PUBLIC REPORT

OCTOBER 2022 TO SEPTEMBER 2024

be SMART) ONLINE



This project is co-funded by the European Union through the Digital Europe Programme

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BeSmartOnline
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ONLINE

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THE BESMARTONLINE! PROJECT



THE PROJECT'S ACCOMPLISHMENTS ARE A TESTAMENT TO OUR TEAM'S COMMITMENT TO KNOWLEDGE TRANSFER AND OUR CAPACITY TO RESPOND PROACTIVELY TO EMERGING CHALLENGES.



The seventh edition of the BeSmartOnline! project was officially launched on 21st October 2022 during a press conference. This project continues to thrive thanks to collaboration the strona amond kev partners: the Foundation for Social Welfare Services within the Ministry for Social Policy and Children's Rights, the Office of the Commissioner for Children, the Directorate for Learning and Assessment Programmes within the Ministry of Education, and the Cybercrime Unit within the Malta Police Force. These organizations work tirelessly to promote the responsible use of technology and offer vital support to children and young people facing online abuse.

The Maltese Safer Internet Centre is also a part of the European-wide network of Centres, Insafe.

THE CONSORTIUM

This project is co-funded by the European Union through the Connecting Europe Facility (CEF) and forms part of INSAFE and INHOPE - the European network of Safer Internet Centres and hotlines respectively. They aim to empower and protect children and teens online from risks associated with online activity, through numerous awareness-raising initiatives and by fighting illegal and harmful content (particularly online child abuse) and behavior online.

It is implemented through a consortium coordinated by the Foundation for Social Welfare Services (FSWS) and brings together the Directorate for Learning and Assessment Programmes, the Office of the Commissioner for Children and the Malta Police Force - Cyber Crime Unit. The consortium is supported by the expertise and experience of a number of strategic partners' who are members of the Advisory Board.



Co-funded by the European Union





Fondazzjoni għal Servizzi ta' Ħarsien Soċjali Hawn għalik Agenzija Appoġġ under the Foundation for Social Welfare Services functions as the National Agency for children, families, and community, safeguards and promotes the well-being of these persons through the development and provision of psycho-social welfare services.

As part of the BeSmartOnline project, Agenzija Appoġġ runs the National Safer

Internet Centre, as well as the national Helpline, Supportline 179, and Hotline, ChildWebAlert. The Agency, in collaboration with all stakeholders, provides welfare services of the highest possible standard for its service users such that they are supported and empowered in addressing their needs and enhancing their quality of life.



GOVERNMENT OF MALTA MINISTRY FOR SOCIAL POLICY AND CHILDREN'S RIGHTS The Ministry strives to ascertain an improved quality of life through the provision of sufficient social benefits for individuals and families in need; quality social welfare services and proper housing in order to boost the local communities. The Office of the Commissioner for Children focuses on: the protection of children, the promotion of children's rights, ensuring the provision of necessary services for children, and the participation of children. The Office acts as a focal point which monitors the current social and cultural situation in relation to children, such that it can contribute substantially in the co-ordination that needs to take place across all sectors in order to have policies that are child oriented.



GOVERNMENT OF MALTA MINISTRY FOR EDUCATION The Directorate for Learning and Assessment Programmes the runs Personal. Career Social. and Development curriculum in schools that enable children and youth to become healthy, independent, and responsible members of society. The learning objectives related to internet use and safety within the syllabus aims to explore the use of new technologies by children and vouth and provide opportunities for them to learn, achieve and develop emotional literacy, selfconfidence, selfworth and self-esteem.

The Malta Police Force has various responsibilities in relation to national security, crime prevention, and investigation. Within this context, the Cyber Crime Unit was set up in 2003 with the primary role of providing technical assistance in the detection and investigation of crime wherein the computer is the target or the means used. The Cyber Crime Unit also manages a Child Abuse Internet Filter which prevents Maltese internet users from accessing websites containing child abuse material. On an ongoing basis, the hotline, operated by FSWS, works in close collaboration with the Unit as part of the procedure adopted to ensure that illegal content and/or behaviour is dealt with effectively.



