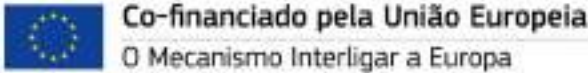




# Final Public Report

## Portuguese Safer Internet Centre V

January 1<sup>st</sup>, 2019 – December 31<sup>th</sup>, 2019



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## 0. OVERVIEW OF PT SIC V ACTION IN 2019

This report on the development of the PT SIC V Action (2018-PT-IA-006), corresponding to the period from 01-01-2019 to 31-12-2019, and it is an integral part of the Final Technical Report.

The Portuguese Safer Internet Centre (PT SIC) – Centro Internet Segura - is a partnership of six organizations which core work and expertise are relevant in making the Internet a safer place. PT SIC is co-funded by the European Commission, through the Connecting Europe Facility (CEF), and part of the Insafe network that encompasses thirty more European Centres of its kind, focusing on three main areas – awareness raising, helpline and a hotline.

Throughout the last 12 months, PT SIC developed awareness raising initiatives and tools to empower children, youngsters and people in general to keep themselves safe on the Internet. The awareness centres kept on developing engaging new resources to promote awareness.

To celebrate the Safer Internet Day 2019, PT SIC organized in cooperation with the Regional Directorate for Education of the Autonomous Region of Madeira a Seminar "Online for human rights", which encountered a wide audience, both among the general public and among policymakers who have an influence on the Internet governance sphere in the country. To engage the youngsters PT SIC presented the Theatre play in Madeira. In these two moments more than 360 participants were involved.

This period was also particularly active regarding youth participation. The 900 Digital Leaders promoted several initiatives in their schools.

The DGE and the FCT, in partnership with Antena 1/ RTP Online Radio ZigZag, launched the "ZigZaga na Net" - Online Series, on February 14th at RTP.

The youth radio programme is directed to students between the ages of 5 and 9, which aims to be a resource for raising awareness on several contents, such as: Rights and Responsibilities online; Copyright; accuracy and reliability of information (misinformation, fake news); privacy; digital footprint; online and technologies addiction; safe online behaviour; bullying, cyberbullying, among many others. It is important to point out that these episodes count on the regular presence of the mascots of SeguraNet (Pisca) and the Safe Internet Centre (INES). <http://www.rtp.pt/play/zigzag/p5444/zigzaga-na-net>

Zig Zag is a block that mainly exhibits cartoons and children's and youngsters' series of the responsibility of RTP (Radio and Television of Portugal which includes public radio and television stations). The Zig Zag website includes an online radio (Radio ZigZag). Radio ZigZag is a web radio made for children, from 5 to 9 years old, by the RTP group. The radio programming includes multiple entertainment/pedagogical items directed especially at the 5 - 9 age group, always keeping in mind the contents of the national basic education curriculum.

This resource was designed in a universal perspective, with the goal of reaching all students. The Reference School for the deaf students (Quinta de Marrocos School) was challenged to translate these 30 resources into Portuguese Sign Language. This project was pioneer because the deaf student could be included. [https://youtu.be/aV1thPs25\\_g](https://youtu.be/aV1thPs25_g)

Concerned with the Bullying and Cyberbullying phenomena and their potential impact on children and youngsters, the Portuguese Ministry of Education set up a “Fighting and Preventing Bullying and Cyberbullying Plan” for schools to implement.

This National Plan, which is meant to be implemented by schools during this school year (2019/2020), will be carried out in accordance to a pre-implemented needs diagnostic; and should encompass: an action plan drawn up according to awareness raising strategies and activities. Furthermore, it should help identify warning signs; provide the proper support to schools for the adoption of different prevention and intervention approaches and be in such a way that it will favor encouraging, acknowledging and disseminating best practices.

The Ministry of Education has been committed to fostering specific initiatives to support the educational community in order to reduce to a minimum the phenomena of violence within the school context, especially in what regards Bullying and Cyberbullying. Aiming at achieving this overall goal, several actions have been initiated, namely as far as the training and enabling the teaching and non-teaching staff. In addition, several initiatives have been promoted and carried out and teaching and learning materials have been produced, with the dedicated help of the General-Directorate for Education teams. The initiatives carried out by the SeguraNet Awareness Centre and the Education for Health Team are good examples of that action.

In order to implement this Action Plan schools are requested to set up a group of people with known experience and visible work performed in the field of health promotion and violence prevention. The work implemented within the schools by this selected group of people may eventually result in a public acknowledgement of this group as “Ambassadors of a Bullying-free School. Violence-free School” via a certificate awarded for the work they have carried.

Concerning the promotion of Human Rights online and the work countering hate speech online PT SIC through IPDJ participated in the creation of the No Hate Speech Network and supported actions and activities promoted by young activists and other partners.

During the year, PT SIC, through ALTICE FOUNDATION, held awareness sessions in schools and senior universities. These sessions covered children, youth, adults and seniors in Continental Portugal and islands. In addition to these sessions, the theatre play “ID2.0 – A Tua Marca na Net” was shown for a total of 58 sessions, having been seen by 12.642 young people, adults and seniors.

Throughout the reporting period, PT SIC also collaborated with several national, international and European partners to promote awareness raising activities for Portuguese speaking communities and to make Internet a Better Place.



## 1. INSAFE & INHOPE NETWORKS



**Insafe** is a network of national nodes that coordinate Internet safety awareness in Europe. The network interacts with industry, schools and families in the aim of empowering people to bridge the digital divide between home and school and between generations. Insafe seeks to raise Internet safety-awareness standards and support the development of information literacy for all and also is the organizer of the

Safer Internet Day in Europe, observed annually in February, where more than 140 countries mark the day by developing awareness raising activities.

**Inhope** is the International Association of Internet Hotlines and coordinates a network of Internet Hotlines all over the world, supporting them in responding to reports of illegal content to make the Internet safer. Since 1999 it has grown to a network of more than 48 Hotlines across the globe. The main task of these hotlines is to combat online child sexual exploitation and child sexual abuse material (CSAM) and also to suppress contents that promote racism, xenophobia and violence.

## 2. PORTUGUESE SAFER INTERNET CENTRE (PT SIC)

### 2.1. CONSORTIUM

The PT SIC is a partnership of six entities, namely:

**Fundação para a Ciência e a Tecnologia, I.P. (FCT)** is the coordinator of PT SIC Consortium and is the main funding agency for research in Portugal. FCT has also the mission of coordinating the policies for the Information Society and mobilizing it through dissemination, qualification and research activities. Besides, FCT has a major role in promoting ICT development and ICT literacy.

**Directorate-General for Education (DGE)** is the central administration body of the Portuguese Government from Ministry of Education which is responsible for the execution of policies related with the pedagogical and didactical dimensions of pre-school, primary, secondary and extra-curricula education. DGE also promotes innovative initiatives that stimulate critical thinking and scientific literacy in articulation with the national Curriculum.

DGE is also responsible for promote Digital Citizenship and Media Literacy in schools and has been working on online safety awareness since 2004 with the school community through SeguraNet Awareness Centre. Internationally, DGE is responsible for the eTwinning, eSafety Label Project, MENTEP and FCL project, among others; and has a strong participation in European Projects through the relationship with the European Schoolnet and Council of Europe.

**Portuguese Institute for Sports and Youth (IPDJ)** is a public institute which mission is to run an integrated and decentralized policy in the areas of sport and youth, in close collaboration with public and private entities, particularly with sports' organizations, youth and student associations and local authorities, and also the promotion of scientific and technical knowledge particularly concerning ICT, as a way to prepare, train and support the community, mostly young

people. Nationally, IPDJ acts as a coordinator of Youth Information Points Network, Youth Information Helpline, and ensures the maintenance and updating of the National Youth Portal.

**Altice Foundation** is a non-lucrative organization, created and funded by Altice Portugal, the Telecommunications Operator Leader in Portugal. In the social dimension, Altice Foundation is a fundamental pillar, with a priority focus in the areas of Entrepreneurship, Education and Culture. The contribution of Altice Foundation to the Information Society and access to Information and Communication Technologies also materializes through the encouragement of personal digital capacities development, in particular the support to citizens with special communication needs.

**Microsoft Portugal** is part of Microsoft Corporation with a key role in spreading of information technology usage and the promotion of digital inclusion with a strong input in educational activities. Security is one of the areas where Microsoft has been working with public and private institutions to promote the safe usage of information technologies.

**APAV – Associação Portuguesa de Apoio à Vítima** is a private charitable organisation, recognised by law with statutory objective to inform, protect and support citizens who have been victims of crime. It is a non-profit organisation assisted by volunteers, which supports victims of crime, in a personal, sensitive and professional way, through the provision of free and confidential services.

APAV believes that the statute of the victim of crime must be fully acknowledged, valued and effective and works to achieve this goal in Portugal and beyond. The mission of APAV is to support victims of crime, their families and friends by providing free and confidential quality services and to contribute to the improvement of public, social and private policies centered in the statute of the victim.

## 2.2. MISSION & STRUCTURE

PT SIC was created in 2007 under the strategic orientation to assure privacy and security in the use of the Internet, more specifically, to guarantee that all the citizens are able to access and to manage tools that can protect them from the risks that might derive from the use of the Internet.

The main goals of the project are:

- To promote the safe use of the Internet;
- To raise awareness in society for the risks associated to the use of the Internet,
- To report illegal contents in the Internet;
- To minimize the effects of illegal and harmful contents.

To achieve its goals, PT SIC divides its work in four main functions:

- a. Generic Awareness Centre – CIS|FCT – with an objective to educate and raise awareness among the general public about online safety. This work is led by FCT when it comes to the general public.
- b. School Awareness Centre - SeguraNet - with a particular focus on raising awareness of children, parents and teachers on how to stay safe online. DGE is responsible for this

Awareness Centre promoting teachers training and awareness raising sessions, schools campaigns, educational resources and Digital Citizenship initiatives (Digital Leaders, SeguraNet Challenges, among others).

- c. Hotline – Linha Internet Segura operated by APAV for the public to report illegal content on the Internet in an anonymous way. After receiving a report, the hotline works in partnership with the online industry, law enforcement, government and international partners to eliminate or diminish the accessibility of this content, specifically child pornography images hosted anywhere in the world.
- d. Helpline – Linha Internet Segura, provided by APAV, helping children, young people and adults with any online safety issues they may face themselves.

In order to accomplish PT SIC mission, every effort is made to produce inventive, educational and appropriate tools, resources and campaigns to engage and motivate children, young people, teachers, social workers, adults and seniors to consider their own online safety. It's also recognized the need to build and strengthen a network with all the stakeholders that are involved in Internet safety and security – public and private institutions and third-sector organizations – in cooperative spirit and reinforcing a positive message about the use of online technologies.

Like so, PT SIC counts with two consultancy bodies to better design and prepare its resources and campaigns:

- a. The Digital Leaders initiative for Portuguese schools aims to improve Digital Citizenship and Media Literacy competences, through the development of non-formal training sessions promoted by students (aged 9 to 18) within their educational community, during the school year. In each school there are at least one teacher responsible for the students and the activities.

This initiative will have two main dimensions addressing the following target groups:

- . “Young Digital Leaders” – aiming at students attending primary schools - each team is set up by a teacher and all the students in a class (aged 6 to 10);
- . “Digital Leaders” – aiming at students attending lower, up-lower and Secondary Education (Aged 10 to 18).

Students Digital Leaders will also act as privileged counselors both of SeguraNet and CIS | FCT.

The Digital Leaders didn't just act in their own educational community, they also took part in several national and international initiatives. Two students and a teacher attended the European Conference Safer Internet Forum and the BIK Youth Panel.

- b. The Advisory Board – This organ comprises entities and personalities with a recognized know how and responsibilities in the development of Information Society in Portugal, as well as youth and children rights and protection. In the reporting period, the group met 2 times (24/05/2019; 06/12/2019) and was enlarged to a total of 22 institutions.

## 3. AWARENESS RAISING & EDUCATIONAL ACTIVITIES

### 3.1. SAFER INTERNET DAY ACTIVITIES IN 2019

#### 3.1.1. Overview of Safer Internet Day 2019

PT SIC commemorated Safer Internet Day (SID) 2019 by promoting a series of activities and resources. The planning started early to organise an event called "Online for human rights" which encountered a wide audience, both among the general public and among policymakers who have an influence on the internet governance sphere in the country.

In cooperation with the Regional Directorate for Education of the Autonomous Region of Madeira, promoted the Seminar Safer Internet Day, on 05 February 2019, in the auditorium of the Vice-Chancellor's Office of the University of Madeira, between 9:00 am and 1:00 pm.

In line with the SID slogan, "Together for a better internet" – which emphasises that all stakeholders have a role to play in guaranteeing a safe and empowering digital space for children and young people – the Portuguese event was based on the premise that human rights should be acknowledged as a shared responsibility, and not just something that is promoted by a handful of institutions and NGOs.

"Online for human rights" was the starting point of the SID celebrations in Portugal, emphasising the importance of being better humans online who think critically about online expressions of prejudice and hate speech. We must acknowledge what our values are, as humans of the 21st century, and what we can do to counter the various phenomena threatening these values.

Nowadays, one would expect that hate speech, prejudice, racism and xenophobia are obsolete words, but in fact they are still very present, in various contexts and with various degrees of explicitness: on social networks, on television, in political speeches, and in the way we look at the people that surround us.

