

Submission No. 3



Senator Dana Wortley
Senator for South Australia and Chair Joint Select Committee on Cyber Safety
Parliament House
Canberra, ACT 2600

14 May 2010

To Senator Dana Wortley,

RE: Submission to the Joint Select Committee on Cyber Safety

On behalf of the Inspire Foundation I write to commend you and the Australian Government on your leadership in forming the Joint Select Committee on Cyber Safety. We applaud the Government's commitment to investigating and reporting on the online experience of Australian children, and good practice in enhancing positive digital citizenship. Inspire welcomes the agenda of the Joint Select Committee and the opportunity to contribute to this dialogue.

The Inspire Foundation is a national non-profit organisation established in 1996 in direct response to Australia's then escalating rates of youth suicide. Inspire's vision is to have a global impact on young people's mental health and wellbeing. With the mission to help young people live happier lives, Inspire serves young people aged 14-25 through three national programs: ReachOut.com¹; ActNow²; and Between The Lines³.

Young people are at the centre of all Inspire does — as partners in the development and delivery of all Inspire initiatives. Inspire uses technology innovatively to reach young people and build trusted social brands that are a part of their landscape. Inspire's work is evidence-based and underpinned by research and evaluation, conducted in partnership with academic institutions and research centres including the Orygen Youth Health Research Centre at the University of Melbourne and the Brain Mind and Research Institute (BMRI) at the University of Sydney.

In addition to this strong network of academic and research institutions, in 2008 Inspire co-founded the Technology and Wellbeing Roundtable, an alliance of industry, research, non-profit and government organisations that view technology as an enabler of children and young people. The Roundtable is convened to promote—to all sectors of the community—the positive impact that technology can have on the lives of children and young people. The Inspire Foundation is also a member of the Safer Internet Group which brings together Australia's leading sponsors of research, outreach and online safety campaigns to develop the Internet as a platform for education, communication and economic activity.

The information and recommendations contained in this submission have been developed as a result of Inspire's extensive experience working with young people to deliver effective technology-based programs aimed at improving young people's mental health and wellbeing. This submission will address the committee's

¹ **ReachOut.com** (www.reachout.com) provides information, support and resources to improve young people's understanding of mental health issues, develop resilience, increase coping skills and facilitate help-seeking behaviour.

² **ActNow** (www.actnow.com.au) provides young people with opportunities to find out more about their world and take action on the issues they care about.

³ **Between the Lines** (www.betweenthelines.net.au) is a joint initiative of the Inspire Foundation and Ted Noffs which aims to build a community where young people can discuss and debate issues relating to alcohol and other drugs, find information and help, which ultimately informs and reduces problematic use.



terms of reference as they relate to young people. For the purposes of Inspire's work (and by extension, this submission), a young person is defined as being aged between 14 and 25 years.

This submission will address five of the seven terms of reference put forward by the Joint Select Committee as follows:

- i. The online environment in which Australian children currently engage;
- ii. The nature, prevalence, implications of and level of risk associated with cyber safety threats;
- iii. Australian and international responses to current cyber safety threats (education, filtering, regulation, enforcement) their effectiveness and costs to stakeholders, including business;
- iv. Opportunities for cooperation across Australian stakeholders and with international stakeholders in dealing with cyber safety issues;
- v. Examining the need to ensure that the opportunities presented by, and economic benefits of, new technologies are maximised;

We applaud the Government's commitment of \$125.8 million towards a comprehensive cyber safety plan including provisions for cyber safety education, awareness raising activities and law enforcement. As this submission will outline, Inspire recognises the need to address cyber safety threats and advocates for a **multi-faceted, cross-sectoral and educative** approach as opposed to an approach that restricts young people's engagement with technology and the internet.

We hope that you find the information and recommendations included in this submission of significant value to your inquiry into this important issue. Please do not hesitate to contact me if you wish to discuss our submission further.

