# ACCANect 2018

**Session 16: 3:30 – 3:50pm**

**Office of eSafety Commissioner – better protection for all consumers**

**Presenter: Julie Inman Grant, eSafety Commissioner**

**ACCAN welcomes Julie Inman Grant to ACCANect 2018.The Office of the eSafety Commissioner is committed to helping all Australians have safer, positive experiences online. In this session we will hear about their current programs and future initiatives.**

**3:50 – 4:00pm Q&A**

JULIE McCROSSIN: Ladies and gentlemen if you could take your

seats. Has anybody not got a number? I'm just about to pull three

lucky door and we've lost a few people so the chances are

tremendously good. Anybody else need a number? We've lost a few

people so it's a very good chance of winning. If they're not here it's

a redraw. Ladies and gentlemen, welcome back, start early, finish

early, this is my motto. I'd like to introduce you again to Teresa

Corbin, give her a round of applause. She is going to be running the

prizes. Remember they're $50 vouchers to the old fashioned idea of

going to a dark cave and watching a movie and we'll let you know

about the rather handsome gentleman on there and the first winner

and remember if they're not here it's redraw, is orange 24. Orange

24. Yeah. There we are Teresa. Give her a clap. It's a good feeling

to win. I've had people cry, because they feel like they haven't won

in anything in life which is pretty amazing. Purple 10. Purple 10.

You're ten. Fantastic. And I'm just going to quickly - notice I swirl

them around, I've been trained by nuns at Event for Foundations,

orange 65. Orange 65. Just letting people check. OK. Redraw. For

some reason I like to fling, if you'll just excuse that rather dramatic

gesture. We all get fun as best we can. Orange 37. Fantastic. Here

comes the prize, thank you. Ladies and gentlemen, just before I

introduce our first speaker, I just want to tell you about mercury or

the god Hermes, our eSafety commissioner, we've had an ancient

world theme and yet I was thinking that when we we have our final

session today about digital safety and remote indigenous

communities way older civilisations and those I've been showing but

Mercury also known as Hermes, son of Zeus, messenger of the

gods, I thought it was relevant due to that message on

communications, also known as a divine trickster. Speakers have

said great potential of the new technologies but also great risks so

that's a double edged sword and we had a god who was about

forgetfulness because we'd had a presentation that said we can no

longer be delete or forgotten in the modern world but - and the

leafy river as you went into Haiti you drank them and forgot your

own life and Mercury used to conduct souls to the afterlife. What do

you think, have you enjoyed this bit of ancient stuff or do you think

I'm just a nut? I'll leave that to your consideration. It's my great

pleasure now to invite the E safety commissioner from the office of

the E safety commissioner, Julie Inman, to come to the stage. We

call it the Chat Pit of Fun and she's going to give us an update on

her work and some key issues so please welcome Julie. (APPLAUSE)

JULIE INMAN: Thank you. It's wonderful to be here and to see a lot

of friendly faces, the last time I was at ACCAN was about 10 years

ago I believe on the Gold Coast, when I was working for Microsoft,

having spent 23 years in the high technology industry, I guess

Government decided it was time to put a regulator in the role who

actually knew what the true limitations of the social media company

were as well as when they could do more and I don't shirk from

telling them when I think they can do more and do better.