During the main event, held in Madeira, Sabrina Vorbau from the Insafe Coordination Team gave a keynote speech on the main European trends regarding human rights online. Sabrina also emphasised the importance of adopting a multi-stakeholder approach to making the internet a better and safer place for children and young people. She also highlighted that everybody has a role to play, hence online rights and responsibilities need to be treated in the same way as their offline counterparts.

Against this background, Sabrina introduced a number of initiatives and activities that the Digital Citizenship Team at European Schoolnet is facilitating, targeting children and young people, educators, teachers, policy makers and industry representatives, namely the following:

- The activities of the Insafe-INHOPE network consist in collaborating with experts in the field of online safety for children and young people – such as social workers, psychologist, law enforcement agencies (LEA), decision makers, industry and academia – raising awareness, providing helpline services and fighting against illegal content online.

- The Digital Citizenship Team also works with young people as part of the BIK Youth Panel, in the framework of the Better Internet for Kids (BIK) project, in which they are given an opportunity to discuss the issues they deem important with policy makers.
- As part of the SELMA project, a European-wide hackathon was organised, inviting young people to become content creators to hack online hate and empower each other to be an upstander instead of a bystander.
- Finally, the eSafety Label+ project, which consists in developing educational resources for teachers created by teachers, awards active and passionate teachers to become ambassadors in their own communities and empower their peers to take more action when it comes to online safety education.

Matia Losego, another key speaker, shared his experience as an advocate for the importance of educating, in informal settings, to digital human rights. According to him, four main ideas that can easily resonate with any of us must be shared:

- Online hate speech hurts different people in different ways. Hate speech kills, as the suicide of Amanda Todd in 2012 and the homicide of Alcino Monteiro in 2015 in Portugal demonstrated. It is important to be aware of the extreme consequences of online hate speech and not to underestimate it. Furthermore, behind every hate speech post, piece of news, comment, graffiti and expression, there are people: our friends, our partners, our relatives and our colleagues. Every one of us, in different ways, has already produced, disseminated, accepted hate speech and, most probably, all of us already suffered from the consequences of hate speech.
- Online hate speech is complex. Hate speech takes multiple forms – like the Faceless Men in Game of Thrones – and it is not signalled as such on the web. In the digital space, hate speech becomes difficult to identify, understand, evaluate and fight. If we try to classify a handful of examples of hate speech on a scale from "bad" to "worst", we quickly understand that the exercise is highly subjective. We can map different criteria, according to the content, the intent, the target, the context and the impact, but we cannot say that a tweet against migrants posted by a politician, eventually representing a public institution, is better than a single cyberbullying message received by a high school student. They are both dangerous and behind both of them, there is an oppressive narrative. Mostly, they both need to be tackled.
- Online hate speech is a human rights issue. Hate speech was not born with the advent of the internet, but it surely gained a new dimension with it, in terms of form and dissemination. The digital transformation brought about several societal challenges. The ones linked to online hate speech, such as internet governance, online privacy and data protection, need to be analysed from a human rights perspective. Additionally, online hate speech plays a key role in the creation and development of discrimination processes, fostering representations, stereotypes and prejudices and giving space to new forms of violence.
- Online hate speech calls for a responsible and effective response. This may take the form of activism actions, the set-up of reporting mechanisms by internet providers and national authorities, or we can also give a voice to the victims. Education, and especially human rights education, is an extremely powerful tool to counter online hate speech. This effort must be carried out both online and offline. The No Hate Speech Movement,

coordinated by the Council of Europe at the international level and by committees of public institutions and civil society organisations at the national level, is contributing invaluable to these emancipatory processes by involving thousands of young people, youth workers, educators and decision makers into its activities.

Therefore, to learn about human rights online means to acknowledge that "education is the only long-term solution: to prevent hate speech, to denounce hate speech and to promote solidarity with the victims". In this learning process, we must all consider ourselves leading actors. Media and digital literacy education must gain importance, to enable us to critically deconstruct hate speech, contributing to a fairer exercise of human rights online.

At the end, prizes were given to schools in the Autonomous Region of Madeira that participated in the SeguraNet challenges by the SeguraNet ambassadors - Carlos Silva and eSafety Label - Sónia César. The latter briefly presented the project, highlighting the role that ambassadors play and highlighting the schools in the Autonomous Region of Madeira that are members of the eSafety Label community.

The Seminar was aimed at Directors of Education/Teaching Establishments, members of the Executive Councils, teachers responsible for the SeguraNet projects and the schools' web pages, ICT coordinators and project coordinators under the responsibility of the Regional Education Secretariat, in addition to all interested teachers. This meeting was attended by various specialists from the most diverse areas of activity in Portuguese society (academia, the media and psychologists, among other stakeholders) and who contributed with their impressions.

The event was validated by the DRE for progression in the teaching career, provided that participants attended the Seminar (04:00 hours) and an online session (02:00 hours).

The seminar was an opportunity to raise awareness concerning safe use of the Internet, on which human rights must be safeguarded, and was attended by around 200 participants.

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### 3.1.2. Safer Internet Day Campaign on Schools



activities during the month of February (<https://www.seguranet.pt/fevereiro2019/>).

SeguraNet, as the Portuguese Awareness Centre for the school community, launched the Portuguese Schools' campaign with the support of a website in which the schools place their georeferenced and their

Around 400 schools and clusters registered its initiatives, but it is known that some schools held events without registering on the platform. Municipalities were also involved in the event to ensure the participation of schools under their remit. SeguraNet sessions were also held in the Autonomous Regions of Madeira and Azores by SeguraNet Ambassadors.

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### 3.1.3. Safer Internet Day Event @ MICROSOFT

Throughout the month of February 2019, Microsoft promoted a series of initiatives to raise awareness about the safe use of the internet. In one of these activities, there was a very interesting shift in the approach used, which consisted in letting young people express themselves. Microsoft provided a training session about internet safety to a group of students on Monday, 28 January 2019 and during the month of February, they then visited companies to receive internet safety sessions.

On Wednesday, 27 February 2019, a wrap-up session took place at the EDP headquarters in Lisbon, an event also promoted by Microsoft. In the first session, two 12th grade students shared with participants ways of promoting a positive relation with the internet. Topics like cyberbullying, fake news, disinformation, online gaming and parental software control were discussed. In the second panel, parents, accompanied by their children, shared their perspectives about their use of the internet and their preferred social platforms.

Learn more about Microsoft event: <https://www.colegiovascodagama.pt/cvg-em-sessao-internet-segura-2019/>

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### 3.1.4. Theatre Play “ID2.0 – A Tua Marca na Net”

In 2012, recognizing the importance of the project “Comunicar em Segurança”, Altice Foundation developed an initiative that made possible to reach out to young people in a playful and creative way.

Through the theatre play “Não faças aos outros ...” (Do not do to others ...) starring actors Pedro Górgia, Alexandre da Silva and Vicente Morais, young people from all over the country watched the play that addressed the issues of bullying and cyberbullying.



After this first successful initiative, in 2013 a new play was developed - “O que estás a fazer?!” (What are you doing?!), focusing on Internet privacy and information sharing.

In 2014/2015, there was a new investment and new contents were developed for a new theatre play. “Like, um clique pode mudar a tua vida” (Like, a click can change your life), was then promoted.

Since 2015/2016, the Theatre Play “ID2.0 – A Tua Marca na NET” has been exhibited with the objective to transmit good practices for the use of the Internet in a playful and fun way. Through the dramatization with known actors, basic concepts and tips of online safety are transmitted in a playful and fun way, this theatre play has been proven as a great way to raise awareness for different public, especially younger targets.



During February 2019, Altice Foundation promoted the Theatre Play “ID2.0 – A Tua Marca na NET” in 8 Theatres that were seen by 2.019 students.

For more information about the Theatre play:

<https://www.facebook.com/ldatuamarcananet/>

<https://www.instagram.com/ldatuamarcananet/?hl=pt>

<https://bkvw5h.s.cld.pt>

### 3.1.5. Volunteering Scheme by Altice Foundation

During February, using a volunteer scheme involving Altice workers in partnership with Law Enforcement Agency (PSP), Altice developed several awareness sessions regarding online safety issues and smartphone usage. These sessions targeted not only students but also parents, carers and senior citizens.

A total of 132 awareness sessions were developed on schools, gathering a total of 4.023 participants from 26 schools, including 1.200 participants from Azores, during the participation on “Feira de Segurança Infantil da Ribeira Grande”.

For more information:

[https://fundacao.telecom.pt/ContentManager\\_Content/ContentDetail.aspx?ContentId=768&ContentTypeOrder=1](https://fundacao.telecom.pt/ContentManager_Content/ContentDetail.aspx?ContentId=768&ContentTypeOrder=1)

<https://www.facebook.com/cmribeiragr/d/posts/2273059909400449>

The resources used for these sessions can be seen at:

<https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=2047>

### 3.1.6. ZigZaga na Net



CIS | FCT and SeguraNet, in partnership with ZigZag Online Radio from Antena 1/RTP, launched the “ZigZaga on the Net” Series, in the RTP auditorium, on 14 February 2019, a set of 30 episodes of audio content on Digital Citizenship. A youth radio programme was presented aimed at students aged between 5 and 9 years old, which aims to be a resource for raising awareness of various issues, such as: Online Rights and Responsibilities; Copyright; veracity and reliability of information (disinformation, fake news); privacy; digital footprint; online and technology addiction; safe online behaviours; bullying and cyberbullying, among many others. It is important to highlight that these episodes regularly feature the mascots of SeguraNet (Pisca) and the Safe Internet Centre (INES).



This resource was designed with a universal standpoint in mind and aims to reach all students. To this effect, the Reference School for deaf students of the Quinta de Marrocos Schools Group was challenged to involve students in the translation of these resources into Portuguese Sign Language, thus giving rise to a ground-breaking project. See the video at: [https://youtu.be/aV1thPs25\\_g](https://youtu.be/aV1thPs25_g)

The main topic of the event was focused on Digital Citizenship, but also discussed subtopics such as media and accessibility, universal educational resources, multimedia educational contents. Catarina Semedo, a digital leader participated in one of the sessions of the event, providing the inside of her experience in an EU event, involving the youth. Even though they are not youth panelists, a group of young people were involved in this event as speakers, such as the young people involved in the production of the LGP video translation and students involved in a school radio project.

For further information regarding the event: <https://erte.dge.mec.pt/Serie-ZigZaga-na-Net>

### 3.2. AWARENESS ACTIVITIES DEVELOPED TROUGHOUT 2019

#### 3.2.1. Awareness Sessions for Children and Young People by CIS|FCT

CIS|FCT continued to develop specific awareness sessions to target children & young people and discuss several topics regarding how to be safer online and the importance of the communication between children/young people and their parents/guardians whenever they face something strange online. Some of these sessions also covered trending topics like cyberbullying, online relationships, hate speech and online addiction. Bellow follows a list of the sessions done:



- April 23rd, 2019 – Agrupamento de Escolas Rainha D. Leonor, in Lisbon (150 participants);
- May 7th, 2019 – Externato Penafirme (80 participants);
- May 14<sup>th</sup>, 2019 – Escola Profissional de Imagem (150 participants).

#### 3.2.2. Awareness Sessions with Social Excluded Target Groups by CIS|FCT



In the reported period, CIS|FCT was invited to collaborate with the Direção Geral de Políticas de Justiça, regarding the 2nd Lanzarote Treaty Monitoring Cycle.

In partnership with Direção de Serviços de Justiça Juvenil were held several workshops involving 25 youngsters, aiming to get their participation on regard the protection of children against sexual exploitation and sexual abuse online.

CIS | FCT developed an awareness session in Casa Mãe do Gradil with the objective of alerting young teenagers and demystifying the dangers on the Internet and social networks.



Two groups were organized by age and maturity of the girls that live in this foster house. In the younger group, issues associated with privacy on social networks were addressed. In the older group, issues associated with relationships and sexuality online were addressed.



CIS | FCT continued developing Awareness Sessions in Casa Pia de Lisboa. Casa Pia de Lisboa is a public institute that offers support (educational and social) to children and youngsters with social economic disadvantages backgrounds. This session followed a different approach and it aimed to promote Net\_Telling Workshop, a new resource implemented during the report period.

Casa dos Plátanos, an institution for the urgent and temporary care of children from Santa Casa da Misericórdia de Lisboa hosted an awareness session for their children and professionals. CIS | FCT Trainer addressed some themes starting with Online Games, discussing the options of monetization of free games, either through advertising, or through the so-called in-app purchases, purchases that sometimes encourage gambling behaviors. Also in the context of online gaming, was made reference to the importance of safeguarding users' privacy by not sharing personal data and other information that could compromise their security and/or the security of their accounts.



In additional, were discussed several issues associated with social networks as well as interaction with third parties, namely unwanted contacts and how to block and/or report them, safeguarding the preservation of evidence of these contacts through a screenshot/printscreens.

### 3.2.3. Awareness Sessions for Parents by CIS|FCT

During the reporting period, CIS|FCT has developed several sessions for parents & guardians, where different eSafety issues were discussed, namely, Parental Mediation, Online Privacy, Online Reputation, Internet of Things & Toys, Sexting, Fake News, Cyberbullying and Dangerous Online Challenges.

All these sessions were aided through the use of an updated version of “iKnow – A Guide for Parents”. Many of these sessions were done in close collaboration of Parents Associations. Below follows a list of the sessions done:

- May 13rd, 2019 – Awareness Session with Associação Pró-Infância Santo António de Lisboa, in Lisbon;

- May 16th, 2019 - Awareness Session in Casa Pia de Lisboa;
- May 30<sup>th</sup>, 2019 - Awareness Session with Parents Association of the School Vieira de Araújo, in the Public Library of Vieira do Minho (<http://bit.do/eWq2D>);
- July 8<sup>th</sup>, 2019 - Awareness Session with teachers and parents in Externato de Penafirme, in Torres Vedras.