Kind Regards

Jonathan Nicholas
CEO
Inspire Foundation

SUMMARY OF RECOMMENDATIONS:

1. That cyber safety measures be multi-faceted, cross-sectoral and educative to foster - not diminish - the potential of the internet and related technologies to positively impact the lives of young people;
2. That ICT be rethought of as a setting in which devices, activities and social arrangements are activated;
3. That young people be involved in the development and delivery of strategies and services that target them, as this has been shown to contribute to relevancy, engagement and therefore effectiveness.
4. That new and emerging technologies, including the internet and mobile phones, be seen as enablers of young people's mental health and wellbeing;
5. Cyber safety risks be considered analogous to or rooted in existing offline risk dynamics and strategies aiming to address these risks incorporate and evaluate existing prevention and intervention strategies that have proven successful in offline environments;
6. The importance young people place on technology and the internet should be considered when developing programs and policies on cyber safety;
7. Peer education models should be considered an effective tool in ensuring the value young people place on technology and the internet is translated into program delivery and the measures appear credible to the young people whom the program targets;
8. That ICT based services be viewed as a powerful compliment to face-to-face services within a range of mental health and wellbeing services across the spectrum of promotion, prevention and intervention;
9. Involvement from all sectors of the Australian community is required as no single agency can address the complexities of different population groups, levels of use and misuse, or co-morbid mental health problems;
10. Collectives such as the Technology and Wellbeing Roundtable Safer Internet Group be seen a promising model for the facilitation of cross-sector collaboration;
11. Increasing knowledge about online risks, strategies for reducing such risks, safety and support resources available and skills necessary for responding to cyber safety breaches should be the aim of programs, practices and policies with restrictive approaches avoided.

(a) i. THE ONLINE ENVIRONMENT IN WHICH AUSTRALIAN YOUNG PEOPLE CURRENTLY ENGAGE

Technology and the internet are an integral part of young people's everyday lives. In 2008, a national survey of internet use showed that 95% of 18 to 25 year olds are online,⁴ and after family and friends, the internet is where young people turn for advice and support in difficult times.⁵ The increase in accessibility to the internet and associated technology, including mobile phones, facilitates the ever growing engagement of young people with the online world. For example, between 1998 and 2008-09, household access to the internet at home has more than quadrupled from 16% to 72% and the quality of this access has improved with nearly 90% of internet connections now being non dial-up with download speeds of 1.5 Mbps or greater⁶.

Inspire's research has found that nearly half of all young people (43.8%) access the internet from home, however, young people also access the internet from other physical locations such as libraries (32.2%), schools (17.7%) as well as internet cafes, work, youth centres and many more.⁷ It is also important to note that while some points of access are not used often on average across the population, for particular users they can be the only internet access available to them.⁸

Mobile Internet Access

In regard to young people, mobile phones are becoming increasingly important in accessing the internet and related content, such as downloaded information and services. A national survey conducted in 2008 showed that 34% of respondents aged 18-24 years used their mobile phones to access the internet, making it the fifth most common use of mobile phones in that age group.⁹ In addition to downloading content, looking up information and emailing, mobile engagement with social networking sites is rapidly gaining popularity with 26% of social networking users accessing these sites via their mobile devices.¹⁰ The Australian Communications and Media Authority's 2008 survey illustrates the central role social networking sites play in young people's everyday lives with 90% of 12 to 17 year olds using social networking sites, a figure that increases to 97% for 16 to 17 year olds.¹¹

The internet and associated technologies are a way of life for Australian young people. With the ever increasing role of social networking sites, in addition to the various other interactive characteristics of the online environment, Inspire proposes that the internet be seen as both a tool *and* a setting. The internet is used as tool by young people to find information or access services, but it is also a social setting within which young people establish and maintain relationships. The Internet is accessible, anonymous, engaging and informative, providing a space where young people can feel empowered and confident to talk about sensitive issues. Our experience through both Reach Out and ActNow has reinforced that the online environment is an important setting in which to engage young people.