Specifically through a program that we have called safety by design,

because I believe truly companies should be doing risk assessments

when they know they're creating platforms that are going to facility

social interaction, they should be building safety protections into the

programs and technologies before the harm is done, retrofitting and

bolting on safety protections, as an afterthought is not going to be

the way to go but that is not the subject of my speech. I do want to

talk to you about the eSafety office, we're only three years old and

I've been in the role about 20 months. We were established in 2015

as the role to be the national leader, coordinator and regulator for a

range of online safety issues and we're committed to keeping

Australians safer and have more positive experiences online and we

do this through a range of prevention, education and what we call

early intervention measures and I'll talk through what those look

like. We have an in-house research team so everything we do is

based on evidence and then we develop audience-specific content

for parents, for educators, for young people themselves and

co-designed with and for young people, for older Australians and I'll

talk through some of these programs. But primarily we try and act

as a safety net. Providing a place where young Australians can

report serious cyberbullying, now adults can report adult

cyberabuse, we were originally formatted as the children's eSafety

commissioner and when I started in January 2017 that changed

about four months later and parliament decided to expand our remit

to keeping all Australians safe online of course without any

resources or further head count we had to cut the clock cloth to fit

and we've done the best to do that and we're continuing to grow

organically, what a lot of people don't understand that in addition to

the reporting line, the image based reporting line and our

cyberreport team which is where we take in all form of illegal

content whether it's a pro-terrorist content, adult pornography but

we prioritise child sex abuse material, it's also a function of the

office. We have significant regulatory penalties to fine and penalise

social media companies in all these areas and as you see

Governments grappling with how to tame the wild west of the

Internet and how to regulate we've been doing its for three years

and been really working on a co-regulatory model, I come from the

belief that you can catch more flies with honey than you can with

vinegar so we have built cooperative relationships with the social

media sites, they don't want this dreadful content on their sites

either but sometimes things fall through the cracks so we do have

100% compliance rate thus far in term of getting harmful content

taken down, it always helps to have the stick in reserve however in

the event that there's some grey area or disagreement about what

constituents either illegal or serious cyberbullying content. Moving

forward, I want to talk about cyberbullying. I think we all know how

insidious cyberbullying is for young people today and what makes it

insidious is not only that it's invasive and pervasive and follows

children on their devices into their home, not left at the school gates

but also because it's very visible to a young person's peers and their

humiliation can be amplify online yet it's covert to parent and

educator, I can't tell you how many principals who said, "God I

remember the good old day when you knew who the bully was and

the victim and you just keep them apart on the playground," now

it's really hard for school administrators to know what is happening

here. So our research shows that one in five young Australians has

been cyberbullied, versus one in four that continues to be bullied

face-to-face, the average age is 14, girls are cyberbullied more than

boys and almost every case that has come into our office the nexus

of the conflict or the cyber bullying is connected to social conflict

happening within the school gates so it's largely peer-to-peer and as

a result we were set up to identify serious cyberbullying and it's

defined as any content that is seriously harassing, threatening,

seriously intimidating or seriously humiliating not just a mean thing

said online. But if that young person reports to the social media site

and it isn't taken down immediately of course that's the most

expeditious way to get it down and we do want to give companies

the opportunity to take that down and they are getting better and

they're doing it more rapidly so we weren't set up as a high volume

service. We're meant to be there as a safety net to kind of catch

that grey area, and sometimes be the almost the interpreter and by

having that direct relationship with the companies they're an

inherent power imbalance that exists between the user and the

social media site that we can help bridge. When you think about it,

Facebook has 2.2 billion users, Twitter has a billion tweets on its

platform every two days, on YouTube 400 hours of content is

uploaded every minute, so if there's one in a 1% chance that

something has gone wrong you can only imagine the number of

reports getting in and things do fall through the cracks, sometimes

it's a case of us explaining that this is what Aussie vernacular mean

and this was missed by a moderator. Sometimes they have only 30

seconds to a minute to look at a tweet or a post to determine

whether or not it contravenes its terms of service and they err on

the side of not taking down because again with these technology

companies the first amendment rules and they're going to err on the

side of not censors content and again we try and balance that out,

but we're pleased and proud that we have helped over 950

Australian children get content down that they otherwise wouldn't

have been able to take down themselves. We don't want that

content to escalate and to have children feel that they have to deal

with us on their own. They know that only 50% of young people

speak to a trusted adult when they've been bullied and only 12%

will report to a social media site so there's a lot more work that we

need to do in term of encouraging young people to talk to adults

and to arm them with the skills that they need. On Friday we will be

launching a new program called the Yes Influencers projects which

is specifically designed to help peer-to-peers basically support the

peers from the bottom up but also through a set of teachers work

shops so that teachers are armed with the right information in term

of what signs to look for and where to send young people and what

kind of policy and procedures to follow if online strife comes into

their classroom. Our second reporting function is around image

based abuse and when I was announced as the eSafety

commissioner in November 2017 at Parliament House it was

announced that I was going to create a revenge porn tool. And I just

thought revenge for what? In porn created for the current interest?