#### 3.2.4. Awareness Sessions for Professionals by CIS|FCT

During 2019, CIS|FCT focused part of its awareness sessions in raising awareness regarding online safety trends near Professional Communities.

As part of the summer campaign, an internal awareness action was prepared for the workers of FCT, the headquarters of the Portuguese SIC coordination team. This action focused on issues such as digital parenting, cyber-hygiene and data protection, with the DPO (data protection officer) also participating and providing important insights about data protection in public institutions. About 40 FCT employees actively participated in this session, having the opportunity to learn more about these issues. As part of this initiative some promotional material were distributed.

#### 3.2.5. Raising Awareness for Silver Surfers by CIS|FCT

Following the partnership with Social Services of Public Administration (*Serviços Sociais da Administração Pública* - SSAP) that has been established since 2017, CIS|FCT developed an open day to promote Net\_Telling workshop with the aim of increasing senior members of SSAP online safety competences.



More than 40 senior citizens participated in this Open Day, and most of the participants registered themselves for the workshop.

#### 3.2.6. Summer Campaign Activity by CIS|FCT

The municipality of Cascais, a region in the Lisbon district, collaborated once again with CIS | FCT by distributing promotional materials on the beaches of that area: Guincho, Piscina Alberto



Romano, Tamariz, Poça, São Pedro, Parede and Carcavelos. This campaign activity targets primarily the general public. This collaboration aimed to raise awareness about the digital world, using the internet safely, while also focusing on digital parenting.

### 3.2.7. 1<sup>ST</sup> Key Stage Teacher Training

The DGE, the Schools Association Training Centres (CFAE) and the ICT Centres of Competence (CCTIC) organised a Training Workshop on “ICT Curriculum Guidelines in the 1st Key Stage of



Primary Education”, one of the domains worked on under Digital Citizenship. The workshop was implemented nationwide with a total of 80 training classes.

The workshop is aimed at all teachers of the 1st Key Stage of Primary Education. Information available at:

[https://erte.dge.mec.pt/noticias/oficina-de-](https://erte.dge.mec.pt/noticias/oficina-de-formacao-orientacoes-curriculares-tic-no-1o-ciclo-do-ensino-basico)

[formacao-orientacoes-curriculares-tic-no-1o-ciclo-do-ensino-basico](https://erte.dge.mec.pt/noticias/oficina-de-formacao-orientacoes-curriculares-tic-no-1o-ciclo-do-ensino-basico)

### 3.2.8. The Physical World and the Digital World: Youth Rights

The European Youth Ambassador for Children Internet Safety, João Pedro Martins, participated in various actions, giving his contribution so that the use of the digital may be processed in an increasingly safe and responsible manner.

Under the auspices of the Regional Strategy to Combat Poverty and Social Exclusion, the young João Pedro Martins organised various awareness-raising sessions across the 19 municipalities of the Azores archipelago, reaching more than 2.700 children and also other members of the educational community, seeking to bridge the gap between rights in the physical world and those in the digital world.

During the various events, there was an opportunity to share ideas as to how young people should see their rights guaranteed online. This issue was also addressed from the standpoint of parental supervision and monitoring, as well as the adoption of self-protective behaviors.

### 3.2.9. European Cybersecurity Month – Campaign in Schools

In October, the SeguraNet Awareness Centre, with the support of the National Cybersecurity Centre, marked European Cybersecurity Month. For the seventh year running, various events and activities were organised across Europe. The 2019 campaign focused on different themes, alerting to the need for changes in behavior and helping users to identify and recognize the risks inherent to the use of digital technologies.

To mark this month among the educational community, during October, all schools were invited to arrange activities focusing on Cybersecurity. To enable us to give the appropriate exposure to the initiatives that each School/Group organised, they were asked to register them on the support page, which will allow them to be georeferenced. Around 400 Schools/Groups participated in this initiative.

Further information available at: <https://www.seguranet.pt/mes-ciberseguranca/>



### 3.2.10. eSafety Label Project by SeguraNet

In order to promote participation in the eSafety Label project, every year it is disseminated, through institutional channels, information to the directions of educational establishments.



Experts of ICT Competence Centres, SeguraNet and Esafety Label ambassadors also make this approach when they are asked to conduct awareness sessions in schools.

Through social networks are also disclosed periodically, specific materials produced for this purpose.

A total of 400 Portuguese schools have been awarded an eSafety label, out of which two gold and ten silver labels. At the moment there are nine Portuguese eSafety Label ambassadors.

### 3.2.11. Etwinning Project by SeguraNet

In all eTwinning meetings that take place in Portugal (regional, national, professional development workshops and others) eSafety issues are addressed due to the fact that eTwinning and SeguraNet projects are coordinated by the same team in DGE. The ten Portuguese eTwinning ambassadors play a key role in this dissemination effort that can be followed online:

eTwinning meetings - <https://goo.gl/6LqGM6>

Teachers training - <https://goo.gl/usps1i>

One of the criteria for eTwinning School label are eSafety practices and can be achieved with eSafety Label.



SeguraNet initiatives are disseminated in eTwinning community both in the European portal and in social networks.



### 3.2.12. ICT Competence Centre by SeguraNet

The ICT Competence Centres are part of a physical network composed of ten institutions, which cooperate with SeguraNet nationwide. They also disseminate SeguraNet's online publications and cooperate in awareness actions, thus extending the reach of SeguraNet's action. These ICT Competence Centres are geographically located in Lisboa, Monte da Caparica, Batalha, Aveiro, Setúbal, Coimbra, Évora, Braga, Bragança and Santarém. The Centres delivered awareness raising workshops for the whole educational community, as well as talks, conferences, workshops in other institutions (City Halls, Universities, Libraries, etc.).



The Centres delivered awareness raising workshops for the whole educational community, as well as talks, conferences, workshops in other institutions (City Halls, Universities, Libraries, etc.).

It shall be noted that across the last 2 years, more than 10.000 people were covered by ICT Competence Centres, mainly targeting students, through awareness activities, but also teachers, parents and operational assistants.

### 3.2.13. Regional Government of the Autonomous Regions by SeguraNet

SeguraNet sessions were held in the Autonomous Regions of Madeira and Azores by SeguraNet Ambassadors and ICT Competence Centers. Several activities were held for raising awareness on Internet safety and online behavior for all kinds of audiences. The Autonomous Region of Madeira and the Autonomous Region of the Azores have one SeguraNet ambassador.



Secretaria Regional  
de Educação

SeguraNet team. Awareness resources (flyers, posters, and others) has been sent for schools from Autonomous Regions of Madeira and Azores.

All activities developed by SeguraNet, DGE and CIS | FCT are shared with these ambassadors. Working sessions are held between ambassadors and the

### 3.2.14. SeguraNet Challenges Competition



SeguraNet Challenges (Desafios SeguraNet in portuguese) is a competition that has been taking place, since 2007, and is particularly significant because it takes place in the school context and receives the inputs of all the educational community. Every school year the Challenges Competition involves around 40.000 participants – namely students, teachers and parents. Students from first to ninth grade take part in the competition, which begins every year in October and finishes in May.

There are four types of challenges: the challenges for Primary School (6-10 years old); the Challenges addressed to 2<sup>nd</sup> cycle (11-12 years old); the Challenges addressed to 3<sup>rd</sup> cycle (13-15 years old) and the Challenges addressed to parents. Concerning the 2<sup>nd</sup> and 3<sup>rd</sup> cycle challenges, pupils are ask to form teams supported by a teacher in each school. Parallel to this, parents also form teams and all must answer to the challenges proposed. These Challenges addresses several digital safety issues (data protection, cyberbullying, sexting, e-commerce, digital footprint/online reputation, online predators, influencers, copyright, among other topics), which are clustered in multiple-choice questions.

Each school may enter the competition with as many pupils, teachers and parents teams, as much the schools can engage.

The Challenges addressed to the 1<sup>st</sup> cycle consist in activities that involve collaborative work in class, with the help of the teacher. Each year three proposals are presented concerning digital safety issues.

Madeira and Azores Autonomous Regions Islands schools and the Portuguese schools around the world (Luanda and Macau), have been also participating in the Challenges Competition. In the beginning, the prizes and certificates were awarded at Regional and National Meetings. However, considering the high number of prizes awarded in each edition, they are currently being mailed to the winning schools.

The 12th edition (November 2018 to May 2019) involved 40890 participants, including 39089 students, 853 teachers and 948 parents.

The 13th edition (October 2019 to May 2020) is taking place, involving around 60,000 participants so far.

Promotional video:

[https://www.youtube.com/watch?v=VEH7i0dUr6s&list=PLaoEjrV1\\_n-i7OBo6KGniQLP7CIZP6mzE](https://www.youtube.com/watch?v=VEH7i0dUr6s&list=PLaoEjrV1_n-i7OBo6KGniQLP7CIZP6mzE)

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### 3.2.15. MOOC “Cibersecurity at Schools” by SeguraNet

“Cibersecurity at Schools” is the title of the new MOOC (Massive Online Open Course), launched on the 14<sup>th</sup> January by DGE.



It aims at informing, training and empowering heads of schools, ICT administrators/coordinators, security forces connected with preserving safety within school environments/settings, as well as teachers of all levels of education, to the overall school community and to all those interested in this problema-area.

This course is an opportunity for those who want to understand why Cybersecurity is such a critical issue for preserving a safe and trustworthy working environment within the school community at large, by promoting welfare and proactive routines online.

This course, will last from the 14<sup>th</sup> January until the 4<sup>th</sup> March, it will include 4 content modules (one module being released per week), with an estimated total workload of 15 hours.

The conclusion of this MOOC, which is free of charge, will provide a Certificate and a Digital Badge.

Watch the promotion vídeo at: <https://www.youtube.com/watch?v=pjskDletUro&feature=youtu.be>

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### 3.2.16. MOOC “Bullying and Cyberbullying Prevention & Action”

“Bullying and Cyberbullying: Prevention & Action” is the theme of a MOOC (Massive Open Online Course), developed by DGE, under the ambit of the SeguraNet Awareness Centre and the Health Education Team, which started on 13 May and ended on 1 July 2019.



The official launch of this initiative took place at the V Media Literacy and Citizenship Congress, which marks, on World Press Freedom Day, the start of the National Operation 7 Days with the Media.

The aim of this course was to make participants aware of

the problem of bullying and cyberbullying. It was also intended to provide an opportunity to deepen knowledge and develop skills that allow these behaviors to be identified, prevented and acted upon.

The MOOC “Bullying and Cyberbullying: Prevention & Action”, broken down into four modules and focusing on themes such as: bullying, cyberbullying and screen communication, Internet safety and cyberbullying, approaches to intervention in cases of bullying and cyberbullying.



This MOOC was aimed at teachers, educators, parents/guardians, psychologists, security forces, other professionals who work in educational fields and all those interested in the topic.

Further information about the course may be found at: <https://lms.nau.edu.pt/courses/course-v1:DGE+SEGBC+I/about>

The 16 videos produced may be consulted at: <https://www.youtube.com/user/erteseguranet>

Promotional video for the MOOC “Bullying and Cyberbullying: Prevention and Action”: <https://www.youtube.com/watch?v=V4KDQh3bFpQ&feature=youtu.be>

### 3.2.17. Information session directed towards the CCTIC and DGE Ambassadors - New trends in the Digital World and the Safe Internet Line

Within the scope of the SeguraNet, an online information session entitled “New trends in the Digital World and the Safe Internet Line” was launched on 4 April, directed towards ICT Centres of Competence, SeguraNet ambassadors, eSafety Label ambassadors and DGE ambassadors.



This session was attended by Pedro Marques, from CIS | FCT, who discussed “New trends in the Digital World”, of which the following were of particular importance:

Online Relationships (Sexting, Sextortion, Grooming, Non-Consensual Sharing of Images); Addiction to the Internet and/or games; Internet of things/toys; Online Challenges and MOMO and Blue Whales). He also put into context the various aspects of the Portuguese Safe Internet Centre.

Also present was Ricardo Estrela, from APAV, who reported on the support lines and services (Victim Support Line and Safe Internet Line) and the various campaigns and initiatives of this Association.

Session recording available via the link:

<https://www.youtube.com/watch?v=tLMwOyvU77g&feature=youtu.be>

### 3.2.18. Training of trainers/teachers Digital Citizenship: intervention projects in a school environment

Between January and April, a training workshop on “Digital Citizenship and Security: intervention projects in a school environment” was held in the municipality of Vila Franca de Xira, with the support of the CFAE Infante D. Pedro. This training falls under the responsibility of the ICT Centre of Competence, Institute of Education, Lisbon, in partnership with the DGE.

It is an experimental teaching training initiative aimed at a team from each group consisting of a librarian teacher and a teacher of citizenship and development.

The face-to-face sessions (25h) will consist of themes to be dealt with by specialists, namely: Nuno Dorotea (CCTIC Lisbon), Lúcia Azevedo (DGE), Ricardo Estrela (Portuguese Victim Support Association - APAV), Vitor Tomé (Council of Europe), Sónia Seixas (Escola Superior de Santarém) and Isabel Baptista, from the National Cybersecurity Centre.



Under the component autonomous work (25h), each team of trainees designed a contingency plan, according to the context of their school, for mandatory implementation.

