Spot and Stop Cyberbullying in Its Tracks

Spot possible signs of distress and learn steps to support your child against cyberbullying.

Dealing with cyberbullying can be difficult since it can occur at any time and in any place. If you notice changes in your child's behaviour, it might be more than just a phase. Learn to recognise these signs of seeking help and discover effective ways to respond.

Signs That Your Child Might be in Distress

While it may be difficult to tell if your child is cyberbullied, here are some possible signs that show that your child may be in distress:

- **Changes in device habits** e.g. suddenly stopping or increasing device use, or abruptly deleting their social media accounts
- **Changes in lifestyle and habits** such as sleep issues and/or showing less interest in activities they once enjoyed
- **Changes in personality**, such as increased social withdrawal, anxiety, anger, or sudden loss of confidence
- **Changes in academic performance** e.g. sudden drop in grades, or aversion to school

Help! My Child is Being Cyberbullied!

Stay Calm and be a Good Listener

Ask, 'I can see you're upset. Can you tell me what happened?'. Assure them by saying, 'I'm glad that you told me and I can understand why you are feeling angry/sad/scared/upset. Let's discuss what to do next.'

Stay calm and assess if your child can handle the situation or whether authorities such as the school or the police need to step in. Do not dismiss the issue or ask your child to brush it off. If your child's safety is threatened or reputation is being damaged, report the case to the police immediately.
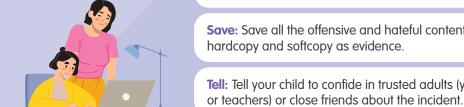
Guide Your Child Through the Stop, Block, Save, Tell and Report Process

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

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

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

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

Report: Report the incident on major platforms **Facebook**, **Instagram**, **TikTok**, **X**, **YouTube**, and **Hardwarezone**.

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:

TOUCH Community Services
TOUCHline: 1800 377 2252 (Mon-Fri, 9am – 6pm)
hello@help123.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. You can help your child brave this challenging period and empower them to thrive in the digital age.