We have to change the lexicon. I don't know if you remember over

ten years ago when child sexual abuse material used to be referred

to as kiddy porn which implies that the children who are being

tortured and abused in those images have some agency, well they

don't. My concern with the sensationalist term revenge porn is one

that only represents a proportion of the kinds of report we see

coming into our office but it also leads to victim blaming. And we

know that there are still gendered double standard when it comes to

nudes being shared online. A young man with a glistening sick pack

is big noted but a woman showing a bit of cleavage is a person of ill

repute, this is the modern day version of the Scarlett letter if you

will. Our research has shown again that one in ten Australians

broadly has experienced image based abuse, if you're a women

between the ages of 18 and 45 you have a one in five chance of

being a victim of image based abuse, for those identifying as

LGBTIQ again it's one in five, and it's one in four for Aboriginal and

Torres Strait Islanders and those with a disability, a cognitive

disability. So since the portal launched we've had about 100,000

hits to the portal, and we've also had about 500 reports and

inquiries, without formal powers we've had an 80% success rate in

term of getting this content down, these images taken down from

sites overseas, many from social media sites, also a large proportion

from commercial pornography sites, where we've been having

challenges have been with what we call the rogue porn sites and

those sites that are set up with bullet proof hosts around the globe

that are set up for the purposes of humiliating usually young women

so 80% of the reports we get in are from women, about a third of

the reports are of women under the age of 18 so that becomes child

sexual abuse material so we're seeing a lot of intermingling between

our cyberbullying image based abuse and child sex abuse reporting

lines, so we've formed a single investigative division so that we

can - so that Australian citizens don't have to define what kind of

online abuse they're experiencing but that it can get to the right

team and be triaged appropriately. Our goal of course is in providing

compassionate citizen service here, this is devastating for victims,

we help them learn how to collect evidence send them to mental

health support, if they need it, and recently during the week of the

Lib spill actually, parliament did get a few really important things

done and one of those things was passing the civil penalties and

significant criminal penalties for image based abuse in the Senate

and they are now law, and so for aggravated offences, there can be

up to five to seven year of prison time for repeat perpetrators of

image based abuse, doesn't matter where you live in Australia now

those criminal penalties apply, but we now have significant new

powers to issue take-down orders, formal notices injunctions,

infringement notices, we can fine content hosts up to $525,000 for

not taking down harmful content and for individuals or perpetrators

up to $100,000 so this is significant new teeth and the gold

standard in the world right now for this kind of legislation. Our third

reporting function involves dealing with some of the most

horrendous material on the Internet, child sexual abuse material.

We have eight investigators mostly with law enforcement,

intelligence or classification back grounds and they see the worst of

the worse of humanity every day. Last year we had 8,000 reports

but we also have significant regulatory powers under the

broadcasting services Act to conduct what we call own motion

regulatory investigations, so last year we did 13,000 separate

investigations and so we were very closely with law enforcement,

we have MOUs with every law enforcement agency here in Australia,

we gather intelligence for them and put together reports, but our

primary role is in stage taking this harmful content down. I think

what people sometimes forget is that behind each image there is a

child being abused, being tortured and this is a a revictimisation and

retraumatisation of a child. Our counterparts in Canada just did a

survivor study and found that 30% of survivors of child sexual

abuse in their adult years had people approach them on the street

as adults and say, "Oh I saw you in that video." Can you imagine?