The main objectives of this workshop are: i) to train potential trainers so that they may be replicated in the different schools groups; ii) to generate knowledge regarding how this type of action can have a greater impact on the ground according to different themes and contexts; and iii) the design of resources and contingency plans to be implemented in the schools, under the ambit of the themes addressed, which later serve as examples and the basis for working (training kit) for future training to be organised by the Schools Association Training Centres.

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### 3.2.19. Training “Digital Literacy and Global Citizenship” by IPDJ

PT SIC through IPDJ promoted 2 trainings of 3 days each (18 hours each training), for Youth Workers and Youth Leaders aiming to develop the skills of participants to use new technologies and communicate in the digital world.

About 20 participants in Évora (south) and 30 in Porto (north of Portugal), from 19 to 21 February and 19 to 21 March, gathered for learning, discovering and sharing digital experiences and developing their skills.

#### Évora



## Porto



### 3.2.20. Training of Change Agents - session about We CAN manual by IPDJ

Change agents- active communities for intercultural and interreligious dialogue is a program promoted by ACM - Alto Comissariado para as Migrações on the framework of international project MURAL - Mutual Understanding, Respect and Learning.



IPDJ participated in a 2 hours training session (of a four-day training), with 40 participants, making a presentation of No Hate Speech Movement and of the Manual We CAN. An activity about hate speech and counter and alternative narratives based on the manual was developed and printed copies distributed.

An activity about hate speech and counter and alternative narratives based on the manual was developed and printed copies distributed.

### 3.2.21. NAVEG@S EM SEGURANÇA? by IPDJ

“Naveg@s em Segurança” Program is an awareness and educational program that aims to contribute to the development of responsible and safe use of the Internet through the implementation of short-time (45’ to 60’) awareness raising actions, for groups of 25/30 participants. These activities take place in all the country districts in Youth Information Centers (Lojas PontoJA), schools, social institutions, municipalities and others, under request from this entities. . In 2019, the program was launched in February and went on until end of November. During these months 450 sessions were held covering 12.288 participants from different publics: children, young people, parents, teachers, social workers and seniors. As in 2018, these year the program also offered the possibility of asking for sessions on specific topics such as cyberbullying, fake news, online addiction, data protection, hate speech, digital literacy and not only generic sessions as before.



### 3.2.22. Workshop: Video games, esports: features, risks, benefits and strategies

PT SIC through IPDJ promoted a On the 28 November, as part of the IPDJ activities plan within the SICpt and with the collaboration of FEPODELE (Portuguese Federation for e-Sports), a workshop about Video games, eSports-features, risks, benefits and strategies took place at the IPDJ in the town of Coimbra, in the centre region of Portugal.

Featured themes were: "Gaming and gamification", addiction to video games, myths about the gaming practice, benefits and risks of video games, strategies for parents and educators.

The tool Guide for Parents – The world of video games was used to support information and activities during the workshop. It was attended by 25 youth (social) workers and educators, whose evaluation was very positive, having asked for more actions like this

Another workshop, similar to this one, is already prepared for February 2020, on the occasion of SID celebrations, and will take place in the south of the country – Algarve, IPDJ in city of Faro.

### 3.2.23. Monitoring the Implementation of National Youth Plan with Partners

IPDJ introduced in the actions of the National Youth Plan some actions on Internet safety and Human Rights online that involve other partners (namely governmental). From 2018 till 2021 there will be different moments for evaluation and monitoring of the actions done with consultation of the partners. During 2019 we had two monitoring moments, in June and December, about activities relating to the following objectives:



1 - Empower, qualify and requalify young people in digital skills by promoting specific training and awareness-raising activities for

young people in the context of digital citizenship, namely in the context of IPDJ participation in the Internet Segura consortium.

2 - Promoting awareness and education actions for online and offline Human Rights, digital literacy and the fight against online hate speech, strengthening the skills of youth workers and young activists in the areas of digital responsibility and combating hate speech and discrimination.

For these two monitoring moments of the National Youth Plan (June and December) reports have been produced.

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### 3.2.24. ALTICE Volunteering Scheme by ALTICE Foundation

In the school year 2018/2019, Altice Foundation, through the Project “Comunicar em Segurança”, did 1.817 Awareness sessions in 92 schools for 59.058 students. Altice volunteers developed those sessions.





## 4. INFORMATIVE & EDUCATIONAL RESOURCES

### 4.1. Parentalidade Digital – Dicas para Pais com Filhos até aos 8 anos de Idade by CIS|FCT



CIS | FCT adopted the Smart Parenting in the Digital Age from DigiLitEY to Portuguese. Children also need our help with the digital world. From staying safe on social media, to finding the games that help to develop their brains in positive ways, and enable them to have fun. This guide helps you to think more about raising children in a digital age. Based on five easy steps, the Manual offers a great start in helping you and your child to make the

best of the digital world. Most of all, remember to have fun and enjoy your digital experiences together! It is free to download at the CIS | FCT webpage:

<https://www.internetsegura.pt/recursos/publications/12>

### 4.2. Dicas para Uma Parentalidade Digital Saudável e Segura by CIS|FCT



CIS | FCT created a simple resource targeting parents to provide some guidance on how to how to teach children to be safe in their interactions on social networks and to find the games and apps that best suit their development. The guide on Digital Parenting, presents 5 practical tips on use of the Internet and how to behave in a positive way when online at home, at school or at a friend's house.

The practical recommendations about digital parenting, aiming to provide materials allowing parents and carers to reflect on the importance of getting to know the digital world of their children (aged 0-8) were about:

- how to get to know the digital world of their children;
- shaping the online experience of their children;
- sharing, playing and learning together;
- staying safe and healthy online;
- and staying in touch with digital developments.

It is free to download at the CIS | FCT webpage:

<https://www.internetsegura.pt/recursos/publications/12>

#### 4.3. Guia: Dependências Online. Orientações para a Gestão Saudável dos Comportamentos Online by CIS|FCT

CIS|FCT launched the paper version of the guide with the aim of collecting information regarding the impact on health related to online dependencies and addictive behaviours. This information is based on a scientific review of the literature, research in the area in Portugal and Clinical Experience by the Phd Ivone Patrão. This guide is directed to everyone, specially to parents and guardians.



This resource provides some top tips for safe social media use and addresses the gaming disorder and excessive online use. It is free to download at the CIS | FCT webpage: <https://www.internetsegura.pt/recursos/publications/12>

#### 4.4. Media Móveis – Selfies, Sexting, Autoimagem by CIS|FCT

CIS | FCT developed and adapted new resources, aiming at specific target groups of the Portuguese population. Those segments involve in particular university students and young adults, parents and educators in emerging areas that present challenges associated with the use of media in areas that are not resources in Portuguese.



Having this need in mind and after having the opportunity to know the resource “Mobile, Media New Challenges – selfies, sexting, self-presentation”, that tackles the new reality of the social media with some important strategies to work it, the resource was translated to Portuguese, with the consent of the German partner that produced it (KLICKSafe.de).

Understanding how these popular services work and their background, as well as the reasons why young people use them, is critical to meeting the challenges they create in schools and everyday life.

So what exactly is the extraordinary attraction of these services, and why are young people so passionate about using them? What issues regarding privacy and self-presentation do they encounter in connection with their use? We hope the following pages offer you

some stimulating ideas for discussing these topics in your lessons.

In 2019, this resource was published online and distributed on a paperback version with the collaboration of the Rede Bibliotecas Escolares. It is free to download at the CIS | FCT webpage:

<https://www.internetsegura.pt/recursos/publications/12>

#### 4.5. TIPS about the safe and responsible use of the Internet by CIS | FCT



This notebook was designed to provide simple and practical tips and information about the promotion of the safe and responsible use of the Internet. And it has been distributed in several awareness sessions

It is free to download at the CIS | FCT webpage:

<https://www.betterinternetforkids.eu/group/guest/capacity/resource-lab/gallery?resourceId=25434>

#### 4.6. Grandpa is Online by CIS|FCT

After the positive impact on the launching of the special CIS | FCT episodes of “Histórias do Lucas”, PT SIC continue the collaboration with GO-TO to produce a mini-series aimed to Silver Surfers, regarding digital inclusion and literacy – Grandpa is Online (original title “Avós na Net”) is a six-episode series that discusses how to safely use different online services which improve all citizens’ daily lives.



#### 4.7. MEDIA@ÇÃO – Build your own video online by CIS|FCT & SEGURANET

Following the partnership with Media@ção, and taking into consideration the Positive Online Content Guidelines, PT SIC, through CIS|FCT & SeguraNet, developed a Youtube series, built by 10 episodes on how to create media digital content, using easy access tools such as smartphones and free digital editing software, as well as some professional tips like choosing the best angles and shots to capture a video sequence and how to plan your script using a storyboard.



In 2019, two new videos were made available for the Media@ção contest. The 12 episodes aim to explore the specific characteristics of the audiovisual language and to guide teachers and



students throughout the different stages of video production (such as pre-production, filming, and post-production). The playlist with the 12 videos is available on Youtube, through the following link: <https://www.youtube.com/playlist?list=PLYFk-hCP5pDOyFMoMTmNyrXTZWPvuPXhZ>.

#### 4.8. NET\_TELLING Workshops by CIS|FCT

CIS|FCT promoted the development of a new training resource called Net\_Telling, which consists of a set of workshops organised in a modular training program that uses storytelling techniques. The general objectives of this resource are to promote the importance of the virtual navigation online safely, to explain the role of youngsters while conscient and responsible users, and to value the specificities of the “face to face” communication in a growing context where technologies are used. The target group for this resource is university students and young adults. This new resource comprises a workshop, with five sessions lasting 15 hours in total.



In October 2019, PT SIC, "Net\_Telling" was launched aiming to promote and raise awareness of personal stories related to the digital world and the use of the internet, applying the storytelling methodology.

A public session was held at the end to present the best stories of the participants. A film was also produced in the context of the Net\_Telling project. During the working sessions, about 30 participants learned how to tell a story, how to present it, and how to engage with the audience.

The facilitators of the workshop were actor Pedro Górgia and sociologist Fatima Freitas, both with previous training experience using storytelling with high results with the participants. The sessions were organised according to the themes: "what is my profile?", "empathy laboratory", "search engine for unique stories", "what's your story?", "take a deep breath before going on stage", and "final presentation: what's your thing?"

The public presentation was a final event where ten participants shared a personal story about their experience with the digital world or the internet. The themes of the stories were very catchy and funny – they are also stories that are often heard by the spectators about what might go right, and not so right when dealing with the internet.

Some detailed information on the stories:

- Cristina told the story of how she was involved in her son's blind date, organised through WhatsApp.
- Maria explained how a virtual passion might not always be a real-life passion.
- Joyce recalled the time her Instagram account was stolen just because she didn't follow very basic safety recommendations!

- Kevin shared with the audience some important advice on how to use the internet, in an old-fashioned way, to maintain a long-term relationship at a distance.
- Rui made the audience laugh when he told how a good digital business can go wrong when you don't tell your mom about using her credit card.

The stories of the older participants were:

- Isabel shared how her 95-year-old aunt Izilda uses the internet to "nag" her daughter.
- Laura explained in her story how the Italian saying "Fidarsi è bene, non fidarsi è meglio", ("Trusting is good but being suspicious is better") can be easily applied to the internet.
- Manuel explained how, for his generation, computers were like Coca-Cola: "Primeiro estranha-se, depois entranha-se" ("At first is weird, then bows in") – an expression widely used by Portuguese people. Fernando Pessoa wrote this as an ad for Coca-Cola.
- Adelina told the story of how she did not win (but also did not lose) 3 million euros when she put her house up for sale on the internet.
- Lurdes explained in her story that before computers, she did not have time for anything and that she still does not have time for anything else, but she does a lot more nowadays!

Aside from the workshop session, a film is currently being produced featuring the five best stories chosen among the group of participants, giving the viewer the perspective of good practices online, using different resources and working methodologies.

These stories are available at <https://www.youtube.com/playlist?list=PLYFk-hCP5pDPmG-8BuhtOozYP-R1AAMWP>

The assessment of this resource revealed that participants were open to learning more about the safe use of the internet with different approaches. The workshop contents were useful since it allowed them to learn how to deal with the disadvantages of the internet and how to establish a useful relationship with their colleagues while using it. Participants also highlighted that this new experience contributed to learning more on how to work on a story and how to tell it.

The assessment also highlighted that some issues need revision, such as the duration of the workshop, which should include more hours, and the importance of making a clearer reference to the nature of the stories that ought to reflect the digital and the internet.

#### 4.9. ZigZaga na Net by CIS|FCT & SEGURANET

"Zig Zaga na Net" is an online radio series produced by CIS|FCT and SeguraNet in partnership with the Zig Zag Online Radio, airing in Antena 1 Radio Channel under the coordination of the Public Portuguese Radio & Television Station (RTP).

This youth radio online program aims to raise awareness about digital literacy, including topics such as users' online rights and duties, copyrights, the truthfulness and reliability of the information (misinformation and false news), ePrivacy, digital footprint, addiction behaviors towards technology and online platforms, bullying and cyberbullying, among many others.



These episodes also count on the presence of the two PT SIC mascots: INES, from CIS|FCT & Pisca, from SeguraNet. Listen to this series at <https://www.rtp.pt/play/zigzag/direto/radio>.

#### 4.10. The Helpline Challenge Methodology by CIS|FCT

In 2018, CIS | FCT developed a new methodology to engage participants in awareness sessions, named by “The Helpline Challenge”. This activity allows a group (18 to 30 people) to participate in a roleplay of a helpline case. It is suited to different target audiences such as teenagers, parents, teachers, carers, social workers and trainers.

