



safenet.bg

BULGARIAN SAFER INTERNET CENTRE
and the cooperation with
INSAFE and INHOPE Network

HOTLINE | HELPLINE | AWARENESS

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Co-funded by
the European Union



Safer Internet Centres

ins@fe

INHOPE

What is a Safer Internet Centre?

Insafe and INHOPE work together through a network of Safer Internet Centres across Europe – typically comprising an awareness centre, helpline, hotline and youth panel.



National awareness centres focus on raising awareness and understanding of safer internet issues and emerging trends. They run campaigns to empower children, young people, parents, carers and teachers with the skills, knowledge and strategies to stay safe online and take advantage of the opportunities that the internet and mobile technologies provide.



Helplines provide information, advice and assistance to children, youth and parents on how to deal with harmful content, harmful contact (such as grooming), harmful conduct (such as cyberbullying or sexting) and, increasingly, contract issues (where the child is a consumer in the online space). Helplines can be accessed via a variety of means – telephone, email, web forms, Skype, and online chat services.



Youth panels allow young people to express their views and exchange knowledge and experiences concerning their use of online technologies, as well as tips on how to stay safe. They also advise on internet safety and empowerment strategy, help create innovative resources, and disseminate eSafety messages to their peers. There has been an increased focus on youth participation during 2021, across a number of activity lines. Read on to discover more.



Hotlines exist to allow members of the public to report illegal content anonymously. Reports are then passed on to the appropriate body for action (for example, an internet service provider (ISP) or law enforcement agency (LEA) in the country, or corresponding INHOPE Hotline).

Fully integrated services and activities



HELPLINE



HOTLINE



AWARENESS



Internal procedures between Helpline and Hotline

Internal procedures for transfer of reports and cases between the Helpline and Hotline and taking joint decisions for further actions when necessary:

- General procedures + Referral Pathway -> Identified partners
- Special procedures – covering all possible online risks
- Principles of Consulting

Hotline – 46 000 reports received (2023)