With its unique ability to connect people to information and each other, the internet offers opportunities to engage the 71% of young people experiencing mental health problems who are not currently seeking professional help¹². The internet is more than just an information portal, rather it is a community space in

⁴ Ewing, S. Et al (2008) *The Internet in Australia*, ARC Centre of Excellence for Creative Industries Digital Futures Report, Melbourne.

⁵ Mission Australia (2009) National Survey of Young Australians. Mission Australia, Sydney.

⁶ ABS (2009) 'Internet Activity Australia, December 2009'. [Cat no. 8153.0]

⁷ Blanchard, M., Metcalf, A., Degney, J., Herrman, H. & Burns, J. (2008) *Rethinking the digital divide Findings from a study of marginalised young people's information communication technology (ICT) use*. In Youth Studies Australia VOLUME 27 NUMBER 4 2008.

⁸ Ewing, S. Et al (2008) *The Internet in Australia*, ARC Centre of Excellence for Creative Industries Digital Futures Report, Melbourne.

⁹ Australian Interactive Media Industry Association Mobile Industry Group (2009) 'Special Topic: Mobile Commerce' *Australian Mobile Phone Lifestyle Index 5th Ed.*

¹⁰ Nielson (2010) 'Australia Getting More Social Online as Facebook Leads and Twitter Grows' NielsonWire

¹¹ ACMA (2009) *Click & Connect: Young Australians' Use of Online Social Media – Pt2 Quantitative Research Report*, prepared for the Australian Communications & Media Authority, Canberra.

¹² Sawyer, M.G., Sarris, A., Baghurst, P.A., et al. The prevalence of emotional and behavioural disorders and patterns of service utilisation in children and adolescents. *Australian and New Zealand Journal of Psychiatry* 2002;24(3):323-330.

which relationships are formed.¹³ Therefore, Inspire sees this rapid growth of ICT in the last decade as having simultaneously resulted in a growing opportunity to harness technology to positively impact the wellbeing of children and young people. Importantly, the internet, mobile phone applications and social marketing enable services across the spectrum of health promotion, early intervention and treatment to be delivered at scale. Interactive technologies offer innovative ways to promote health and wellbeing through their capacity to tailor content and delivery style while reaching large populations or populations at risk of isolation.

Stakeholders Influencing Young People's Online Engagement

Inspire holds the view that promoting online safety requires involvement from all sectors of the Australian community. Now with the mobilisation of internet access and the exponential evolution of the online environment, international evidence suggests that the most effective influence that can be exerted on young people's online engagement is through effective education, and an increased emphasis on policing. This illustrates the need for safety measures to be cross-sector, multi-faceted and dynamic to reflect the environment itself, and to foster the potential of the internet and related technologies to positively impact the lives of young people.

Young people have a right to be involved in decisions that affect them. There is increasing evidence that youth involvement in the development and delivery of strategies or services targeted at them results in increased relevancy, engagement and therefore effectiveness of these services. Further to this, Inspire advocates for the involvement of young people in policy development, whether it be at the national, state or local level. This is in line with the recently launched National Youth Strategy vision for all young Australian's to 'influence decisions that affect them' (DEEWR 2010:3). Considering this shared vision in practical terms, Inspire highlights that the ongoing rise of Web 2.0, and associated increases in the accessibility of interactive online tools, provides a cost effective way of engaging young people on their own terms and in their own space (Bell et al 2008).

INSPIRE RECOMMENDS:

1. That cyber safety measures be multi-faceted, cross-sectoral and educative to foster the potential of the internet and related technologies to positively impact the lives of young people;
2. That ICT be rethought of as a setting in which devices, activities and social arrangements are activated;
3. That young people be involved in the development and delivery of strategies and services that target them, as this has been shown to contribute to relevancy, engagement and therefore effectiveness.