This methodology is a good way to validate how much information did the target group apprehend after an awareness/training session. This methodology also allows us to easily create new content based on new trends regarding eSafety.

After several pilots in awareness sessions both with teenagers and professionals, this methodology was presented in the Portuguese Communities of Luxembourg following the partnership between PT and LU SIC. Since then it has been used in several awareness sessions and workshops.

Through this roleplay, the target audience needs to swift perspectives, whether as victims, aggressors, or helpers, allowing them to also collaborate to find solutions and take more conscient decisions regarding their online and offline behaviour.



#### 4.11. #TogetherForABetterInternet – Juntos por uma Internet Melhor

This online campaign promoted by Insafe, which aims to highlight the role of Safe Internet Centers in the digital literacy of children and young people, enabling them to deal with the risk situations that may occur and the opportunities that arise from its use.

<https://www.internetsegura.pt/noticias/lancamento-da-campanha-togetherforabetterinternet-juntos-por-uma-internet-melhor>

#### 4.12. Be the next eSafety Champion

Launch of the MOOC course “Be the next eSafety Champion” on the channels of the DGE. This training was aimed at principals, teachers of the Information and Communication Technologies subject and all professionals in the field of education interested in determining an online safety strategy, according to the needs of their schools, as well as ensuring that both students and teachers can use the Internet safely.

During the various modules, participants had, for example, the opportunity to reflect on the importance of implementing appropriate eSafety measures, in the school context, of learning to implement, monitor and evaluate their eSafety strategy.

Further information available at: <http://bit.ly/eSLMOOC>

#### 4.13. Report “Behind the Numbers: Ending School Violence and Bullying” UNESCO

Dissemination of the publication [“Behind the numbers: ending school violence and bullying”](#) by UNESCO, which presents a comprehensive and up-to-date view not only of the prevalence, but also of the global and regional trends related to violence in the school. Additionally, it examines the nature and impact of school violence and bullying.

The report claims that almost one student in three has been bullied by classmates at school in the past month. This study, which involved 144 countries, represents the largest survey carried out to date on these issues.

The findings and conclusions, presented in this publication, reiterate the recommendations of the 2016 and 2018 Reports of the UN Secretary-General, addressed to the United Nations General Assembly (UN), with regard to the protection of children against bullying. These recommendations include, among others: the need to develop policies to prevent and respond to school violence and bullying; training and supporting teachers in the prevention of school violence and bullying; encouraging approaches that involve the whole community, including students, teachers, operational assistants, parents and local authorities; providing information and support to children.

This study was developed with the aim of supporting all countries in preventing and combating school violence and Bullying, as well as strengthening the [Safe to Learn Campaign](#), which aims to end all violence in schools by 2024.

#### 4.14. Videos on Cybersecurity – MOOC Cybersecurity in Schools



Based on some comments shared by participants on the MOOC “Cybersecurity in Schools” promoted by the SeguraNet Awareness Centre, which ended on 4 March 2019, specialists Pedro Veiga (Department of Sciences of the University of Lisbon) and Pedro Verdelho (Attorney

General’s Office) produced 11 additional video resources, referring, respectively, to Module 1 “Cybersecurity” and Module 2 “Threats and Cybercrime/Legislation”. Videos available at: <https://www.seguranet.pt/pt/ciberseguranca-nas-escolas-0>

#### 4.15. DGE and Media Education on Antena 1



“Ouvido Crítico” (“Critical Ear”) is a programme broadcast by Antena 1 in collaboration with MIL Obs (Observatory on Media, Information and Literacy) at the Communication and Society Studies Centre at the University of Minho. This programme, broadcast every Wednesday after 3 pm, challenges us to think about the other side of the media and also presents multiple initiatives

geared towards Media Education.

The Directorate-General for Education, as represented by Lígia Azevedo, participated in the last programme, which highlighted strategic initiatives and actions for the implementation of Digital Citizenship and Media Education within educational communities.

Watch at: <https://www.rtp.pt/play/p4406/e388291/ouvido-critico>

#### 4.16. SeguraNet Animation: Cyberbullying

The DGE launched a new SeguraNet animation, under the ambit of the SeguraNet Awareness Centre, this time focusing on the issue of Cyberbullying. This animation was developed



specifically to form part of the MOOC training “Bullying and Cyberbullying: Prevention and Action”.

It is an animation that mentions the Safe Internet line, currently under the responsibility of the Portuguese Victim Support Association (APAV), which forms an integral part of the Safer Internet Centre.

It should be noted that there are several SeguraNet animations that promote digital citizenship: “Sexting”, “Antivirus”, “Always Connected”, “Sharing Personal Information” and “Life exists offline”.

These resources, in addition to forming part of various campaigns, are included in the resource gallery of the Safe Internet Centres – Insafe network, in their versions in Portuguese and English.

Watch at: <https://youtu.be/oSAP1x75aPc>



#### 4.17. SeguraNet Youtube Channel Campaign



In March 2019, a campaign was launched to publicise the SeguraNet Youtube channel (<https://www.youtube.com/user/erteseguranet>), run by the SeguraNet Awareness Centre. This channel boasts 100 video resources from various campaigns on Digital Citizenship and Media Education. There was an increase of 40% in the number of subscribers.

#### 4.18. Article “Digital Education and Literacy” by Maria João Horta on INCODE.2030

DGE published an article entitled “Digital Education and Literacy”, by Maria João Horta, deputy director-general, on the Incode 2030 portal (an integrated public policy initiative dedicated to strengthening digital skills).

The article can be find at:

<https://www.incode2030.gov.pt/newsletter/05/educacao-e-literacia-digitais?idU=1&fbclid=IwAR1pV1n28gDeBih-ujfsVwcMEXOFTsfN9gH31O6HWJlQQvb0OxEKiaPXWoA>



#### 4.19. Bullying and Cyberbullying prevention activities – Enable Manual



Under the auspices of the SeguraNet Awareness Centre, DGE made available the Enable (European Network Against Bullying in Learning and Leisure Environments) manual, which brings together resources and activities to prevent and combat bullying and cyberbullying, aimed at students, teachers and parents, among other stakeholders.

This manual presents a series of activities that can be done in schools aimed at developing skills that will contribute towards preventing and reducing situations of bullying and cyberbullying. In addition, it provides materials and a guide for parents/guardians with suggestions that

may contribute towards forming more resilient, responsible young people who are able to manage online and/or offline interactions.

It should be noted that the Enable project was funded by the EU and coordinated by the European Schoolnet, of which DGE is a partner. The main objective of the project is to combat bullying and contribute towards the well-being of young people (between 11 and 14 years old), through the development of social and emotional skills.

The translation and adaptation of this manual into Portuguese formed part of the MOOC training “Bullying and Cyberbullying: Prevention and Action”. Enable manual in Portuguese available at: <https://www.seguranet.pt/sites/default/files/2019-05/Manual%20Enable.pdf>

#### 4.20. Resources for Volunteers Training by IPDJ

In the framework of Navegas Program, IPDJ produced 3 resources to support young volunteers training that can be also useful for Navegas sessions delivery:

1. IOT – Session Plan: 60-minute session plan on the internet of things. It includes proposals of questions for debate, links to videos, proposals for methodologies for each moment of the session. Adaptable according to the target audience.
2. CYBERBULLYING: ppt presentation on what Cyberbullying is, its characteristics and ways of combating and preventing it.
3. FAKE NEWS: ppt presentation about fake news, what they are, how to analyze, critical consumption in the digital environment and examples of some auxiliary tools.



#### A Internet das Coisas – IoT (Internet of Things)

Plano de Atividades da sessão

Atividade	Objetivos da sessão	Tempo
1. Apresentação		
1.1. Como é a Internet das Coisas? Todos os dispositivos? Todos os objetos?	Apresentar a Internet das Coisas (IoT) e o seu papel na sociedade.	5'
1.2. Como é a Internet das Coisas? Todos os dispositivos? Todos os objetos? (Atividade de debate)	Apresentar a Internet das Coisas (IoT) e o seu papel na sociedade.	5'
1.3. Como é a Internet das Coisas? Todos os dispositivos? Todos os objetos? (Atividade de debate)	Apresentar a Internet das Coisas (IoT) e o seu papel na sociedade.	5'
2. A Internet das Coisas, exemplos		
2.1. O que podemos fazer com a Internet das Coisas?	Mostrar exemplos de aplicações da Internet das Coisas.	5'
2.2. Como é a Internet das Coisas? Todos os dispositivos? Todos os objetos? (Atividade de debate)	Mostrar exemplos de aplicações da Internet das Coisas.	5'
2.3. No futuro, que outros objetos poderão fazer parte da Internet das Coisas?	Mostrar exemplos de aplicações da Internet das Coisas.	5'
3. Como é a Internet das Coisas? Todos os dispositivos? Todos os objetos? (Atividade de debate)	Mostrar exemplos de aplicações da Internet das Coisas.	5'
4. Como é a Internet das Coisas? Todos os dispositivos? Todos os objetos? (Atividade de debate)	Mostrar exemplos de aplicações da Internet das Coisas.	5'
4.1. Como é a Internet das Coisas? Todos os dispositivos? Todos os objetos? (Atividade de debate)	Mostrar exemplos de aplicações da Internet das Coisas.	5'



## 5. YOUTH PARTICIPATION

### 5.1. The Portuguese Digital Leaders Initiative

The “Digital Leaders” initiative for Portuguese schools aims to improve Digital Citizenship and Media Literacy competences, through the development of non-formal training sessions promoted by students (aged 9 to 18) within their educational community. In each school there are at least one teacher responsible for the students and the activities. This initiative is developed in different ways:

a) Volunteer students were selected by the responsible teacher and they participated in online synchronous sessions (through the Zoom platform). The online synchronous sessions, with the duration of one hour, should have an active participation of students; 3 online synchronous sessions for “Young Digital Leaders” and 3 online synchronous sessions for “Digital Leaders”. Afterward each “Digital Leader” promoted awareness activities for his/her peers, teachers and parents – generally speaking, the overall educational community.

b) Two online synchronous sessions targeted at teachers were held by the SeguraNet Team, through the Zoom platform. In these sessions, teachers were guided on the topics that should be addressed; the campaigns in which they should collaborate as well as in what types of audiences should be targeted in the activities promoted by Digital Leaders. Examples of reference practices were also provided by experienced teachers.

c) All the development of the initiative were centralized in the initiative’s webpage, where the community of practice, composed by teachers, students and the project team provided information about the initiative at their educational community, along with the exchange of knowledge and experiences relating to the Digital Citizenship and Media Literacy.

d) A group was also created on the SeguraNet’s Facebook page involving all the teachers engaged in this initiative. This space aims at sharing, in a quick and friendly way, the initiatives and resources developed by the schools.

e) The schools involved held regional meetings to gather all the local Digital Leaders, with SeguraNet Awareness Center support.





This initiative has two main dimensions addressing the following target groups:

- “Young Digital Leaders” – aiming at students attending primary schools - each team is set up by a teacher and all the students in a class (aged 6 to 10).
- “Digital Leaders” – aiming at students attending lower, up-lower and Secondary Education. In this case, each team is composed of a teacher and up to five students. (Aged 10 to 18);

The Digital Leaders don't just act in their own educational community, the students who participated in the last editions took part in several initiatives such as:

- Digital Leader students attended the National Media Literacy Meeting aimed at teachers (they participated in the practice exchange panel and other Digital Leaders group promoted 2 workshops entitled: Digital Leaders in Action);
- Digital Leader Catarina Oliveira was invited to attend the Conference on Portuguese Children and Youth in the Digital Context (promote by the Nova University of Lisbon) and the launching panel of the television series ZigZaga na Net. She was also co-author of an article published in the national magazine Visão;
- The Portuguese Committee for the Promotion of Children and Youth's Rights requested the participation of a group of Digital Leaders to act as consultants for the development of a micro-website for children and young people;
- Digital Leader Joana Martins was interviewed in the radio station Antena 1 program “Ouvido Crítico” broadcasted nationwide;
- A Digital Leaders group has participated in the annual Incode 2030 conference where they were interviewed by the Minister of Education himself;

The Digital Leaders 2019/20 edition involved 3,000 children and young people and 100 teachers.

The Digital Leaders and teachers involved in the initiative were rewarded; Trophies to reward the Schools and some gifts for students and teachers.

A Youth Panel (composed by 10 Digital Leaders) where children and young people can express their views and exchange knowledge and experiences concerning their use of online technologies and contribute to the design of awareness-raising actions, tools and materials.

Two students and a teacher attended the European conference Safer Internet Forum 2019 and the BIK Youth Panel.

## 5.2. Digital Leaders and Pink T-Shirt Day

As a school certified with a Gold eSafety Label, Colégio do Sagrado Coração de Maria has taken a number of steps that are in line with that which is proposed by this European SchoolNet initiative, aimed at schools, to promote and certify Digital Safety practices. Thus, with a view to promoting Digital Citizenship, the College has involved its students in various initiatives, in particular, the Digital Leaders initiative.

Digital Leaders and Digital Leaders Benjamins (Juniors) have promoted various activities that have received the support of the educational community. An example is Pink T-Shirt Day, which, on 27 February, involved, worldwide, the Institute of the Religious of the Sacred Heart of Mary. On this day, the entire educational community dressed in pink to highlight the fight against (cyber)bullying. This cause received support from the Board of the College, members of the Parents' Association, members of the Students' Association and the Sisters, who helped

distribute stickers alluding to the initiative designed by the mother of one of the students at the College.