YOUTH PARTICIPATION

Youth participation is a crucial element for the work carried out by the Safer Internet Centre (SIC). Children and young people guide the SIC's work by helping the team to identify the challenges faced. Children and young people also provide the SIC with effective ways to address these challenges and also help in the prioritizing of work particularly awareness raising. The Office of the Commissioner for Children is responsible for coordinating child participation which is carried out in various forms.

YOUTH AMBASSADORS

Throughout the project a number of Youth Ambassadors were involved in many aspects including meetings with policy-makers, supporting the youth panel in content creation for Safer Internet Day and also participated in many consultation initiatives organised by Insafe including the Safer Internet Forum.

OLDER EVENT

YOUTH PANEL

A number of meetings were held with a group of 20 diverse young people during which various issues were discussed such as cyber-bullying, racism and online hate speech, grooming and the facilitation of child trafficking by means of technology. The members also put forward a number of policy recommendations which were also disseminated to the relevant authorities.

The members of the youth panel were also very instrumental in the developing of campaigns and resources for Safer Internet Day.



ACTIVITIES UNDERTAKEN JULY 2022 - SEPTEMBER 2024

SESSIONS WITH ITS STUDENTS

Sessions were conducted with Institute of Tourism Studies foundation level students focused on Online Safety. These sessions covered key topics such as fostering healthy online relationships, with a particular emphasis on understanding and preventing cyberbullying and the nonconsensual sharing of intimate images.



ADVISORY BOARD



In June 2024, the BeSmartOnline! consortium convened an Advisory Board meeting with key stakeholders to continue its mission of enhancing internet safety. Attendees included representatives from the University of Malta, MCA, Secretariat for Catholic Education, Level Academy, Angenzija Żgħażagħ, Mental Health Commission and Lisa Marie Foundation. This meeting emphasized the consortium's commitment to fostering collaboration among diverse entities, which is crucial for the successful implementation of the project. The Advisory Board remains a central platform for communication and coordination among stakeholders dedicated to promoting a safer online environment.

ONLINE SUPPORT GROUPS FOR PARENTS

BeSmartOnline! launched online support groups for parents in collaboration with the Institute for Education, creating a safe space for parents to share their challenges and triumphs. The initiative has fostered a strong community of mutual support, highlighting the power of peer-to-peer connections.





SUMMER SCHOOL INFORMATION SESSIONS

During this project we continued our long-standing collaboration with the Foundation for Educational Services -SkolaSajf, focusing on cyberbullying prevention. Using Friendship Cards and a large shoe prop, we helped children explore the emotions associated with cyberbullying, like sadness, anger, and fear. The shoe symbolized "putting yourself in someone else's shoes." allowing children to experience the perspectives of both the victim and the bully. The sessions were highly effective, and we appreciate SkolaSajf's ongoing support in this important initiative.



TRAINING FOR HELPLINE OPERATORS



dedicated training А session was organized for Helpline Operators, focusing on topics such as the science of happiness and addressing illegal content online, particularly child sexual abuse material. The training took place over the course of a day at an off-site location, providing an environment conducive to fully engaging with the material. The session was designed to enhance the well-being while operators' also deepening their technical expertise.

FRESHERS WEEK PARTICIPATION



During Freshers Week at various institutions, including MCAST, ITS, Junior College, and UoM, we engaged with students on critical topics such as cyberbullying, sexting, grooming, and excessive internet use. At our BeSmartOnline booth, we provided valuable information on how to stay safe online and offered support for navigating these challenges.

ANTI-BULLYING CAMPAIGN

BeSmartOnline! teamed up with Youth Services Malta, The Malta Police Force -Community Policing, and Kullegg San Gorg Preca to promote positive attitudes within the school by conducting antibullying sessions throughout the day. As part of this initiative, the partners created and presented a short video during the sessions to reinforce the message.



POSITIVE ONLINE CONTENT CHALLENGE



The Positive Online Content Challenge young people in interactive engaged workshops on online safety, where they learned about risks of harmful content and explored strategies for staying safe online. Afterwards, participants created content the sessions and reflecting on the importance of positive online spaces. The initiative aimed to empower youth to help build a healthier digital environment by balancing harmful content with uplifting and responsible messages.

ADOPTIVE PARENTS EVENT



As BeSmartOnline! we were invited to organise a special evening with the Adoption services, in which an awareness session on online safety was carried out with the adoptive parents and activities on online safety were held with the children.