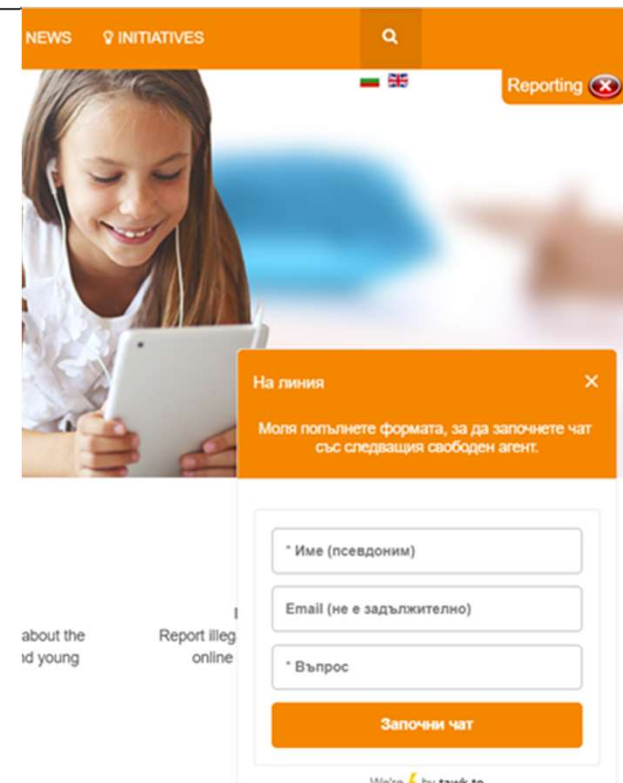
Helpline – 3 500 calls/chats

*Национална телефонна линия
за онлайн безопасност на деца*

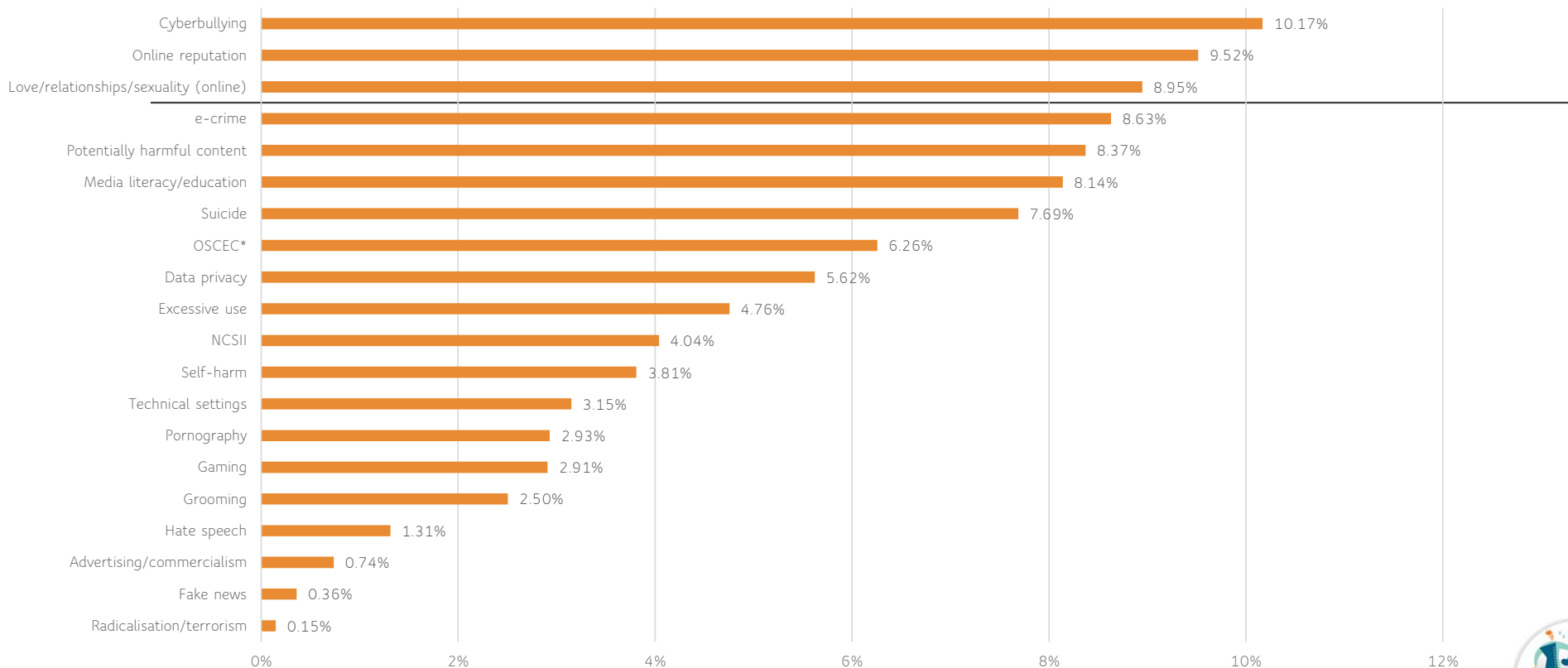


Coordination with InSafe and InHope

- Share data – on quarterly bases
- Exchange of information
- Exchange of experience – Evidence based approach – trainings, methodologies and materials
- Cases description sharing – profiling by type of online issue



A graph to show the reasons for contacting helplines October-December 2023




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Creating a safer and better internet for children and young people

The Better Internet for Kids portal provides information, guidance and resources on better internet issues from the joint Insafe-INHOPE network of Safer Internet Centres in Europe, and other key stakeholders.



Tell us who you are and discover interesting content for you:

- Children and young people
- Parents and carers
- Teachers and educators
- Organisations and industry
- Research and policy

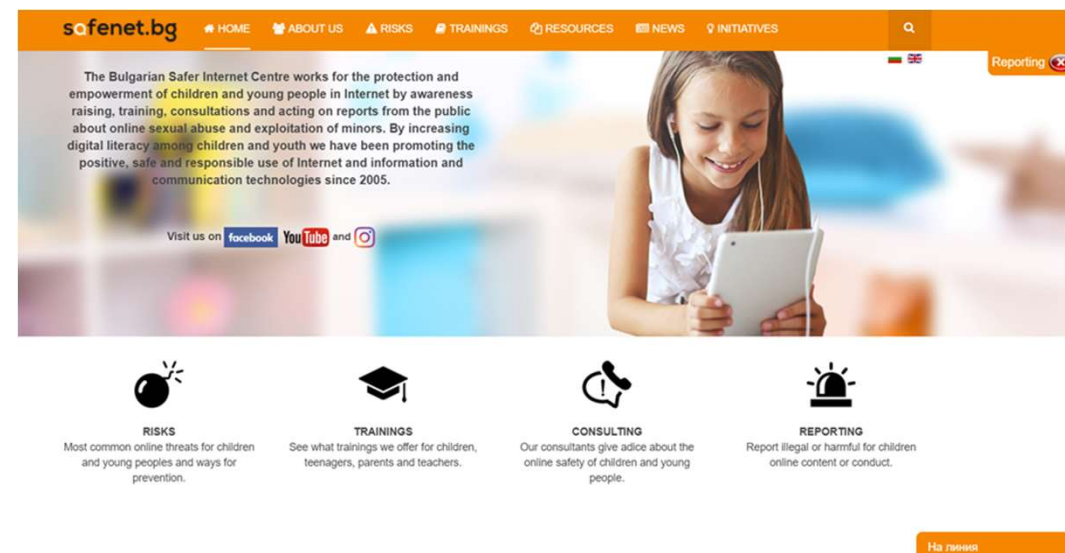
Don't miss out on the latest updates – get the quarterly Better Internet for Kids bulletin