How do you move on after already experiencing that kind of trauma

but constantly not knowing or wondering where your images are

going to show up. It's a very important role. One of the concerning

trends we've been seeing is what we call coerced self-produced child

introduce material. One thing that sometimes we as parents don't

realise when we're handing over that iPad as the digital babysitter is

that there actually weaponised Internet enabled devices or they can

be. Wonderful games, I have three children of my own, my

6-year-old's love road block, they love Minecraft musically, all three

of these programs have great educational value, but they also have

chat functionality, and I've learned in my 25 years working in this

area that when new apps or games come online, children go there

first, paedophiles find it second, police are usually there third and by

the time parents get there they've moved on to the next thing

because it's passe. This is why we work so hard to educate parents

through our i parent portal and through media and through talking

at conferences, about the things that they can do. There's a lot of

fear mongering and sensationalism in the media and we know what

happens when we panic parents, they either have a flight or a fight

response, which results either in device denial which means that

children won't go and talk to a trusted adult when something goes

wrong online or it results in throwing up our hands in despair, this is

too hard. What we're trying to do is break through that cacophony

and say there are benefits and there are risks, these are what the

risks are and these are the specific things that you can do to

minimise these risks so we all need to work at being more

solutions-focussed. I really - oops I'm behind on my slides - we're

not funded to do a national awareness campaign, but that hasn't

stopped us from trying to galvanise the voices of many

organisations and individuals across Australia, through safer

Internet day last year we were able to gather 240 organisations to

stay online with the same messages around respect and I think

that's incredibly powerful, we had the then PM at our event at

Parliament House and he did a great Facebook live stream around it.

Back in our day, the three Rs of education were reading, writing and

arithmetic, I would submit that in today's digital age, the values and

the principles and the skills that we want our children to be learning

are the new four R's. Respect, responsibility, resilience, and critical

reasoning. And these of course are best taught first in the home and

these principles are what we put forward through all of our content

and the i parent portal almost all of our education materials that are

mapped to the Australian curriculum use these four principles as a

foundation with aye throw in a bit of consent and empathy along

with it. Respectful communication, responsible use of technology,

and resilience which by its very definition means being able to

bounce back in the face of adversity, we know particularly for young

people it's not a matter of if they will encounter something

confronting online, it's really a matter of when and we want to

provide them with that resilience. And think about how important

critical reasoning skills are, in this day and aim, for adults as well.

How do we determine whether it's fake news or real news? Or if it's

a deep fake pornography which is using AI to create photo shopped

images usually celebrity bodies on porn stars, that can't be

distinguished as photo shopped by the naked eye? Helping children

with when tear exposed to treex pornography understand that a

women being asphyxiated and shown to enjoy it, that this is two

actors and this is not what a real respectful relationship look like.