VARIOUS FAIRS

Throughout the program, we participated in various fairs to raise awareness and educate both children and adults. Notable events we attended include the iChoose Career Fair and several Public Expos.



SESSIONS WITH PRIMARY AND SECONDARY SCHOOL STUDENTS



This year, we delivered engaging internet safety sessions to various primary and secondary school students. We covered essential topics such as privacy. cyberbullying. and responsible online behavior. The students' enthusiasm and active participation were truly inspiring, highlighting the importance of empowering our youth with the skills needed to navigate the digital world safely.

SESSIONS IN COLLABORATION WITH AGENZIJA SAPPORT

BeSmartOnline successfully conducted impactful awareness sessions with the clients of Agenzija Sapport. Our goal was to empower individuals to make informed decisions while navigating the online world by highlighting potential risks and enhancing their critical thinking skills. We are delighted to have supported Sapport clients on their online journey.



PARTNERSHIP WITH SEDQA - SAFE PROGRAM!



Through our ongoing partnership with Sedqa's SAFE program, we have been meeting individuals in their workplaces, hosting "Wise Use of Technology" sessions. These sessions bring together parents, guardians, and professionals to discuss online safety and well-being.

BASH! OUTREACH

The Bash! Outreach initiative showcased a successful collaboration between BeSmartOnline and Sedqa. In various sessions, we engaged with youth on critical issues such as sexting, online risks, and the dangers present in the digital landscape.



COLLABORATION WITH DDLTS



In partnership with the Directorate for Digital Literacy & Transversal Skills, BeSmartOnline led an insightful parent session focused on online safety. We discussed the risks young people face online, covering legal issues and potential harm to underage users. Using real cases from the Safer Internet Centre, Helpline, and Hotline, we highlighted the importance of online safety, aiming to equip parents and caregivers with the tools to protect their children in the digital world.

SESSIONS IN COLLABORATION WITH VARIOUS ENTITIES

During this project, BeSmartOnline! collaborated with various entities to conduct sessions with young people. These collaborations included partnerships with the Dingli and St. Venera Girl Guides and the Malta Football Association.



RIGHTS 4U LIVE-INS

During this project, the BeSmartOnline consortium successfully resumed its livein programs for Form 3 and Form 4 students after a three-year hiatus due to COVID-19. The Commissioner for Children spearheaded these initiatives, working closely with other consortium members, particularly the Foundation for Social Welfare Services. The live-ins, which focused on discussing children's rights in the digital environment, were held in Gozo, with the first taking place in July 2023, followed by another in July 2024, and a third in August 2024.



TRAINING FOR VARIOUS PROFESSIONALS

'ONLINE TRENDS AND BEHAVIOURS' SEMINAR GOZO

This seminra the BeSmartOnline! team engaged the Gozo social work team and MCAST students on critical online safety issues. The seminar covered key topics such as the impact of app trends, risks of excessive screen time, recognizing unhealthy online habits, dangers like sexting and online predators, and legal aspects of online misconduct. Real-life cases from our Safer Internet Centre highlighted the importance of proactive measures. By equipping professionals with these insights, we aim to better protect our youth online.

TRAINING TO ETHICS AND PSCD TEACHERS

BeSmartOnline! hosted a training event for Ethics and PSCD teachers focused on Online Safety. The session, led by the project team and members of the Cybercrime Unit, offered comprehensive insights, including an informative talk on the importance of ethics in the digital realm.

JUNIOR COLLEGE AND NURTURE GROUP EDUCATORS TRAININGS

Different training sessions were conducted with the Junior College educators and nurture group primary teachers, focusing on equipping educators with the latest trends and best practices to support their students.



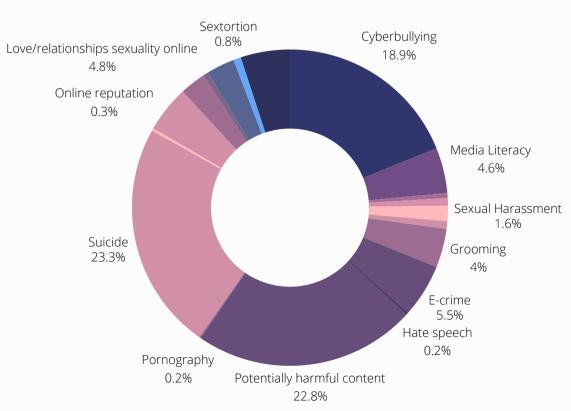
THE NUMBERS

HELPLINE

During the project period, the helpline conducted a total of 1,763 interventions. The most addressed issues common were suicide, potentially harmful content. and cyberbullying. Additionally, was there an observed increase in direct contacts made by social workers.