As with the campaign “No to Hate Speech”, these activities form an integral part of a concerted action plan, which aims to: encourage good practices in the use of technologies; prevent/combat bullying and cyberbullying, enlighten the educational community and implement strategies to resolve any incidents that may occur: <http://www.pinkshirtday.ca/>

### 5.3. Digital Leaders in action

In March, the students, Digital Leaders, participated in another synchronous session, this time moderated by two students who attend the 12th year of schooling, at Vasco da Gama school.



During the session, the Digital Leaders had the opportunity to present the activities they have been involved in with the respective communities, under the ambit of the themes proposed for this edition – Sexting, Fake News and Data Protection. Through the various interventions, it can be seen that the students have programmed and carried out various activities, adapting them to the different target audiences of the respective educational communities. As examples, it is worth mentioning the arrangement of lectures, the production of materials and the organisation of recreational activities, which undoubtedly contribute to the

achievement of the objectives proposed for the 4th Digital Leaders initiative.

#### 5.4. Digital Leaders Benjamins (Juniors) – Synchronous session

Under the ambit of the Digital Leaders initiative, the DGE promoted the last synchronous session of its 4th edition, on 30 April 2019.



During this session, the Digital Leaders Benjamins had the opportunity to ask various questions, which were promptly answered by the moderators, the Digital Leaders of the Mira Schools Group.

During this session, students from the 4th B, from the Monserrate Primary School, shared one of the works carried out, which consisted of recreating the story “The three little pigs”, giving rise to the version The

Hacker Big Bad Wolf and the 3 Pisquinhas.

According to the teacher who monitors the team, the activity was very challenging for the students, and it allowed them, among other things, to look at themselves in certain situations in relation to which they needed explaining.

To recreate the story, the students prepared the project, wrote the script, chose the characters, made the props and rehearsed. Subsequently, a video was produced at the studios of Monserrate Secondary School, in partnership with the teachers and students of the 11th year of the Multimedia Technician Course.

Session recording available at: <https://youtu.be/6X98h3UUyc0>

#### 5.5. School without Bullying. School without Violence

Under the ambit of “School without Bullying. “School without Violence” Week, and to mark the World Anti-Bullying Day, the team of Digital Leaders, in cooperation with other students and teachers of the Ílhavo Schools Group, developed a series of activities with the objective of raising awareness among the school community to issues related to the theme of bullying and cyberbullying.



To ensure that the messages reach as many people as possible, the content produced has been presented on various media and in various

languages. Thus, photographic exhibitions have been held and a teacher has been recorded reading a text narrating the experience of a victim of bullying. Additionally, among the various activities, the production and dissemination of a video resulting from the cooperation between the Digital Leaders team and a number of deaf students attending the Ílhavo AE, the Group of Reference Schools for the Bilingual Education of Deaf Students, deserves particular mention.

<https://youtu.be/YBuRGXI0e7Y>

## 5.6. Digital Leaders – National Radio

“Ouvido Crítico” (“Critical Ear”) is a programme broadcast by Antena 1 in collaboration with MIL Obs (Observatory on Media, Information and Literacy) at the Communication and Society Studies Centre at the University of Minho. This programme, broadcast every Wednesday after 3 pm, challenges us to think about the other side of the media and also presents multiple initiatives geared towards Media Education.



On 15 May, DGE through Silvina Feijão, with the dissemination of the Digital Leaders initiative, promoted under the ambit of the SeguraNet Awareness Centre. Programme available at:

<https://www.rtp.pt/play/p4406/e405810/ouvido-critico>

On 26 June the guest was the Digital Leader, Joana Martins, a student who forms part of the Mira Schools Group. The interviewee tells us about the activities in which she has participated, leaves some useful tips for safe use of the Internet and also underlines the contribution that this type of initiative can have in the development of key skills with children and young people. Programme is available at: <https://www.rtp.pt/play/p4406/e415007/ouvido-critico>

## 5.7. NAVEG@S Youth Volunteer Scheme

The Youth Volunteer Scheme is part of Naveg@s Program. The animators of “Naveg@s” sessions are young volunteers (from 18 to 30 years old) with some expertise in information and communication technologies and good communication skills. In 2019 the trainings covered 54 young people and youth workers and were held either online and offline in the different regional offices of IPDJ.



## 5.8. No Hate Speech Network

IPDJ participated in the launching of HO HATE SPEECH NETWORK, created by young activists from the movement, and had a young representative at the study session “The future is now”, in the European Youth Centre – Strasbourg.



<https://www.facebook.com/nohatespeech/videos/575277029908334> - Another great example of #NoHateSpeech activism comes from Portugal.

## 6. NATIONAL COOPERATION

### 6.1. PT SIC ADVISORY BOARD

PT SIC keeps 2 yearly Advisory Board Meetings to exchange information, coordinate tasks, develop partnerships and a national cooperation network. In the reporting period, PT SIC held 2 meetings. Up to December 2019, the board had the following members:

#### PT SIC Consortium Members:

1. Fundação para a Ciência e a Tecnologia;
2. General Directorate of Education;
3. Portuguese Institute for Youth and Sports;
4. Altice Foundation;
5. APAV;
6. Microsoft Portugal.

#### Advisory Board Members:

1. ANACOM – National Authority for Communications;
2. ANETIE – National Association of Companies of Information and Electronic Technologies;
3. APRITEL – Association of Telecommunications Operators;
4. CIES – Research Centre for Sociology Studies;
5. CNCS - National Cybersecurity Centre;
6. CNJ –National Youth Council;
7. CNPD – National Commission for Data Protection;
8. CNPDCJ - National Commission for The Promotion Of The Rights And Protection Of Children And Young People;
9. CONFAP – National Confederation of Parents’ Associations;



10. DECO - Associação de Defesa dos Direitos do Consumidor;
11. DNS.pt Association;
12. EU Kids Online;
13. Google;
14. IAC – Child Support Institute;
15. PJ - Judicial Police;
16. Portuguese Media Expert - Fátima Caçador;
17. Portuguese Online Safety Expert - Tito de Moraes;
18. Programa Escolhas;
19. RBE - School Libraries Network;
20. RTCS CERT;
21. Sindicato dos Jornalistas;
22. UNESCO National Commission.

## 6.2. DEVELOPING A STRONG NETWORK OF PARTNERS

During 2019, several national partners collaborated closely with PT SIC in order to raise awareness through different forms.

Below follows the highlights of these partnerships:

### 6.2.1. INCODE.2030 Initiative

In 2017 the Portuguese government established the “National Digital Competences Initiative e.2030, Portugal INCoDe.2030”, an integrated public policy to enhance and foster digital competences.

Digital competences are essential for both exercising full citizenship and to facilitate employability by meeting the needs of an increasing digitisation of the labor market. Therefore, the Portugal INCoDe.2030 initiative has a broad scope in this drive towards digital development, starting with the promotion of digital inclusion and literacy, educating the young generations



from an early age, qualifying the active population and specialising its graduates for advanced digital jobs, and to turn the country into a net contributor for the new digital developments.

PT SIC action is included in this Public Policy to contribute to enhance digital competences, namely regarding eSafety & ePrivacy.

### 6.2.2. Informal Media Literacy Group by DGE & CIS|FCT

CIS|FCT and DGE Media literacy team are collaborating with the Informal Media Literacy Group (GILM). Based on the framework “Media Literacy” (approved in April 2014), this group aims at proposing a series of activities and actions concerning school media literacy and eSafety issues.



Among many initiatives we stand out the event “National Literacy, Media and Citizenship Congress”.

GILM (Grupo Informal sobre Literacia para os Media) is an Informal Group about Media Literacy which is composed by several entities from the educational policy areas (such as Conselho Nacional de Educação, DGE and Direção-Geral do Livro dos Arquivos e das Bibliotecas and Plano Nacional de Leitura 2027), UNESCO, and other entities that play a fundamental role on reglementary areas of social media (Entidade Reguladora para a Comunicação Social), FCT and other renown personalities in those areas of expertise.



### 6.2.3. MEDIA@ÇÃO Workgroup

Following the work done in the “7 dias com os media workgroup”, PT SIC now reestablishes cooperation with this workgroup under the identity of Media@ção Workgroup. The purpose of this initiative is to promote critical and creative usage of the media, safer usage of the Internet and the respect for copyright, as well as to encourage collaboration between teachers, students, newspapers, radios, television channels and school libraries under the topic of Media Literacy. All schools, private and public, were invited to participate in this initiative under the coordination of a librarian teacher.



The 2018/2019 edition received 120 works, 102 in the 3rd cycle/ secondary category and 18 in the 1st/ 2nd cycle, of which 112 in video format, 5 in podcast format and 3 in advertising Spot format ([https://www.youtube.com/watch?time\\_continue=3&v=rIMsd9h3TJ8&feature=emb\\_logo](https://www.youtube.com/watch?time_continue=3&v=rIMsd9h3TJ8&feature=emb_logo))

In accordance with the Regulation criteria and the jury analysis, were prized 2 participations and 9 honorable mentions were made.

These participations are available in:

[https://www.youtube.com/playlist?list=PLDcpDwLGF74yPZ\\_9Tn4KfC48k26ccxs-](https://www.youtube.com/playlist?list=PLDcpDwLGF74yPZ_9Tn4KfC48k26ccxs-)

### 6.2.4. Regional Directorate for Education Azores - Awareness Campaign for Digital Citizenship

The Regional Directorate for Education of the Autonomous Region of the Azores, in partnership with the SeguraNet Awareness Centre, has been developing a series of actions that aim to raise awareness and enable the educational community to act preventively in the face of cyber threats, encouraging responsible use of digital technologies.

In order to give visibility to the initiative, an awareness campaign was created with a TV spot. At the same time, awareness and information materials were also distributed by schools, which call attention to the website <https://prosucesso.azores.gov.pt/> from the Integrated Plan for the Promotion of Educational



Success – ProSucesso, where a support page was made available to schools containing useful information and digital educational resources.

#### 6.2.5. Oeiras Municipal Police Force - Safe Use of the Internet in Schools Awareness-Raising Initiatives

The Municipal Police Force of Oeiras has been organising awareness-raising initiatives regarding the safe use of the Internet in conjunction with the school community in the municipality of Oeiras for around 12 years.



This entity has found that there is a growing interest, on the part of the teachers at the schools in this municipality, in addressing issues related to Digital Citizenship.

In the years 2016, 2017 and 2018, 81 awareness-raising activities were organised, covering 1,893 students, mainly from the 1st and 2nd Key Stages. In addition, information/awareness-raising initiatives are also put into practice aimed at parents and guardians. The SeguraNet Awareness Centre has cooperated with the Municipal Police Force of Oeiras to share Digital Citizenship awareness resources.” The SeguraNet Awareness Centre has cooperated with the Municipal Police Force of Oeiras to share Digital Citizenship awareness resources.

#### 6.2.6. “Safer Internet” in the protection of children’s rights in the digital age - Commission for the Protection of Children and Young People of West Sintra

The “Safe Internet” Project was developed in the academic year 2018/2019 by the Commission for the Protection of Children and Young People of West Sintra, under an extended and restricted format, with the participation of 31 operatives from 14 undertakings in the municipality of Sintra, which make up the Commission: the PSP, the GNR, the Municipal and Parish Councils, the Social Security Institute, the DGESTE, the IEFPP, the IPSS, the Parents’ Association, in partnership with 11 School Groups and the Directorate-General for Education,

under the ambit of the SeguraNet Awareness Centre, all with a common goal: to promote the rights of children and young people in the digital environment.

This project, which includes the actions defined in the Commission's Action Plan and the Municipal Plan for Equality and the Promotion of Human Dignity, has the following general objectives: to guarantee the participation, protection and rights of children/young people inside and outside the digital environment, to offer information regarding the dangers of Internet use, to publicise the precautions to be taken as an Internet user, to promote safe and critical use of the Internet, to reduce risks related to security, protection and privacy, to promote healthy conversations regarding the use of social networks and to train children/young people to make full use of the potential of the technologies.



The intention was to raise awareness regarding healthy use of the Internet, so that the rights of children in the digital environment are not put at risk/endangered, given that nowadays, Internet use is starting earlier and earlier, requiring awareness of the impact that its use

will have on the future of children and young people.

A total of 2.650 participants, including children from the 5th and 6th years, parents and teachers, were covered by the 70 sessions held.

For the students, 63 information/awareness-raising sessions were held, in which 2.405 students participated, along with 86 teachers who monitored them. For parents, 5 information/awareness-raising sessions were held, in which 52 parents participated. For the teachers, 2 training sessions were carried out, in which 107 teachers participated.

The sessions took place in the school auditoriums, for groups of 2/3 classes, with the presence of officials and police officers from the Commission for the Protection of Children and Young People of West Sintra. The sessions for the students were organised in such a manner as to encourage their participation, by sharing their knowledge and doubts surrounding the topic.

In the academic year 2019/2020, the Commission continues to implement the "Internet Safe" Project in conjunction with 4 School Groups in the municipality of Sintra. Sessions for 5th-year students have continued, and it has also been possible to extend the project to 4th-year students.

### 6.2.7. ALTICE Foundation & Public Security Police

Altice Foundation has a continuous partnership with PSP since 2015. From the start, PSP is responsible for the Safety School Program where awareness sessions about eSafety are promoted in schools. Even though the PSP had the people necessary to run this program, they lacked educational resources to aid these awareness sessions. Altice Foundation runs the “Comunicar em Segurança” program since 2008 developing across the years' many resources regarding online safety topics. However, this program didn't have enough people to cover all the requests for awareness sessions across the country. PSP partnership with Altice Foundation, allowed both parties to collaborate with the exchange of resources and the human capital to allow the development of effective awareness sessions throughout the country and even participate in the Security Child Fair in Azores.