¹³ Boase, J., Horrigan, J.B., Wellman, B. & Raine L. (2006). *The Strength of Internet Ties: The Internet and email aid users in maintaining their social networks and provide pathways to help when people face big decisions*. Washington, DC.

(a) ii. NATURE, PREVALENCE, IMPLICATIONS OF AND RISK ASSOCIATED WITH CYBER SAFETY THREATS

Cyber-Bullying

Based on Inspire's experience working with young people in online environments and research into the issue, we define 'cyber-bullying' as a form of bullying which is carried out through an internet service such as email, chat room, discussion group, online social networking, instant messaging or web pages. It can also include bullying through mobile phone technologies such as SMS. Examples of cyber-bullying behaviour include:

- Teasing and being made fun of;
- Spreading of rumours online;
- Sending unwanted messages; and
- Defamation.

People can also be bullied` online by groups of people such as class groups or collective members of an online community. The number of reports of cyber-bullying to the NetAlert Helpline has been increasing, particularly since 2006. An online safety survey conducted by NetAlert and ninemsn in February 2007 found that:

- 16% of young people said they had been bullied online, while 14% were bullied through their mobile, with boys and girls experiencing similar levels;
- 56% thought it was easy to get bullied online.

Inspire therefore recognises cyber-bullying as a problem experienced by young people, however, the data suggests that online bullying is less prevalent than offline bullying. As the following section will demonstrate, Inspire advocates for a measured and considered approach when looking at the role of technology and the internet in the safety of children and young people.

The Role of Technology in Bullying

Inspire recognises that cyber safety is a significant concern for young people with cyber-bullying experienced by up to 19% of Australian 16 to 17 year olds (ACMA 2009:10). However we note, as does the Australian Communications and Media Authority, that cyber-bullying is experienced by a minority of children and young people (ACMA 2009:10). In addition to this, we urge that cyber-bullying be seen in the context of the overall role that technology and the internet plays in the social lives of young people. This reflects many other expert opinions in the area such as Li who suggests cyberspace should be seen as another 'playground' for social interactions, both positive and negative. Indeed research suggests that online risks are not radically different in nature or scope than the risks minors have long faced offline, and minors who are most at risk in the offline world continue to be most at risk online.¹⁴

This position reflects Inspire's own experience of working with young people. Our online safety workshop facilitators have observed that in terms of online safety threats, it seemed many experiences were analogous to or rooted in existing offline risk dynamics – that is, they were not specific to the online environment.

Inspire recommends a **multi-faceted, cross-sectoral and educative** approach as opposed to an approach that restricts young people's engagement with technology and the internet. This position is based on evidence and the experience that such restrictive approaches are ineffective and therefore do not justify the negative impact they have on the enabling characteristics of technology and the internet. We will elaborate on this position in a later section.

¹⁴ Palfrey, J., Sacco, D. boyd, d.. DeBonis, L. *Enhancing Child Safety & Online Technologies: Final Report of the Internet Safety Technical Task Force*, Harvard University, Berkman.

Inappropriate Social and Health Behaviours in an Online Environment

Inspire advocates the use of the internet and associated technology to inform and engage young people in issues of drug and alcohol use as well as other unhealthy behaviours, however we also recognise the need to address any potential risks associated with such engagement. Risks such as misinformation and contagion can be addressed as they would in offline settings. For example, the threat of contagion in an online community can be addressed by establishing guidelines or 'house rules' by which the members agree to abide by when they join. Peer moderation also plays an important part as the following demonstrates:

ReachOut I believe does it in a safe way, but some other sites may actually do the opposite you maybe looking to get drugs or find reasons not to take them and people on the forums could be giving you reasons to, I think sites need to be moderated – Young Female, RO Blog

While Inspire advocates for the implementation of these 'house rules', we acknowledge that a balance must be struck between regulating the activities of online communities and fostering an open online environment that encourages engagement and participation.