HELPLINE INTERVENTIONS





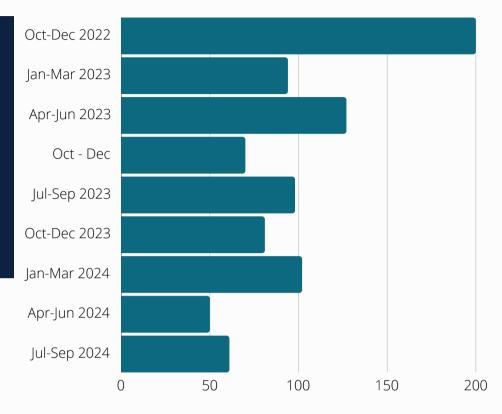
Issues encountered

HOTLINE

Over the course of the project, ChildWebAlert received a total of 813 reports. This number is comparable to the period before COVID-19, with a slight increase in the number of reports observed.

HOTLINE REPORTS





Sessions Carried out during BSO7

	Oct-Dec 2022	2023	Jan-Sept 2024	Totals
Adults	14	48	41	103
Minors	33	45	57	135
Media	3	28	38	69
Total	50	121	136	307

Throughout the project, The Safer Internet Centre conducted a total of 307 sessions with the the public, with majority involving minors. closely followed by sessions with adults. These efforts reached approximately 4,500 individuals in person.



SAFER INTERNET DAY 2023

For Safer Internet Day 2023, themed 'Together for a Better Internet,' BeSmartOnline! organized a variety of activities and produced valuable resources to promote online safety.

On February 4th, 2023, the team came together for an information day in Valletta, featuring interactive activities such as sand art and the launch of the Instax campaign, where the public could take home a photo with online safety tips affixed to the back.

The Youth Panel representatives contributed by creating a video about cyberbullying, managing the entire process from scriptwriting to filming and editing.

Additionally, the BeSmartOnline! consortium launched a music competition encouraging children and youth to compose an original song, with the winning entry being used for Safer Internet Day 2024.

The team also printed and distributed the Kiko u I-Ħafnajien publication, to Year 3 students. Information leaflets on responsible technology use and sexting were also widely distributed.

Furthermore, the team made various TV and radio appearances, and published a comprehensive toolkit for teachers to support their efforts in fostering a safer online environment.



SAFER INTERNET DAY 2023

















SAFER INTERNET DAY 2024

TOGETHER FOR A BETTER INTERNET

For SID 2024, the BeSmartOnline! team, which operates as the Maltese Safer Internet Centre (SIC), engaged in various awareness activities across Malta and Gozo. These included sessions with children, young people, and parents in schools.

On February 13th, 2024, an Information Day was held in Valletta, featuring events like the Instax campaign, where youth took Polaroid photos and discussed online safety. The day also included face painting, balloon making, and physical activities led by SportMalta. Consortium members and youth panel representatives were on hand to interact with visitors. The event coincided with the Carnival recess, leading to a high turnout of families.

The youth panel produced a video on digital footprints, which was shared with all middle and secondary schools and aired during assemblies on February 6th. The video was also promoted on the SIC's social media channels.

Additionally, a songwriting competition held the previous year led to the production of a lyric video for primary schools, which was showcased during assemblies and shared online. Two educational resources on digital footprints, tailored for primary and secondary schools, were made available in the SID toolkit for teachers.

In February, post-secondary schools across Malta and Gozo hosted student events to promote online safety and distribute materials like notebooks, tote bags, and resources on sexting. These activities aimed to reach approximately 20,000 students.

During the week surrounding SID, team members participated in media slots on national television and radio. Two press releases and a newspaper article highlighted the day's significance and the SIC's initiatives.