PT SIC participated at the 7<sup>th</sup> Child Safety Fair of Ribeira Grande - Azores, in direct cooperation with ALTICE FOUNDATION and organized by the Law Enforcement Agency (PSP) promoting short sessions of online security for children. Animations, children's games and lessons plans for teachers were made available on the website:

[https://fundacao.telecom.pt/ContentManager\\_Content/ContentDetail.aspx?ContentId=768&ContentTypeOrder=1](https://fundacao.telecom.pt/ContentManager_Content/ContentDetail.aspx?ContentId=768&ContentTypeOrder=1)



### 6.2.8. DECO Nettetalks – Net Viva e Segura

Following the partnership with the Consumer Defense Association (DECO), a member of PT SIC Advisory Board members, CIS|FCT collaborated in the realization of DECO NETTtalks – Net Viva e Segura During 2019.

These TEDx awareness sessions integrated a stand-up sequence, a panel of experts moderated by a journalist and a group of young





people invited to stage to ask several questions regarding eSafety directing them to the panelists. CIS|FCT was present in 3 sessions (Viseu, Lisboa e Futurália), reaching more than 600 students.

#### 6.2.9. European Water Safety Week 2019 Campaign

PT SIC, through SeguraNet and CIS | FCT awareness Centres, joined the European Water Safety Week 2019 campaign, which took place between 21 and 27 June. This campaign is an initiative



of the MiudosSegurosNa.Net Project and is certified and supported by Neptune Serenity - Drowning Prevention Association, also receiving the support of the National Confederation of Parents' Associations and the Child Support Institute.

The messages of this campaign were:

“This summer, on the beach, in the river or in the pool, put down your mobile phone, lift up your head and watch your children” and “This

summer, on the beach, in the river or in the pool, ignore your mobile phone. Don't ignore your child”.

Advertising spots are available at:

- Spot 1:

<https://soundcloud.com/tito-de-morais/sets/campanha-de-prevencao-do-afogamento-infantil-spot-1>

- Spot 2:

<https://soundcloud.com/tito-de-morais/campanha-de-prevencao-do-afogamento-infantil-spot2?fbclid=IwAR1kJ9a4Y9niHtK8Xwra92-rArEy8q0VcgUzO98hINFZH-eJOjknQPXJ50w>

This campaign was publicised again during National Drowning Prevention Week 2019, which took place between the 21 and 27 July.

#### 6.2.10. Cybersecurity Month and Anti-Bullying Month

To mark European Cybersecurity Month and Anti-Bullying Month, various Facebook Live broadcasts took place during the month of October. These sessions were arranged by Sónia Seixas, Luís Fernandes and Tito de Morais, authors of the book *Cyberbullying - Um Guia Para Pais e Educadores* (“Cyberbullying - A Guide for Parents and Educators”). These specialists also collaborated in the MOOC “Bullying and Cyberbullying: Prevention & Action”, promoted by the DGE.

During the live broadcasts, which will be held on a regular basis and will feature various guests from different countries (Portugal, Brazil, Canada, France, the United States and the United Kingdom), topics related to cyberbullying were addressed.



The sessions were conducted in Portuguese or in English, depending on the guest. Information available at: <https://www.facebook.com/cyberbullying.pt/videos>

### 6.2.11. Lisbon Games Week Participation

From 21 to 24 November PT SIC through IPDJ was present at Lisbon Games Week, the biggest event of videogames, gaming, gamification, e-sports and educational games in Portugal.

In our stand young people, as well as teachers and parents, could:

- participate in the 'Play for the Environment' quiz, and find out if they contribute to a greener Internet,
- know how to be safer on the net,
- reflect on the reality of cybercrime in Portugal,
- know our Helpline and Hotline, how to report and/or get help.
- receive information, materials and much +.

To the quiz, we had a total of 272 answers and many opportunities to discuss with visitors the environmental impact of the internet, an issue that was new for most of them.

We had the participation of APAV, also a member of PT SIC, with the exhibition “The weapons of 21st century” which aim to make people aware of the dimension of cybercrime in Portugal and how they can protect themselves and help others.





### 6.2.12. Awareness-raising sessions for young people on games, online safety, health and risk prevention

As part of the Educational Service of this year's Lisbon Games Week, awareness-raising sessions for school-age youngsters were held on the 21st and 22nd, entitled "Playing with the Network".

In these initiatives, discussions were held covering issues related to games, health and well-being, as well as online safety and risk prevention. Its target audience consisted of students from the 8th year of schooling.

This initiative, promoted by the Division of Intervention in Addictive Behaviours and Dependencies of the Regional Health Administration of Lisbon and Vale do Tejo (ARSLVT/DICAD), receives the support of the Educational Resources and Technologies Team of the DGE(DGE/ERTE), partner of the Educational Service of Lisbon Games Week.

The sessions took place in the Loading Zone Auditorium, Pavilion 1 of the Lisbon International Fair (FIL).

## 6.3. NATIONAL CONFERENCES & SEMINARES

### 6.3.1. Pilot project on Media Literacy (January 2019)

The date of 26 January 2019 marked the beginning of a pilot project on Media Literacy, an initiative that aims to train teachers to develop activities in this area.

Groundbreaking in its modus operandi, this project has the particular feature of having journalists and academic specialists in the field of journalism involved in the training of teachers, with the aim of contributing to the development of students' critical thinking, in particular with regard to critical and autonomous reading skills and



information analysis. The trainers involved were nationally renowned journalists: Manuel Pinto/Daniel Catalão, João Figueira/Miguel Midões, António Granado/Sofia Branco, Miguel Crespo/Paulo Barriga, Vitor Tomé/Isabel Nery.

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### 6.3.2. EU KIDS ONLINE CONFERENCE - Portuguese children and young people in the digital context (February 2019)



On the 28th February EU Kids Online organized a Conference in Lisbon. The conference “Children and Youngsters in the digital context”, promoted by PhD Cristina Ponte, Portuguese researcher of the Faculdade de Ciências Sociais e Humanas and EUKidsOnline Portuguese representative, presented the conclusions of the last EUKidsOnline Survey regarding Portugal data. PT SIC representatives took part in this conference as speakers and were also invited to participate in a brief interview on radio,

commenting on its conclusions.

A particular highlight was the presence of Catarina Oliveira, a Digital Leader, on the panel “Family, school, peer mediation”. More than 100 participants attended the Conference. General presentation of the study and Programme registration available at:

<http://fabricadesites.fcsh.unl.pt/eukidsonline/conferencia/>

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### 6.3.3. Alto Minho Digital Minds 2019 (March 2019)

From 29 to 31 March, at the Exhibition Centre in Arco de Valdevez, “ALTOMINHO DIGITAL MINDS 2019” took place. One component of this event was directly geared towards young people and involved direct contact with their idols (from YouTube, Facebook, Instagram and the world of Gaming), while another was for educators and specialists (teachers, sociologists, psychologists, scientists and businesspeople connected to digital marketing). Not only were schools, digital technology companies and local partners involved, but also the Ministry of Education, through the Secretary of State and the DGE.

An exhibition featuring companies linked to augmented reality, the creation of Learning Laboratories and new technologies also took centre stage. Schools that promote Robotics Clubs were also present to share their experiences.

Primary and Secondary Education students were challenged to learn about digital tools for the creation and development of digital content applied to video games or the production of educational, informative or commercial videos. There was also an area promoting contact with specialists in communication and digital marketing that will help young people to express all their creativity and inspiration.

Schools were able to make study visits to the event by registering in advance on the website.

The DGE was present through a representative of the Secretary of State, Dr. João Costa, and also at the exhibition of innovative school projects, where initiatives from the SeguraNet Awareness Centre, Robotics Clubs, eTwinning and others were publicised.

SeguraNet talked to the Youtubers present (Sir Kazzio, Angie Sousa, Caíque Pereira, MathGurl, Núria Velez and Paulo Sousa, among others), where the importance was highlighted of being an influencer who encourages responsibility and critical thinking in the Digital World. An awareness campaign was carried out on the SeguraNet project channels with the aforementioned Youtubers.

See the programme and further information at: <http://minhodigitalminds.pt/>



#### 6.3.4. Empower Future Digital Consumers Conference (April 2019)

On the 29<sup>th</sup> April, Centro de Congressos do Estoril hosted the Empower Future Digital Consumers Conference, aiming to place consumers at the heart of the digital world, bringing together diverse perspectives on the digital world



and the needs of consumers. This event was organized by DECO, DECOJovem, Google, MUDA, PSP and approximately 80 participants were present.

#### 6.3.5. V Literacy, Media, Citizenship Congress (May 2019)

The DGE and CIS | cooperated as a partner in this congress, the target audience of which was: Teachers; Students; Librarians; Journalists and other media professionals; Researchers; Organisations representing parents and guardians; Policymakers in the fields of communication and education; Entertainers and cultural operators; All those concerned about the present and future citizenship. In this congress, training was launched in the MOOC “Bullying and Cyberbullying: Prevention and Action”, arranged by the SeguraNet Awareness Centre.

This congress is an initiative organised by the Informal Group on Media Literacy (GILM), which consists of the National Education Council, the UNESCO National Committee, the Directorate-General for Education, the Directorate-General for Books, Archives and Libraries, the Media Regulator, the Foundation for Science and Technology, the National Reading Plan 2027, Radio and Television of Portugal, the School Libraries Network, the General Secretariat of the Presidency of the Council of Ministers, the University of Minho – Centre for Studies in

Communication and Society, and also by two individuals: Maria Emília Brederode Santos and Maria Teresa Calçada.

The Scientific-Pedagogical Council for Continuing Education (CCPFC) accredited the V Congress 'Literacy, Media and Citizenship' under the format TRAINING COURSE (12h). The accreditation is valid for Educators and Teachers of Primary and Secondary Education (of all teaching groups) and as a relevant continuous training course for library teachers.



#### 6.3.6. VII Jornadas Transfronteiriças sobre a Família (May 2019)

PT SIC through CIS | FCT participated as a speaker in the Conference “VII Jornadas Transfronteiriças sobre a Família” organized by EAPN Portugal/Rede Europeia Anti-Pobreza - Núcleo Distrital de Portalegre, that took place in the Centro de Artes e Espectáculos de Portalegre, in Portalegre.



The Conference aimed to promote a reflexive debate on the role, importance, and demands of the Family in new contexts, and in that regard, CIS | FCT contributed with a presentation about the consequences of overuse of the Internet among young people. Around 60 participants were present.

#### 6.3.7. 4th National Meeting on education for the Media (May 2019)

The 4th National Meeting on Education for the Media took place on 10 May at the Auditorium of the Cerco Schools Group, in Porto. As part of the Initiative 7 Days with the Media, and following on from the meetings held in previous years, this year's event, under the theme “A question of intelligences”, included in its programme the plenary conference “A Question of Intelligence: artificial, emotional?”, a panel for sharing experiences, and various media workshops.

This 4th National Meeting on Education for the Media was accredited as a short-term training session for early childhood educators and primary and secondary education teachers. It is the result of a joint initiative by the Directorate-General for Education, the National Reading Plan 2027, the School Libraries Network, the Union of Journalists and RTP – ZigZag and Radio ZigZag.



It should be noted that, in this edition, the Initiative 7 Days with the Media assumes particular relevance, starting work with the V Literacy, Media and Citizenship Congress, organised by the Informal Group on Media Literacy (GILM), and ending with the 4th National Meeting on Education for the Media. Around 80 participants were present.



#### 6.3.8. eSafety Label Meeting (May 2019)



The DGE, through the Educational Technologies and Resources Team, organised this event to publicise the eSafety Label project, as partner of the European Schoolnet eSafety Label+ consortium. This event took place on 22 May 2019, at the Amato Lusitano School Group (main school), in Castelo Branco.

The meeting, aimed at schools, has as its target audience the Directors of the School Groups/non-grouped schools, as well as the respective IT teachers. The purpose of the event was to contribute towards promoting a safe environment and secure access to digital technologies, as part of the teaching and learning experience.

The intention was to publicise a project that allows schools to evaluate their infrastructures, policies and digital safety practices, in accordance with national and international standards.

### 6.3.9. C-DAYS, Porto (June 2019)

CIS | FCT was invited to be present at the C-Days 2019, the 5th edition of this international cybersecurity conference that this year intended to strengthen the bonds of trust and knowledge of the community involved, in order to enrich the knowledge regarding the contents of the themes that were presented and discussed in the four rooms of the event.

The conference organized by the Centro Nacional de Cibersegurança (CNCS) targeted the entire cybersecurity community, with a special focus on entities that operate or exercise functions using ICT, but also teachers and students from the university and professional higher education institutions.

The Cybersecurity Conference, C-DAYS 2019, took place on 26 and 27 June, at the Porto Customs Conference Centre and DGE was represented by Lígia Azevedo in the debate session “Education



and Qualification in Cybersecurity”, moderated by Professor Rui Pedro Lourenço, from the INCoDe.2030 Programme. It should be noted that the DGE is a member of the working group, responsible for the National Cyberspace Security Strategy, and the initiatives established and developed under the action plan of that strategy were reported on at this meeting. A total of 900 participants attended.