The internet and new media offer channels through which prevention and intervention strategies can maintain relevance and credibility. Inspire strongly supports the Committee's commitment to explore the value and risks associated with new technologies and online services, and once again we urge that the internet be considered as an important setting for health promotion and prevention, particularly in targeted strategies for young people.

RECOMMENDATIONS:

4. That new and emerging technologies, including the internet and mobile phones, be seen as enablers of young people's mental health and wellbeing;
5. Cyber safety risks be considered analogous to or rooted in existing offline risk dynamics and strategies aiming to address these risks incorporate and evaluate existing prevention and intervention strategies that have proven successful in offline environments;

(a) iii. RESPONSES TO CURRENT CYBER SAFETY THREATS

As briefly touched on earlier in this submission, Inspire believes that cyber safety should be addressed in the following ways:

Education

- Helping young people and parents understand the opportunities on offer in the online environment and how to minimise risk. Inspire acknowledges that schools are an important consideration for any cyber safety strategy but as mentioned above we believe there should be an expansion of cyber safety education programs beyond the classroom too, through coordination with community organisations, NGOs and the corporate sector.

Policing

- Opportunities for community organisations and other sectors to collaborate with law enforcement via training, research and knowledge sharing to ensure that illegal material and activity is targeted as effectively as possible.

Cross-Sector Collaboration

- As well as enhanced education and oversight, measures need to be cross-sectoral, involving all stakeholders. We will elaborate on this in addressing Term of Reference (a)iv.

Research

- The internet is a dynamic place, effective solutions need to be dynamic. It is important that research be prioritised and supported to keep up with the rapidly evolving online environment.

Cyber Safety Education and Peer Education as Best Practice Approach to Prevention and Early Intervention

[NB: This section also speaks to Term of Reference (a)vii.]

Through research looking at current literature on young people's internet use and risk behaviours, reviewing existing internet safety resources and conducting consultative focus groups with young people and youth workers Inspire found the following in relation to approaches addressing cyber safety issues:

- Many existing online safety programs emphasise a 'restrictive' approach to promoting online safety in which access to technologies is limited to minimise risk exposure;
- Few online safety resources adequately addressed cyber-bullying;
- A large proportion of young people who participated in focus group discussions demonstrated relatively high awareness of online safety risks, and similarly, many reported already employing risk reduction strategies to stay safe online;
- Young people in the focus groups were dissatisfied with safety initiatives that restrict or limit Internet access;
- Approaches based on restriction to technology or the internet are considered by young people in the focus groups to be easily circumvented;
- Restrictive approaches may discourage young people from discussing online safety issues openly and/or reporting problems;
- A large number of young people reported experiencing (either as 'victims' or 'perpetrators') cyber bullying but also acknowledged that such behaviours are not exclusively products of the technology, but rather existing social norms and attitudes.

- There was a prevailing attitude amongst young people that teachers, parents and youth workers didn't really understand technology/how young people use the Internet and therefore weren't in a position to (credibly) advocate safe Internet practices.

Arising from these findings, Inspire designed and delivered tailored online safety workshops in youth centres throughout Australia. The overall aim of the project was to increase both youth worker's and young people's capacity to prevent and respond to online safety risks by:

- Increasing knowledge of online safety risks
- Increasing knowledge of strategies to reduce online risks
- Increasing awareness of online safety and support resources
- Increasing skills for effectively responding to online safety risks

Such objectives address the issue of cyber safety by providing young people and adults involved in the care of young people with the necessary resources to prevent and address problems without restricting access to the opportunities technology and the internet provide.

As a result of research, and its experience with conducting workshops modelled on this research, Inspire considers the best practice approach to prevention and early intervention to address cyber safety to be a holistic approach, integrated with elements of the peer educator model. The next section will elaborate on these measures as they relate to cyber safety.

