Online safety for culturally and linguistically diverse families

In 2022 eSafety commissioned Orima Research to conduct a literature review to obtain further insights into how to best support CALD families to stay safe online.

The literature review focused on:

• Digital literacy and online behaviours

• Knowledge, attitudes and perceptions towards online child sexual abuse and online safety

• Engagement with government/community campaigns and programs

Key barriers to protecting children and young people from online harm

The literature review found that CALD parents and carers are concerned about their children's online safety. Across a number of sources, the review identified three key barriers that are likely to be faced by CALD families in relation to preventing online child sexual abuse:

• limited English proficiency;

• limited digital literacy; and

• sensitivity of the topic.

In particular, the sensitive nature of online child sexual abuse is likely to pose a barrier when engaging with parents and carers and encouraging them to talk openly about it with their children.

Effective communication strategies with CALD communities

Preferred channels

- Community leaders
- Family and community networks
- Community organisations
- In-language radio
- Social media

Trusted sources

- Community leaders and organisations
- Provide resources / information to these sources for accuracy

Multimodal engagement

- Written and audio
- Tailored digital formats for a variety of devices + platforms
- Online + offline

Tailored to specific communities

- Work with community organisations + leaders
- Tailor to language, literacy and communications needs

High quality translated information

- High quality professional translators
- Identify priority languages
- Plain English materials with visuals / graphics

Leverage community strengths

- Community structures, networks + leaders
- 'Tight-knit', supportive + collectivist community
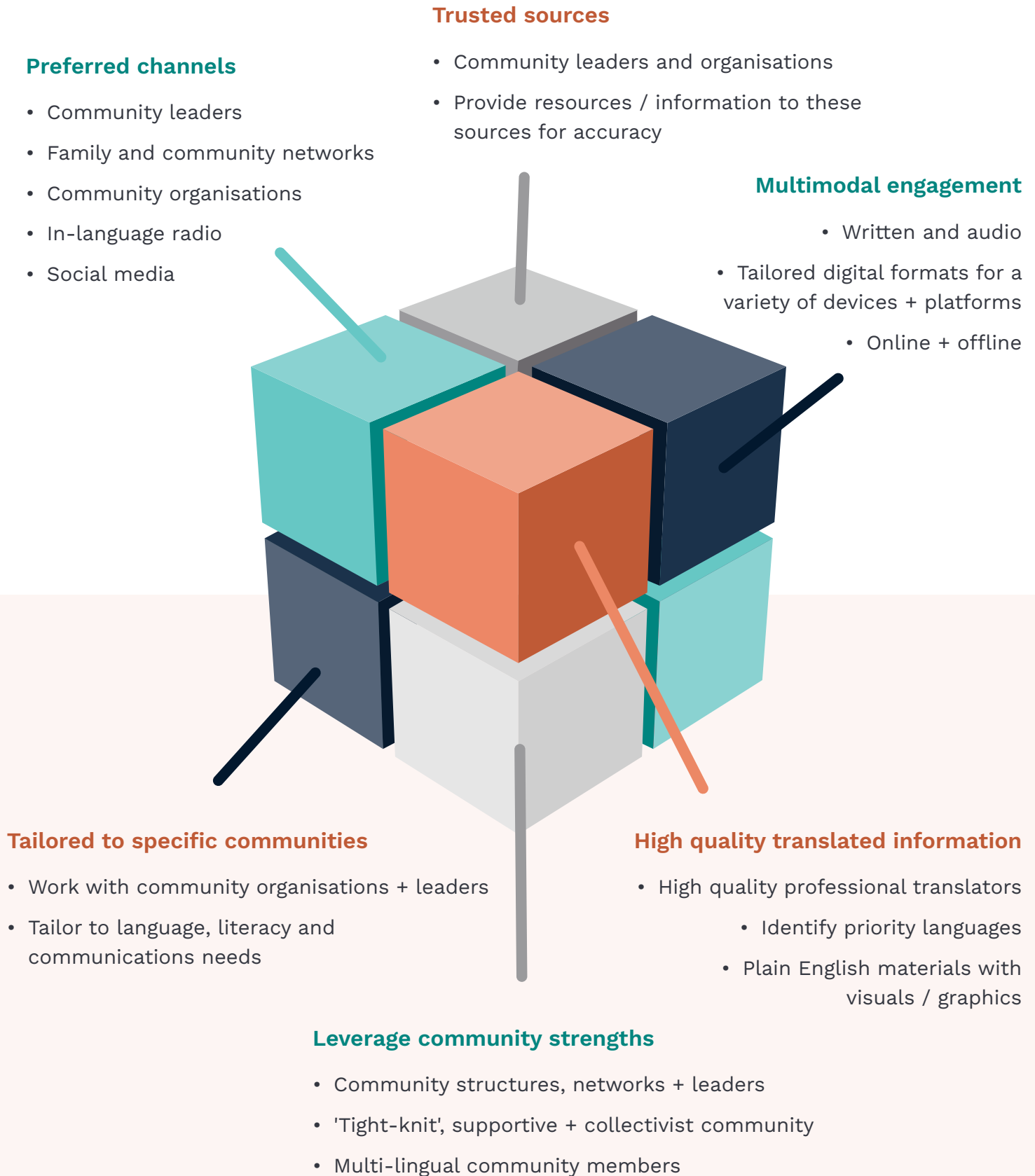- Multi-lingual community members

Image sourced from eSafety commissioner: a review of the literature pertaining to Culturally and Linguistically Diverse parents / carers and the prevention of online child sexual abuse (Orima Research, 2022)