital reputation.
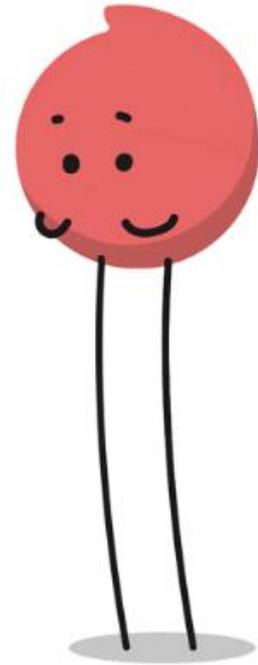
We're listening...

We're a progressive team who really, deeply care about your child and giving them the very best start in their digital-life that will help them now, and right out into their future too.

We have a vision for DiGii Social and an enormous mission to provide millions of children around the world with exceptional, 21st Century, digital-life education.

Have you got thoughts and ideas? Requests? Queries? We are THAT team. That team who listens. Email us at hello@digiionline.com and we will get back to you. We're listening.

Our comprehensive digital-life curriculum teaches your child to,

'Stand DiGiiTALL!'