Inspire recommends an integrated educative, programmatic and policy response that acknowledges the role technology plays in the lives of young people, as opposed to an approach that limits access, in accordance with emerging evidence¹⁵ suggesting that online safety promotion messages that contradict or fail to recognise widely accepted online behaviours may lack credibility with young people. It recognises that some practices are, and will continue to be, a part of our young people's online experience. Hence, it focuses on empowering individuals to make informed decisions about risk behaviours. The research shows that young people are much less responsive to, and may in fact circumvent or dismiss, approaches that limit access or advocate against interacting with people online. Technology and the internet are enablers for young people in regards to social interaction, identity formation, education and self-directed learning, mental health and wellbeing and civic engagement. The opportunities upon which restrictive measures would negatively impact, far outweigh the risks associated with cyber safety, risks that can be effectively addressed through a holistic educative approach.

Peer Education

The peer education and discussion oriented approach was particularly effective in engaging young people during the workshops. During formative/consultative discussions, young people expressed feeling that existing Internet Safety programs and resources were unrealistic, boring or 'talked down' to young people about risks that they were already very aware of. By enabling participants to share their existing knowledge and encourage critical discussion about online risk behaviours and associated problems, the workshops sought to overcome this. One young person remarked that hearing their peers challenge attitudes and beliefs about online risks was much more credible than hearing about it from adults who she exclaimed 'don't know anything about what we do on the net'. The role of peer education in addressing cyber safety is therefore

¹⁵ Ybarra, Y, Mitchell, KJ, Finkelhor, D, & Wolak, J 2007, 'Internet Prevention Messages – targeting the right online behaviours', *Archives of Pediatric Medicine*, vol. 167, pp. 139-145.

important in ensuring the measures advocated appear credible and reasonable in light of the integral role technology plays in young people's lives.

RECOMMENDATIONS:

6. The importance young people place on technology and the internet should be considered when developing programs and policies on cyber safety;
7. Peer education models should be considered an effective tool in ensuring the value young people place on technology and the internet is translated into program delivery and the measures appear credible to the young people whom the program targets;
8. That ICT based services be viewed as a powerful compliment face-to-face services within a range of mental health and wellbeing services across the spectrum of promotion, prevention and intervention;

(a) iv. CROSS-SECTOR COLLABORATION

The Importance of Cross-sector Collaboration

Inspire holds the view that in order to address cyber safety effectively there must be involvement from all sectors of the Australian community and that no single agency can address the complexities of different population groups, levels of use and misuse, or co-morbid mental health problems. Whole of government responses are particularly suitable for complex and longstanding policy issues as they focus on coordination and integration across different sectors.

Our experience working in partnership with the corporate, government and non-government sectors has led us to identify the following elements, essential in development and maintenance of a meaningful and effective collaboration:

- Shared vision, purpose and goals;
- A relationship which is built on a foundation of equality, where each partner is recognised and valued for their respective contributions regardless of resource differentiations;
- Clearly defined roles, responsibilities and accountabilities;
- Maintaining trust and trustworthiness, ensuring that partners needs and expectations are met and that differing needs are recognised and addressed;
- Adequate resources to sustain the terms of the partnership.

Partnerships and linkages among law enforcement, the health and education sectors, community services, welfare, local governments, non-government organisations and academia will assist in providing a multi-faceted approach that takes in to account the vast complexity of cyber safety and the online environment.



The Technology & Wellbeing Roundtable

As mentioned earlier, the Technology and Wellbeing Roundtable (co-founded by Inspire) is an alliance of industry, research, non-profit and government organisations that is leading a cross-sector push to promote the positive impact that technology can have on the lives of children and young people.

The Technology and Wellbeing Roundtable has a mandate to:

- collaborate and share information amongst the members and the wider community;
- act as an intelligence gathering hub for research and interventions;
- engage with government in advocacy and input into policy; and
- facilitate the dissemination of leading research and information regarding the safe use and management of technology by children and young people.