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[AdWiseOnline](#) [BIK Teacher corner](#) [Illegal content online](#)

SafeNet.bg: One-stop-shop

- One integrated website targeting parents, teachers and educational experts
- Hotline access and reporting
- Helpline chat access
- All trainings
- Great recourses of information and materials on different risks, tips and good practices
- Reports and resources | News and events



Awareness

Awareness has been implemented together by the Helpline and Hotline Teams

- “Dress Up!” Campaign or what I would do for few likes: <https://www.facebook.com/SafenetBG/videos/10153595864782636/>
- Teachers_Leaders
- Online Bullying Campaign
- Digital-media literacy for parents – The Storytelling Mice



Safer Internet Day

Together for a
better internet



The 2024 edition of Safer Internet Day took place on Tuesday, 6 February 2024. This special celebration, which takes place in February of each year, aims to raise awareness of a safer and better internet for all, and especially for children and young people.



Safer Internet Day

Better Internet for Kids

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Safer Internet Day in Bulgaria – Cyberscouts and start of Media Literacy Days campaign

On Tuesday, 11 February 2020, together with over 170 countries worldwide, Bulgaria celebrated the international Safer Internet Day (SID). Dozens of Bulgarian schools and libraries organised various initiatives and activities with the motto: "Together for a better internet".

 2020-02-28



Trainings

- Training of **parents** – online risks in the social media and Internet and how to develop DML
- Training of **kids** – to detect online risks, to report and block, development of DML skills
- Training of **teachers** and **professionals** – how to recognize bullying, developing children’s skills
- Cybers Scouts Holistic Programme – as short training only scratch on developing skill



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Over the years, Safer Internet Centres (SICs) in Europe have developed various educational resources and videos aimed at helping teachers, parents and carers, and children and young people, to discover the online world safely. Now you can access all of these resources in just one place via the Better Internet for Kids (BIK) resource gallery.

Browse the resources below, or use the options to refine your search.

Language Minimum age Maximum age



image English FSWS - Aġenzija Appoġġ - Foundation for Social Welfare Services

Helpline Awareness Poster

This poster is being shared in schools for the many situations where children can reach out to our General Helpline, which also feeds into our BeSmartOnline helpline.

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Better Internet for Kids

Discover Policy Practice Resources Guide to apps Events

We've produced a number of guides on topical online safety issues.

We'll be adding new titles regularly, so please check back often.



Cyberbullying

Cyberbullying usually involves a child being picked on, ridiculed and intimidated by another child, other children or adults, using online technologies. It can be intentional or unintentional.



Inappropriate content

Inappropriate content is a term used to capture a wide and ever-increasing number of different types of problematic content online. From hate speech to images of self-harm or pro-ana websites, alongside all of the amazing content that is available online there is some which is inappropriate for different audiences.



Online challenges

Some online challenges can be fun but some can be extremely dangerous, while the number of views and likes received is seen as an important part of the whole process.



Online reputation

Online reputation refers to the information that can be found about an individual online, which can be used by others to build up a picture of the person in question.



Sexting

Sexting is a term which is widely used by adults and the media to refer to the sending of sexual images. Children and young people do not tend to use the term however, and will typically refer to "sexts", "nude selfies" or even "dick pics".



Sextortion

Sextortion refers to the situation where someone is blackmailed and coerced to send indecent images or money to avoid indecent images of them being shared widely online.



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[Threads](#)

[Threads is a new app, built by the Instagram team for sharing text updates and joining public conversations.](#)



[BeReal](#)

[BeReal is a social media app where users are notified to share a photo within two minutes.](#)



[4chan](#)

[4chan is an online forum where users can post anonymously and search for specific content](#)



[Bigo Live](#)

[Bigo Live is a livestreaming and vlogging app from Singapore.](#)



[Angry Birds](#)

[Angry Birds is a game wherein the objective is to assist birds in their survival during the game.](#)



[Bumble](#)

[Bumble is a dating app that aims to empower users while making connections.](#)

Do not hesitate to **contact me** at:

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