



# What to do if you see distressing content online

**Online spaces should be safe for everyone, but you may sometimes come across content that is distressing – for example, because it depicts harm or violence.**

Violent or pro-terror content may also be illegal.

Under Australian law, the eSafety Commissioner can issue a takedown notice to a platform to remove the content, or block access to protect Australian users from viewing this content.

If you see violent or terrorist content posted in a public place online, don't share it further – even if your intention is to help or raise awareness. You may cause distress to others.

## Report

If you see violent, distressing or harmful material, make a report to the platform or service where it is available. Reports to the service help get the material removed quickly. Your actions could protect you and others from seeing that content again.

If the material is not removed, or if it's seriously harmful, you can make a report online by visiting ['eSafety - how to make a report'](#).

Reports about terrorist and extreme violent content can also be made over telephone to the National Security Hotline on 1800 123 400.

## Protect

Parents and carers may feel that they want to take extra precautions against their children seeing disturbing content online.

The eSafety Commissioner's website has helpful resources on how to get started with [parental controls in social media, games, and apps](#) and [on devices](#). These controls can help parents restrict access to places online where there is a higher risk of seeing disturbing content.

There is also [advice for young people](#) on what they can do themselves.

## Get help and support

If you or your child have seen disturbing content online, talking to someone can make it easier to decide what to do and how to deal with its impact.

Some places you can seek help include:

- Lifeline on 13 11 14 or [lifeline.org.au](https://www.lifeline.org.au)
- Beyond Blue on 1300 22 4636 or [beyondblue.org.au](https://www.beyondblue.org.au)
- Kids Helpline, for 5-25 year olds, on 1800 55 1800 or [kidshelpline.com.au](https://www.kidshelpline.com.au) (webchat is also available)
- Headspace, for 12 to 25 year olds, on 1800 650 890 or [headspace.org.au](https://www.headspace.org.au).



More support services, including state-based services aimed at parents, are listed on [eSafety.gov.au/counselling-support-services](https://www.esafety.gov.au/counselling-support-services).