Members of the Technology and Wellbeing Roundtable are independently and collectively taking leadership around issues of child safety. For example, MySpace Australia has a dedicated Local Safety Team that delivers safety education, collaborates with law enforcement and works closely with child protection advocates and NGOs. Microsoft Australia has undertaken a cooperative program with the Australian Federal Police to develop the Child Exploitation Online Tracking System. Among the NGO partners, specific programmatic responses have been developed, including NAPCAN's Smart Online Safe Offline (SoSo) campaign, SuperClubsPLUS Australia, a protected social learning network for primary age children, and the Alannah and Madeline Foundation's Cyber Safety and Wellbeing Campaign.

The Technology and Wellbeing Roundtable believe that when used effectively, technology can play a positive role in developing wellbeing and resilience, as evidenced by initiatives such as the Inspire Foundation's Reach Out service and the Starlight Foundation's Livewire program.

The Safer Internet Group (SIG)

The Safer Internet Group brings together Australia's leading sponsors of research, outreach and online safety campaigns – we know the internet well. The SIG has the goal of developing the Internet as a platform for education, communication and economic activity and acknowledges that for the vast majority of users, the internet is a safe place.

Members include organisations such as the Australian Council of State School Organisations Inc (ACSSO), Australian Library and Information Association (ALIA), Google, iiNet, Inspire Foundation, Internet Industry Association (IIA), Internet Society of Australia (ISOC-AU), Internode, System Administrators Guild of Australia (SAGE-AU) and Yahoo!

The SIG advocates for effective action to be taken to ensure that Internet users, and particularly children, have a safe experience online, while preserving the benefits of open Internet access for all Australians. The SIG believe that the most effective way to protect Australia's children on the Internet is achieved by a combination of safety enhancing measures which include a primary focus on effective education and comprehensive policing of the Internet.

RECOMMENDATIONS:

9. Involvement from all sectors of the Australian community is required as no single agency can address the complexities of different population groups, levels of use and misuse, or co-morbid mental health problems;
10. That collectives such as the Technology and Wellbeing Roundtable and the Safer Internet Group be seen as promising models for the facilitation of cross-sector collaboration;

(a) v. ENSURING THAT THE OPPORTUNITIES PRESENTED BY NEW TECHNOLOGIES ARE MAXIMISED

As we have shown throughout this submission, the internet and related technologies offer an ever expanding spectrum of opportunity for positively impacting the lives of children and young people. We have also explained that in order to utilise and not diminish this potential, the approach to addressing issues of cyber safety must be cross-sectoral, multi-faceted and dynamic, reflecting the complexity of the online environment itself. We take the opportunity here, under this term of reference, to reiterate this position.

RECOMMENDATIONS:

10. Increasing knowledge about online risks, strategies for reducing such risks, safety and support resources available and skills necessary for responding to cyber safety breaches should be the aim of programs, practices and policies with restrictive approaches avoided.

Inspire Publications – November 2009

2009 

Published

Burns, J., Blanchard, M. & Metcalf, A. Bridging the Digital Divide in Australia: the potential implications for the mental health of young people experiencing marginalisation in Ferro, E., Dwivedi, Y., Gil-Garcia, J.R., & Williams, M. *Overcoming digital divides: constructing an equitable and competitive information society*, Swansea University, UK.

Burns, J., Ellis, L., Mackenzie, A., & Stephens-Reicher, J. Reach Out: Online Mental Health Promotion for Young People in *Counselling, Psychotherapy, and Health* 5(1):171-186 The Use of Technology in Mental Health Special Issue.

Burns, J.M., Durkin, L.A. & Nicholas, J. The mental health of young people in the United States: What role can the internet play in reducing stigma & promoting help seeking? in *Journal of Adolescent Health* 45(1):95-97.

Collin, P. & Burns, J.M. The experience of youth in the digital age in Furlong A. (ed) *Handbook of Youth and Young Adulthood: New Perspectives* Routledge, Oxford.

