

NETIQUETTE AND PROMOTING A SAFER ONLINE ENVIRONMENT

STUDENT RESOURCE

swinburne.edu.au/safercommunity

MADE BY THE SAFER COMMUNITY TEAM

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TECHNOLOGY

CREATING A SAFE AND RESPECTFUL SWINBURNE COMMUNITY.

The online world allows you to explore a broad range of information, experiences and ideas. Although often positive and inclusive, online experiences can also be negative: ranging from mild criticism or feedback to something more sinister.

Your online interactions are as important as your in-person ones. The digital world is a big part of our lives: we should be our best selves there too. Respectful and courteous behaviour online creates a more inclusive, safer and productive environment for everyone.

Your expected behaviour online

All Swinburne students should be familiar with the **Swinburne Student Charter**, our 'good person guide', which outlines your expected behaviour on- and off-line. All students are expected to:

- Work responsibly and collaboratively to achieve group study outcomes, and avoid behaviour that interferes with the study experience of others.
- Be honest and respectful.
- Treat other students and staff with honesty, respect and courtesy in a safe manner.
- Respect Swinburne property and facilities, and recognise the right of others to use these facilities and services.
- Demonstrate professional behaviour.

Guidelines for good online etiquette (netiquette)

1. PRACTICE ONLINE MANNERS

- Extend your good nature online.
- Be polite. Consider starting emails with "Hi (name)" to establish a conversation before launching into a message.
- Think about your 'tone' and how your words could be misinterpreted without the visual cues of body language to support them.
- Using ALL CAPS comes across as shouting, and excessive exclamations or question marks can be rude (eg "When will the results be posted???").
- Where appropriate, consider turning your camera on during online lectures and tutorials. Seeing each other's faces can make for a more engaging and comfortable learning environment for everyone.
- If you are unhappy with a response, don't spam your teacher or peers to vent your frustrations. Arrange a time to speak with them about your concerns and assess if a local resolution is possible. If that fails, consider lodging a **formal complaint**.

2. BE INCLUSIVE

- Avoid using jargon, slang and abbreviations others may not understand. Refer to the **Inclusive Language Guide** for alternatives and examples.
- Don't make discriminatory, defamatory or derogatory remarks. Access the **Discrimination, Harassment and Vilification factsheet** for information on these problem behaviours and how Safer Community can help you respond to any concerns.
- Don't exclude others from discussions.
- Give others the benefit of the doubt when they make mistakes.
- Be respectful of other people's perspectives. Not everyone will share your views and that is okay.
- Be accepting of differences and embrace the diversity to create richer discussions and broaden your perspectives. Ask others to do the same and keep it polite.

3. KEEP IT SUCCINCT AND RELEVANT

- Keep messages concise and clear.
- Don't post messages unrelated to the class content, including unsolicited advertisement, spam or large attachments that create irrelevant clutter.
- Fake news alert! Check the reliability and credibility of your sources before sharing.
- Make it clear if you are stating a fact or an opinion to avoid being misleading.

4. RESPECT BOUNDARIES, IN AND OUT OF CLASS

- Respect other people's privacy (eg, don't comment on other people's on camera appearances or background spaces).
- Be mindful of appropriate boundaries, including over social media. Don't send unsolicited messages or harass others. Don't express romantic interest or send friend requests to staff.

REMEMBER, ONLINE ACTIONS HAVE REAL LIFE CONSEQUENCES

- The online world is the real world too. Other people can see and share your discussion boards and social media posts, and emails are easily forwarded.
- What you post online is permanent. Your 'cybertrail' can be traced, so consider whether the reputational impacts are worth the post/s.
- Everything you post online is considered a public comment. Be aware of how your comments/messages may read as they may be used for complaints or legal claims.
- Don't respond when you're upset or angry. Pause and give yourself time to calm down and think clearly first.
- Protect your privacy online. Consider blurring your backgrounds where possible and don't share personal details readily.

PROMOTING A SAFER ONLINE ENVIRONMENT

- Be an active bystander. Call out inappropriate behaviour if you feel safe to do so or check in with the person impacted via direct message to see if they're okay.
- Model good practice when using technology and social media. Refer to the **IT acceptable use** and **Social Media** guidelines.
- Report incidents of any inappropriate, concerning or threatening behaviour on or offline to Safer Community for advice and support.
- Access the **Cyber Safety Factsheet** for further information on how to stay safe online, reporting options, and contact details for internal and external support services.
- Review the **eSafety Toolkit** to build your confidence while navigating the online world, manage your time online and for further information on how to take action if you or someone you know experiences online abuse.

SUPPORTS

On campus supports

SAFER COMMUNITY

Safer Community offers advice, support, intervention, and risk management for students who experience or witness inappropriate, concerning or threatening behaviours on or off campus. You can get in touch with the team by email or via the online reporting form: safercommunity@swin.edu.au swinburne.edu.au/incident-reporting-form swinburne.edu.au/safercommunity

SWINBURNE SECURITY

Contact campus security services for emergencies on campus, after hours assistance or for a security escort.
03 9214 3333

CRISIS LINE - OUT OF HOURS

The Swinburne crisis line is available to help 24 hours a day on weekends and public holidays, and outside business hours on weekdays (before 9am and after 5pm).
Call **1300 854 144**
Text **0488 884 145**

HEALTH AND WELLBEING (COUNSELLING AND PSYCHOLOGICAL SERVICES)

If you are struggling with a personal, emotional or mental health difficulty, whether related to your studies or your life away from university, counselling may help. Register and make an appointment with the counselling services.
03 9214 8483
swinburne.edu.au/counselling

INDEPENDENT ADVOCACY SERVICE

Swinburne Student Life provides policy advice, support and guidance in academic issues, and advocates for best outcomes in complaints, grievances, appeals and misconduct hearings.
03 9214 5445
studentlife@swin.edu.au
swinburne.edu.au/advocacy

STUDENT SYSTEMS, HARDWARE AND SOFTWARE SUPPORT

Need help with your password, connecting to Wi-Fi or your student email? Need computer or technical assistance and experiencing any cybersecurity issues? Swinburne's friendly and tech-savvy team are here to help you with all your IT needs.

03 9214 5000
swinburne.edu.au/current-students/student-services-support/study-learning-support/student-systems-hardware-software/

Off campus supports

POLICE

National emergency response and reporting.
In emergencies call **000**.
police.vic.gov.au

LIFELINE

24/7 phone crisis support and suicide prevention.
13 11 14
lifeline.org.au

EHEADSPACE

A confidential, free and secure space to chat to qualified youth mental health professionals.
eheadspace.org.au

AUSTRALIAN HUMAN RIGHTS COMMISSION

Investigates and resolves complaints of discrimination, harassment and bullying based on a person's sex, disability, race, age and sexuality.
1300 656 419
humanrights.gov.au

ESAFETY COMMISSIONER

Provides advice, strategies and support for cyber abuse, as well as online reporting.
1800 880 176
esafety.gov.au