Critical reasoning skills are so important for so many reasons and

there's a lot of research out there that explains how we can

inculcate these noncognitive skills into young people and it's not

through scaremongering and fear and it's not through discreet

presentations, it's got to be about consistent and comprehensive

education inculcated into the curriculum and we know that's difficult

because we have a very fragmented education system but we need

to work towards it, this needs to be part of every child's K through

12 educational journey. So one way we've tried to do this is through

some innovative programs and properties like the lost summer with

which is a futuristic video game. It doesn't quite have the graphics

that fortnight does but it sends young people from 14 to 17 on a

futuristic quests and they learn how to apply the skills of respect,

responsibility, empathy through game play. It comes with

curriculum and work shops for teachers and what kid doesn't want a

half hour of playing a video game as part of their home work? I

know my kids would love it. I've talked a little bit about empowering

parents already to me they're the most important cohort to reach

but sometimes the most difficult. I know as a working mother of

three, it's hard to get the time to think about things or go to school

presentations and we find that we reach the parents that are

already very engaged anyway, so those that are parents that are

struggling and trying to hold down two jobs or have other level of

toxic stress we know it's going to be even more difficult so we need

to work at empowering parents rather than scaring them, because

this is something that - it's really an extension of parenting, it's no

doubt it's a parenting challenge that our parents didn't have to face,

but it is a surmountable challenge and our website on

eSafety.gov.au has type and even an interactive screen smart tour

which takes about ten minutes and it helps parents indicate where

they are vis-a-vis other parent and send them to other resources to

help them with their learning that they can apply at home. When

our remit was expanded one of the first programs that we were

funded to do through the third action plan was a program called

eSafety women and this is supporting front-line domestic workers

working with victims of family and domestic violence. In 98% of

family and domestic violence situations, technology facilitated abuse

is a factor and is used to extend the harassment, control through

surveillance, stalking and other forms of online harassment. We've

reached about 5700 front-line workers through face-to-face training

and we also have a very comprehensive website which includes

check list that's not only useful for women who are experiencing

domestic violence but anyone who wants to use technology safely.

We know that women in domestic violence situations particularly

when they're trying to escape from a partner they rely on that

phone and that email as that lifeline to keep in touch with trusted

friends and loved ones, social workers, police so we're trying to

teach them to do so safely. We've expanded some of our work

through a program called Women Influencing Technology Spaces or

WITS because on the other end of the female spectrum women of

power, women of position, women with opinions, feminists and ohs

with a public persona, tend to be much more trolled than their male

online counterparts, and often this is sexualised, it's investment and

it's very harmful and so we're trying to galvanise the voice of these

strong powerful women. We also know that not only also is the

misogyny that has surfaced through social media, it's surfacing the

reality of the human condition, it's also intersectional. So women

and others from LGBTI backgrounds from different religion, from the

indigenous community are also disproportionately trolled so I just

wanted to show you quickly some voices that talk about how they

deal with online harassment when they see it. Firstly tape the

evidence. Block them, you don't have to deal with that person, block

the person, but most importantly report it. Let's put the spot light

on the perpetrator. Only engage if you want to. Never feel obligated

to engage, you are under no obligation to engage with anyone. If

somebody is being smug or self-righteous or irritating or obnoxious

or trying to trip you up, just get out of, there you wouldn't talk to

them at a dinner party, don't talk to them online.

>> Do not retaliate. There's a first rule. Number one rule. Come

down, and think about it's not you. This is hatred culture.

>> Be silent to the trolls but not to each other. The best thing to do

is not respond because you're not giving them what they want.

However don't be silenced so keep going about your work and this is

especially important for women, like women must not feel that they

are being driven out of those spaces.

>> Part of our challenge is to set up expectations that when we do

get hurt and feel sad, when somebody does do something that's

really bothersome we talk about it. We don't just complain about it,

we talk about and we address it because that's the best part about

the Internet is we get to create the environment we want.

>> And have a support network around you so reach out to your

friends, to your family, tell them what is happening, don't try to

handle it alone,

>> Find an ally, it could be a friend or it could be someone at your

workplace or school who you know will have your back and reach

out to them but it's important to remember that you're not alone.

>> Effect collect a sisterhood and help them to make complains on

you behalf because sometimes it becomes too exhausting.

>> Speak to someone. Never ever suffer in silence.

JULIE INMAN: Some really brilliant voices there and I'll move on to

the last bit because I know that this mob loves to answer questions

or ask questions.

JULIE McCROSSIN: They do. Could you boost the volume Pete up on

the lectern please.

JULIE INMAN: I'm American born and we generally don't have

problems with projection. Let me just finish by talking a little about

our work around older Australians. Because believe it or not, the

least represented population online are Australians aged 65 and

over, only 51% are online. Of course, we know the benefits of

technology to help older Australians reduce social isolation, increase

access to services, the challenge that we have is that this older

generation is also a more trusting generation so 45% have

experienced some form of social engineering whether that's a dating

scam, a virus, credit card or threats scam so we've developed a be

connected site. We will soon have a Be Connected app, I've put my

parents and my inlaw on it and they love it. It's a cooperative

project that we've been working on with DSS and the good things

Foundation has set up 1700 Be Connected face-to-face training sites

around Australia, because in speaking to older Australians they

prefer to have the face-to-face training than getting it solely online.