Accepted/In press

Burns, J., Ellis, L., Mackenzie, A., Nicholas, J. (in press) **ReachOut! Innovation in mental health service delivery** in Martin, G. (ed) *Using the Internet in mental health*, Australian Council for Educational Research, Melbourne (forthcoming)

Burns, J.M. & Morey, C. (in press) **Technology and young people's mental health and well being** in Bennett D.L., Towns S.J., Elliott E.J., Merrick J. (eds) *Challenges in adolescent health: An Australian perspective* International Academic Press, Victoria, BC (forthcoming).

Collin, P. (forthcoming) Building and connecting to online communities for action: young people, ICT and everyday politics in *International Journal of E-Politics*.

Nicholas, J., Burns, J.M. & Durkin, L.A. (in press) **The importance of internet technology and social branding in improving the wellbeing of young people** in *Journal of the Royal Society of Health Promotion* (accepted July 2008).

Vromen, A. & Collin, P. (forthcoming) 'Everyday youth participation? contrasting views from Australian policymakers and young people', *Young: Nordic Journal of Youth Studies*

2008 

Published

Bell, J. Vromen, A., Collin, P. *Rewriting the Rules for Youth Participation: Inclusion and Diversity in Government and Community Decision Making*. Research Report for National Youth Affairs Research Scheme, Canberra.

Blanchard, M., Metcalf, A., Burns, J. Young people's perspectives on taking action, 'Bridging the Digital Divide' (report), Inspire Foundation and Orygen Youth Health, University of Melbourne.

Blanchard, M., Metcalf, A., Degney, J., Hermann, H. & Burns, J. Rethinking the Digital Divide: Findings from a Study of Marginalised Young People's Information Communication Technology Use in *Youth Studies Australia* 27(4):35-42

Burns, J., Boucher, S., Glover, S., Graetz, B., Kay, D., Patton, G., Sawyer, M., Spence, S. Preventing depression in young people: What does the evidence tell us and how can we use it to inform school based mental health initiatives? *Advances in School Mental Health Promotion* 2008;1(2):5-16.

Burns, J., Collin, P., Blanchard, M., De-Freitas, N., & Lloyd, S. Disengaged Youth. Report for the Australian Research Alliance for Children and Youth (ARACY), Perth, Western Australia, 2008.

Burns, J., Durkin, L.A., Nicholas, J. The Internet as a setting for mental health promotion and prevention. *Éisteach: Journal of the Irish Association of Counselling and Psychotherapy* 2008;8(1):13-19.

Burns, J., Morey, C. . Technology and young people's mental health and well being. In Bennett DL, Towns SJ, Elliott EJ, Merrick J, (Eds), *Challenges in adolescent health. An Australian perspective*. Victoria, BC: International Academic Press.

Collin, P. & Blanchard, M. Promoting participation of young people from new and emerging communities in community and government decision making. National Conference on Social Inclusion for New and Emerging Communities, Adelaide, South Australia.

Collin, P. & Blanchard, M. Promoting Participation of Young People from New and Emerging Communities in *Migration Action* 3:17-20

Collin, P. The Internet, Youth Participation Policies, and the Development of Young People's Political Identities in Australia in *Journal of Youth Studies* 11(5):527-542

Collin, P. Young People Imagining a New Democracy: Literature Review for The Whitlam Institute of Western Australia.

Metcalf, A., Blanchard, M., McCarthy, T., Burns, J. Bridging the Digital Divide: Utilising technology to promote social connectedness and civic engagement amongst marginalised young people. *3C Media: Journal of Community, Citizens and Third Sector Media and Communication* 2008;4(8):1-15.

Webb, M., Burns, J., Collin, P. Providing Online Support for Young People with Mental Health Difficulties: Challenges and Opportunities Explored in *Early Intervention in Psychiatry* 2008; 2:108-113.

Accepted/In press

Yu, J.W., Burns, J.M., Adams, S., Brindis, C., Irwin, C.E. (in press) Mental health service use as adolescents become young adults. *Journal of Adolescent Health* (accepted February 2008).

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