Our Commitment to a Better Internet

Under the motto "Together for a Better Internet," our efforts emphasized collective responsibility in creating a safer online environment. The involvement of children and young people, particularly through their contributions to SID videos, underscored the importance of youth perspectives in internet safety. By organizing events that engaged people of all ages, we aimed to equip our community with the knowledge and skills needed for safe online interactions.

SAFER INTERNET DAY 2024

















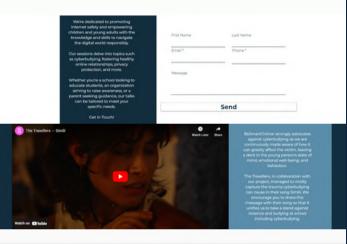






Request a Talk





The BeSmartOnline! Project

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LAUNCH OF NEW WEBSITE

In July 2024, we officially launched our new website: BeSmartOnline.info. This update was made to enhance accessibility for the general public, making it easier for users to connect with BeSmartOnline! and participate in our sessions. Additionally, we integrated the previously published toolkit, consolidating resources and information for greater user convenience.

To promote the new website, our team published a series of informative blog posts over several weeks, providing further education and insights for the public. These blogs were actively promoted across our Facebook and Instagram pages.

PROMOTION OF SOCIAL MEDIA PAGES

During the project, we reached a total audience of 33,385 people The team maintained active an and engaging presence on Facebook and Instagram, consistently publishing multiple posts each week. These posts featured a variety of content, including updates on activities and events attended by team members, educational information for our audience, and highlights of our collaborations with various services and partners. By keeping our social media channels dynamic and up-to-date, we ensured that the community remained informed about the project's ongoing work and impact.

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TV AND RADIO EDUCATIONAL CAMPAIGN

The BeSmartOnline consortium partnered to launch a significant three-month campaign aimed at raising awareness about cyber scams, computer misuse, and the vital role parents play in ensuring children's online safety. In collaboration with the Foundation for Social Welfare Services and the Malta Police Force, the consortium highlighted these critical issues through multiple appearances on prominent TV and radio programs.



RESOURCES

LAUNCH OF NEW ONLINE TOOLKIT

response to the growing In demand for guidance during our in-person sessions, we developed an online toolkit for parents and professionals working with children. This toolkit provides a range of activities designed to facilitate discussions on online safety for children aged 4 to 18. It includes quizzes. games. and practical tips aimed at fostering responsible digital behavior.

The toolkit serves as a comprehensive resource for raising awareness and promoting digital citizenship.



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CYBERBULLYING VIDEO



Members of the Youth Panel independently planned and produced a two-minute video about cyberbullying, which was released and promoted by the Safer Internet Centre on Safer Internet Day 2023. The video, presented in an interview format, featured youth advisors responding to questions crafted by the panel. The youth members managed all aspects of the project, including question development, filming, and editing.

WHAT DO YOU THINK ABOUT 'DIGITAL FOOTPRINT'?

For Safer Internet Day 2024, members of the youth panel took the initiative to plan and produce a video. This video featured spontaneous filming where consortium members and youth advisors answered a set of questions about digital footprint and internet safety. The short video was widely used across Malta for Safer Internet Day, including being shown in various schools.



TALKING ABOUT PORNOGRAPHY WITH YOUR TEENAGER

A leaflet for parents and professionals was created on how to discuss the topic of pornography with teenagers. It included discussion points, preventive tips, and additional guidance for parents. This leaflet was developed in collaboration with Saferinternetforkids.gr.



ONLINE GROOMING AND HUMAN TRAFFICKING

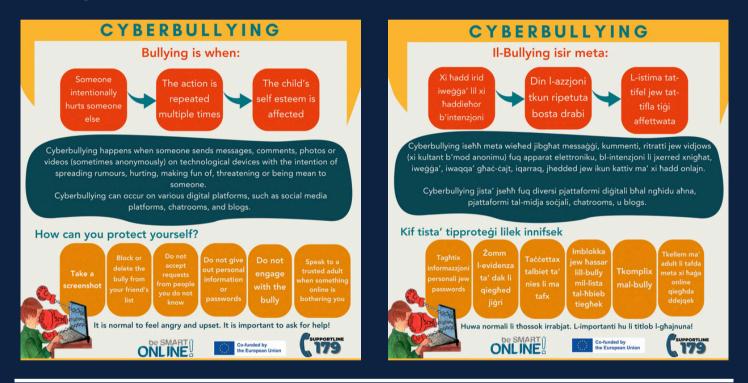
In partnership with Anti-Trafficking Malta, BeSmartOnline! developed a range of resources designed to help parents and guardians recognize the signs of online grooming. This initiative included the creation and distribution of a leaflet that offered practical advice on keeping children safe online, identifying warning signs of online grooming and human trafficking, and steps to take if grooming is suspected. These leaflets were distributed during various outreach sessions conducted by our team. To further extend our reach, we also produced a series of online posts covering the same critical topics, ensuring a broader audience could access this vital information.