I want to leave you today by thanks you for listen and engaging. We

all have a role to play. The Internet is here to stay and I like to say

that online safety is not a destination, it's that journey so we all

have to keep improving, we all have to keep innovating, keep

investing, and we need to work together to make the Internet the

place that we want it to be.

JULIE McCROSSIN: Thank you so much. Just before I open to

questions, could I ask Helen Campbell to come and sit on the stage,

Helen is from the women's leg service NSW and will be talking about

domestic violence and communication technology but I want to offer

an opportunity for questions or comments for our eSafety

commissioner. Who would like to ask a question or make a

comment? Thank you very much.

>> Libby McPhee. I'm from the ICPA NSW organisation. Just wonder

what you think about stymie, the cyberbullying site?

JULIE INMAN: That was developed by the Queensland teacher?

>> Yes, I believe Queensland schools use it?

JULIE INMAN: I think it has some utility in terms of surfacing up

either physical or online bullying that may be happening, I talked

about the insidious nature of cyberbullying, what we're careful to do

is make sure that we emphasise that there is no single panacea to

solving cyberbullying, these are social behavioural and cultural

issues playing out in an online space and that's why when we see

things like let's ban in app or let's ban phones in schools, it's not

really getting to the heart of the behavioral change that we need to

see to stop cyberbullying, we have to take multiple approaches so

stymie might work really well for a number of schools there are

other kinds of monitoring software that other schools use, but I

think there's nothing more important than again teaching our kids

the four and the basics they need to show in real life and football so

that we can stop the behavioral issues that we see playing out in

these spaces.

>> I'm going to ask one quick question before I bring on our next

speaker, I just happen to have in the last week attended a 20th

anniversary of Tanya Plibersek, the Deputy Leader of the Labor

Party, a celebration of her 20 years the guest speaker was Julia

Gillard and the MC was help me... Social minus for - I'll think of her

name in a second, very senior women. Jenny Macklin was the MC.

Were you in Australia when Julia Gillard was our PM?

JULIE INMAN: Believe it or not I've been in Australia 18 years.

JULIE McCROSSIN: Fantastic. I note what happened to Julia Gillard

in the public space, I note too - because I'm trying to not be political

that what happened to Julie Bishop in our recent shenanigans if I

could use that expression in parliament where a woman with such

an extraordinary record of experience and portfolio history and

international identity got no support from anyone and was knocked

out in Western Australia and got knocked out so skill so my question

is this - we tend to focus on the technology, and yet I wonder if it's

with the me democracy too movement, whatever our views on that,

there has been a degree of revelation of series sexual harassment

within the workplace that frankly shocked me as an ageing feminist

that such behaviour was still so dominant and extensive even if

some of the allegations proved not to be true, so I guess my

question is what's the relationship between your work in the E space

and what's actually happening in public life, because those four R's

are needed in both elections aren't they?

JULIE INMAN: Absolutely. That's one of the reason we developed

women influencing technology spaces. I learned a lot in my two

short years at Twitter and that is I had never seen the kind of

misogyny racism, hatred, that women that was targeted specifically

at individuals and I came to the conclusion that it's social media,

surfacing the reality of the human condition. And so I don't think

these are women's issue, these are societal issues that we do need

to face, fix, at a cultural level. It's permeating politics and it's

permeating the workplace, with metoo.

JULIE McCROSSIN: And sadly with the current President of the

United States a level of sexualised brutality that we haven't seen in

a leader in a liberal western democracy.

JULIE INMAN: We see this all the time. 30% of that serious

cyberbullying reports we get in have direct threat of harm, young

people telling other people to kill themselves, they're modelling that

behaviour from somewhere, it may be from the home, it may be

from our leaders, or leaders overseas, it may be from cultural

product, but we need to change this culture and everybody needs to

be play a role and that's why I think male champion of change is so

important. It's a societal issue to fix.

JULIE McCROSSIN: Thank you so much for coming and speaking to

us today, a round of applause for Julie Inman.