CYBERBULLYING PRINTED LEAFLET

A printed resource on cyberbullying specifically designed for school-aged children, aiming to raise awareness and promote safe online behavior. Throughout the process, we consulted with our youth advisors to ensure the content was not only accurate but also accessible and engaging for young readers. Their valuable feedback helped us shape the resource to be clear and relatable, focusing on concise language and practical tips to make it easy for children of different ages to understand. The final product addresses key aspects of cyberbullying, including recognizing harmful behaviors and knowing where to seek help. The resource was created in both Maltese and English.



STAY SAFE ONLINE' - LYRIC VIDEO



A video featuring the winning song from the Safer Internet Dav 2023 songwriting competition, "Stay Safe Online," was created. This anthem, crafted by Lucas Azzopardi, Raquel Caruana, Mabel Emme Cauchi, Eliza Hili. Ganni Theuma. and Gabriella Vella. students form Gozo College Dun Salve Vella, became the theme for Safer Internet Day 2024, showcasing the creativity of Maltese and Gozitan BeSmartOnline's students and commitment to a safer online environment.

VIDEO CLIPS FOR SOCIAL STUDIES LESSONS

Two 5-minute clips were created for Social Studies lessons, based on teachers' suggestions from previous year's training. The aim was to address the lack of Maltese-language materials on internet use and safety. The clips are context-based to make them relatable and spark meaningful classroom discussions.

Four adolescents, aged 14-15, were interviewed to share their views on internet use, focusing on social media, cyberbullying, perceptions of sexuality, herd behavior online, and related topics. The clips help Social Studies teachers facilitate discussions on internet habits, compare student experiences, and explore technology's impact on society.

For easy access by educators, these videos have been added to our YouTube channel and our online toolkit.



CONTRIBUTION TO INTERNATIONAL NETWORKS

SAFER INTERNET FORA 2022 & 2023



BeSmartOnline! participated in two Safer Internet Fora, one in 2022 and another in 2023. During these events, our youth advisors actively led and engaged in discussions on improving the online environment for kids.

KIDS ACTION FORUM



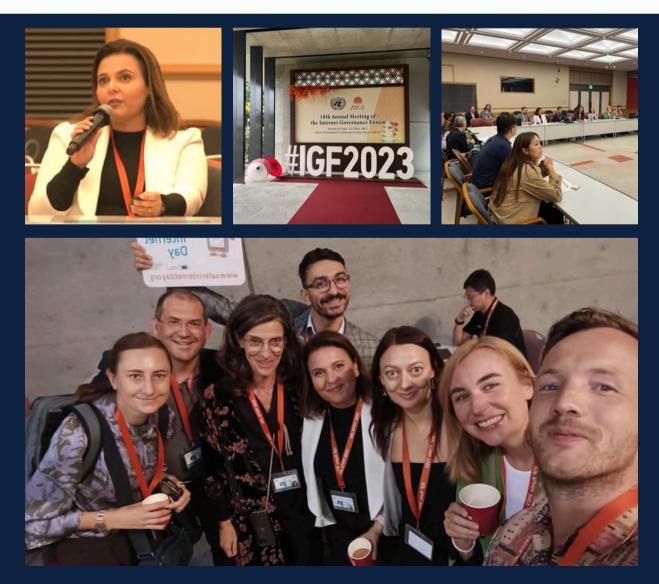


At the Kids Action Forum, Ms. Deborah Vassallo, BeSmartOnline! Project Coordinator, delivered the keynote address on Cyberbullying and Counselling. These forums are highly valuable as they unite international stakeholders to share their experiences and expertise, enhancing our approach and understanding of the issues.

INTERNET GOVERNANCE FORUM KYOTO, JAPAN

In October 2023, BeSmartOnline! participated in the Internet Governance Forum that took place in Kyoto, Japan. Ms. Deborah Vassallo represented the project where she discussed internet safety best practices in Malta. Collaborating with Safer Internet Centres from Portugal, Belgium, Poland, and the UK, the forum provided valuable insights into engaging youth in developing new initiatives and resources.

In today's digital age, online safety education is essential for every child. The European BIK+ strategy supports this goal by empowering and protecting young users. A notable initiative from BeSmartOnline! Malta includes teaching online rights and citizenship to 13-14-year-olds through in-person sessions, summer workshops, and collaborative events with schools.



TRAINING RECEIVED

INSAFE AND INHOPE TRAINING

In 2023, the BeSmartOnline! consortium took significant steps to enhance online safety for children by actively participating in key training events. We began the year by attending the InSafe Training meeting in Vienna, where we collaborated with other European countries to refine strategies for internet safety. Additionally, our involvement in the InHope training in Malta provided further opportunities to exchange knowledge and best practices.

In 2024, we continued this momentum by participating in the joint InSafe and InHope training meeting in Poland. This event was instrumental in deepening our partnerships and exploring innovative approaches to advancing the Safer Internet Centre, Helpline, and Youth participation initiatives. These meetings allowed us to stay at the forefront of online safety, gaining valuable insights from industry experts and professionals who shared their latest research and strategies for protecting vulnerable children.

Crucially, we also listened to the voices of youths, whose firsthand experiences in the digital world provided us with essential perspectives to inform our work. Their input has been vital in shaping our approach to creating a safer online environment.

As a team, we take great pride in the collaboration among our consortium members, including the Foundation for Social Welfare Services, the Office for the Commissioner for Children, the Directorate for Learning and Assessment Programmes, and the Malta Police Force Cybercrime Unit. Together, we are working closely to ensure a secure and supportive online space for children, continually advancing our mission to protect the most vulnerable in our society.



UNIVERSAL CLASSIFICATION SCHEMA TRAINING - POLAND

We had the privilege of participating in the inaugural Universal Classification Schema training, an intensive two-day program hosted by NASK, INHOPE's Polish member hotline. The training was highly productive, providing a platform for the exchange of valuable insights and expertise.

CPORT PORTAL TRAINING

Our Hotline team from the Foundation for Social Welfare Services, together with the Malta Police Cybercrime Unit, participated in training in Amsterdam focused on the latest updates for the CPORT portal. This training, hosted by INHOPE in collaboration with INTERPOL, will enhance the efficiency of collaboration between our hotline and the police.

INTERNET WATCH FOUNDATION PEER-TO-PEER VISIT

Through the INHOPE peer-to-peer program, we had the opportunity to visit the Internet Watch Foundation, UK. This visit was both eye-opening and enriching, providing us with valuable insights that will greatly enhance our work on ChildWebalert. This collaboration has reinforced our commitment to creating a safer internet and protecting children from online abuse.





Participation in the annual conference, organized by The Association for Child and Adolescent Mental Health, which focused on the topic of bullying and its correlation with mental health



Tech Coalition's Multi-Stakeholder Forum on financial sextortion held in Washington, D.C.



Collaborative opportunity with Sedqa to carry out an outreach event at the Hilton



Participation in the Anti-Human Trafficking Inter-Ministerial Committee



George Vella, one of the youth ambassadors representing Malta in the international Digital Service Act Stakeholder Event



In-person meeting with the global InHope network in Amsterdam



PROMOTIONAL MATERIAL

BeSmartOnline's As of part marketing strategy and efforts to further engage with the public, we developed a range of promotional materials. During this project period, the Safer Internet Centre produced matching bags and diaries featuring three distinct designs, all centered around the core message of respecting others online. The diaries also included a drawing from a previous project, illustrating how people spend their time, to reinforce the campaign's themes.





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GOVERNMENT OF MALTA MINISTRY FOR EDUCATION





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GOVERNMENT OF MALTA MINISTRY FOR SOCIAL POLICY AND CHILDREN'S RIGHTS