Conference information at: <https://www.c-days.cncs.gov.pt/>

### 6.3.10. III Meeting of Innovative Teachers with ICT – Bragança (June 2019)

On 14 and 15 June 2019, the III Meeting of Innovative Teachers with ICT was held in the auditorium of the College of Education of the Polytechnic Institute of Bragança.

Aimed at educators and teachers from preschool to secondary education, this meeting aims to:

- Discuss educational practice with ICT;
- Reflect on the educational potential of emerging information and communication technologies;
- Share educational projects and materials;
- Reflect on the skills profile of the innovative teacher with ICT;
- Discuss ways to innovate with ICT in the context of school learning.





The DGE was in attendance, a particular highlight being the Education for the Media workshop. Further information may be found at: <http://www.epitic.ipb.pt/>

#### 6.3.11. “hAPPy Families seminar: The use of technologies by children, young people and families” (June 2019)

The 2nd Seminar entitled “hAPPy Families: The use of technologies by children, young people and families”, organised by the CRC-W, took place on 25 June at the Portuguese Catholic University. At this meeting, the 3rd phase of the project “hAPPy kids, safe and beneficial applications for happy children, stakeholder opinions” was presented.



The Directorate-General for Education, in addition to having participated in this research, also participated in the discussion of its findings.

Guidelines for developing applications that are safe and beneficial for children are available from the viewpoints of the various target audiences: hAPPy kids, safe and beneficial applications for happy children: parents’ viewpoints  
hAPPy kids, safe and beneficial applications for happy children: families’ viewpoints  
hAPPy kids, safe and beneficial applications for happy children: stakeholders’ viewpoints

#### 6.3.12. TIC@Portugal’19 (July 2019)

The 7th edition of the TIC@Portugal’19 meeting took place on 5 July, in an initiative of the EDUCOM - APTE Association, through its ICT Centre of Competence and its Teacher Training Centre.



This event, which aims to foster debate and reflection on the use of Information and Communication

Technologies, aims to give a voice not only to experts in the field but also to teachers and educators involved in the ICT teaching and learning process.

As in previous years, the meeting has a national and decentralised character, with the collaboration of several ICT Centres of Competence belonging to the DGE which form part of and complement this EDUCOM initiative with local sessions and those held by videoconference.

Against this background, TIC@Portugal’19 organises both its own sessions at each location (Aveiro (Vale de Cambra), Braga, Bragança, Coimbra, Évora, Faro, Monte de Caparica, Santarém and Setúbal), as well as sessions shared by videoconference, in which all the participants are gathered in a vast “virtual auditorium” and have the opportunity to debate and reflect on the theme Digital Environments that Enhance Learning.

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### 6.3.13. IV Meeting on Innovative Teaching Methods SUPERTABi 2019 (September 2019)



The IV Meeting on Innovative Teaching Methods SUPERTABi 2019 took place in Maia, on 4 and 5 September 2019. It was attended by various guests and specialists. The DGE was in attendance, and the Digital Citizenship workshop was a particular highlight. The meeting brought together

around 900 teachers from the above municipality.

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### 6.3.14. Festa do Avante (September 2019)

In September 2019, in collaboration with the Ministry of Health, the PT SIC, through CIS | FCT participated in a round table on addictive behaviors on the topic "Game and screen – Interaction and hazards".



Several questions related to online gaming were explored, from their contextualisation, parents' concerns, characterisation of the various types of video games and potentialities and risks associated with gaming.

In order not to demonise this activity, the advantages of video games were mentioned. The real benefits of gaming only arise when the activity is balanced, and when the player does not neglect other equally important areas of life.

For parents attending the initiative, a set of tips was presented to help them deal with the online gaming activity of their children.

Some positive aspects of the evaluation carried out by the organiser were highlighted, from the project, operation, debates and contents of the exhibition, for which the Portuguese SIC made its resources on online gaming available.

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### 6.3.15. National Literacy Meeting for Media and Journalism (September 2019)

The National Literacy Meeting for Media and Journalism took place on 16 September 2019, in Auditorium 3 of the Calouste Gulbenkian Foundation in Lisbon.

This meeting is the culmination of the pilot project, at the national level, of Literacy for the Media, implemented from January to April 2019 and which resulted from a partnership between the Directorate-General for Education, the Union of Journalists and the Authorised Training Centre for Journalists (Cenjor), with the patronage of the President of the Republic.



Media, implemented from January to April 2019 and which resulted from a partnership between the Directorate-General for Education, the Union of Journalists and the Authorised Training Centre for Journalists (Cenjor), with the patronage of the

The project had the particular feature of having journalists and academic specialists in the field of journalism involved in the training of teachers, with the aim of contributing to different areas of Media literacy – the development of students’ critical thinking, in particular with regard to critical and autonomous reading skills and information analysis and, consequently, Democratic Citizenship skills.

This represents yet another significant opportunity for schools, teachers, students, specialists and other partners to disseminate practices, reflect on the steps already taken and plan the work to be carried out. Its target audience consists of teachers and students from different levels of education who are involved or interested in the topic.

The Programme may be consulted at:

[https://www.dge.mec.pt/sites/default/files/Noticias\\_Fotos/programa\\_encontrojornalistas\\_16set2019.pdf](https://www.dge.mec.pt/sites/default/files/Noticias_Fotos/programa_encontrojornalistas_16set2019.pdf)

#### 6.3.16. GeraZao – facebook (September 2019)



On 17 September, at Belém Cultural Centre, the educational programme GeraZão was launched, which is under the responsibility of Facebook. It was attended by José Vítor Pedroso and Lígia Azevedo from DGE and Ana Neves from CIS | FCT.

This educational programme, on Internet security, aims to raise awareness among young people of the importance of safe browsing, so that they can make the best possible use of the Internet. GeraZao also provides a set of resources for young people, as well as parents and educators, which includes interactive online material, educational games and videos: <https://www.gerazao.org/>

#### 6.3.17. II Fórum de Segurança Digital: Informar, Prevenir e Proteger, Ribeira Grande (October 2019)

In October 2019, Secondary School of Ribeira Grande and Azores Law Enforcement organized with the collaboration of some of the PT SIC partners, namely, CIS |FCT and Altice Foundation two initiatives about education and digital citizenship, targeting young people and teachers.

The best strategy is to inform, to make known, to reflect with children and young people on the advantages and dangers of the Internet, how to use it more safely and consciously and to know how to act if they are placed in potentially dangerous situations.



Aimed to raise awareness, develop strategies to minimize risks, implement good practices and increase safer navigation online for the community of users, during these sessions' issues such as Passwords Security, Sexting, Cyberbullying, Internet of Things / Toys and Digital Literacy and the excessive use of the Internet were addressed by the speakers.

More information available in: <https://www.cm-ribeiragrande.pt/alexandre-gaudencio-presente-na-abertura-do-ii-forum-de-seguranca-digital>

#### 6.3.18. Facebook Live Series of Cyberbullying.pt – Sessions on Hate Speech (November 2019)

PT SIC through IPDJ participated in one of a series of Facebook Live's dedicated to topics related to cyberbullying organized by the initiative cyberbullying.pt - <https://www.facebook.com/cyberbullying.pt/videos>. The topic was The No Hate Speech Movement and Counter and Alternative Narratives.



#### 6.3.19. National Digital Citizenship Meeting (November 2019)

On November 29, the DGE, under the auspices of the SeguraNet Awareness Centre, promoted the National Digital Citizenship Meeting at the Eça de Queirós Schools Group, in Lisbon.

During the meeting, plenary sessions were held with experts who addressed topics such as Bullying and Cyberbullying, Combating Hate Speech, Growing and Learning in the Digital Age. The programme also included a panel consisting of young people, a panel consisting of best practices from schools, and an awards ceremony to honor schools that participated in the Digital Citizenship initiatives.



The School Radio and Television, EçaTV, from the Eça de Queirós Secondary School, also participated in the meeting. The meeting was presented by the Digital Leaders Bernardo and Francisco, from Colégio Vasco da Gama. The meeting was also broadcast live. A total of 200 participants attended.



Further information is available on the meeting page: <https://www.seguranet.pt/pt/encontro-nacional-de-cidadania-digital>

### 6.3.20. 2nd Conference of the Permanent Forum for digital Skills (December 2019)



On 12 December, the 2nd Conference of the Permanent Forum for Digital Skills took place at Lisbon Congress Centre.

The event was attended by different entities and featured projects associated with the five fronts (Inclusion, Education, Qualification, Specialisation and Research), which make up the INCoDe.2030 Programme (<http://www.incode2030.gov.pt/>) - National Digital Skills Initiative.

The Education front was presented through a panel moderated by the Minister of Education, Tiago Brandão Rodrigues, entitled “Development of Digital Skills in Portuguese Schools”. Students from the following schools participated on this panel: Porto de Mós School Centre Early Childhood Centre; Marinhas do Sal Primary School, Rio Maior; S. Gonçalo Primary School, Torres Vedras; Quinta do Marquês Secondary School, Oeiras and Almada Vocational School.

In the area of exhibitions, 16 schools from different parts of the country were also present, who shared their projects and experiences, many of them associated with the area of

coordinating the curriculum with programming and robotics. The SeguraNet Awareness Centre was present at this exhibition.

The schools were visited by the Minister of Education, who talked and interacted with all those present.

### 6.3.21. Net Viva & Segura, Preparing the Future - A contribution towards digital literacy (December 2019)

Promoted by DecoJovem, the Net Viva & Segura event took place on 16 December at the Portuguese Communications Foundation, in Lisbon.

During the meeting, which was attended by various organisations, the Net Viva & Segura2 video challenge prizes were awarded to the winning schools, in the different categories.



The Director-General of Education, José Vítor Pedrosa, was one of the participants in the Digital Inclusion and Education for All panel, where he spoke about the importance

of digital literacy, as well as the need for platforms to establish increasingly strict privacy options.

In the end, and after the intervention of the Secretary of State for Commerce, Services and Consumer Protection, João Torres, the representative of DECO, Fernanda Santos, announced the activities to be carried out under the Net Viva & Segura Roadshow, which will visit all districts, including the autonomous regions.



## 7. INTERNATIONAL COOPERATION

### 7.1. DEVELOPING A STRONG NETWORK OF PARTNERS

During 2019, PT SIC collaborated with several international partners to raise awareness through different forms. Below follows the highlights of these partnerships.

#### 7.1.1. Portuguese-Speaking Countries Community – Biennial of young Creators - Workshop (Luanda, Angola, July 2019)

As part of the IX Biennial Programme of Young Creators of the Portuguese-Speaking Countries Community, the Portuguese SIC, through the Portuguese Institute of Sport and Youth, P.I. (IPDJ) and Fundação para a Ciência e a Tecnologia, P.I. (FCT), held the "Digital Literacy and Global Citizenship" Workshop, on Thursday, 25 and Friday, 26 July 2019, in Luanda, Angola.

The Portuguese-Speaking Countries Community (CPLP), namely Angola, Brazil, Cape Verde, East Timor, Guinea-Bissau, Mozambique, Portugal and Sao Tome and Principe, have met in Angola for the IX Biennial Programme of Young Creators and the Conference of Ministers for Youth and Sports of the CPLP. The main purpose of this meeting is to gather information and analyse the status quo of the actions to be implemented in each country regarding youth and sports.

Across the programmed activities of these two days, IPDJ proposed to hold a workshop – led by the Portuguese SIC – to raise awareness of digital literacy and digital citizenship, and more specifically digital information and communication, online human rights, hate speech, data protection, fake news and cyberbullying.

The workshop used a set of non-formal education methodologies, based on participants' experiences and knowledge. During one and a half-day, they debated several topics and learned about specific concepts such as stereotypes and prejudice, hate speech, privacy, cyberbullying, filter bubble, echo chamber and cyclic journalism. This initiative gathered around 75 participants, which evaluated it in a very positive way.

Angolan Ministry representatives have shown high interest in developing awareness actions such as the ones carried out by the Portuguese SIC, and both parties are discussing how to make this more concrete. Given the positive feedback it received, this initiative is likely to be replicated in other Portuguese-speaking countries.





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### 7.1.2. Human Rights Day Campaign (December 2019)

“Human Rights Day” is marked by the international community on 10 December, to commemorate the date of the adoption, in 1948, of the Universal Declaration of Human Rights (UDHR), by the United Nations Assembly.



The date 10 December is also “National Human Rights Day”, instituted by the Assembly of the Republic (Resolution 69/98, of 22 December).

This year, “Human Rights Day” is based on the “Stand Up for Human Rights” Campaign, which aims to celebrate the potential of young people as agents for change, amplifying their voices and involving a wide range of global audiences in the promotion and

protection of human rights.

The campaign, led by the United Nations Office of the High Commissioner for Human Rights (OHCHR), is designed to encourage, enthuse and demonstrate how young people around the world defend human rights and stand up against phenomena such as racism, hate speech, bullying, discrimination and climate change. The campaign for Rights Day was publicised on the Channels of the DGE and the Ministry of Education.

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### 7.1.3. ERYICA- European Youth Information and Counselling Agency

As a member of the European Youth Information and Counseling Agency (ERYICA), IPDJ promoted and participated in two main activities in the field of digital information and communication during 2019, namely:

- a) II Meeting - ERYICA | Iberian-Islandic Group

This meeting, organized by IPDJ and ERYICA, took place in Évora from 29 to 31 October.

The event was organised as part of the regular activities within the ERYICA network and was attended by about 35 youth Information workers youth workers and young volunteers from Portugal, Spain and Andorra.

Subjects discussed:

- information and youth participation,
- quality parameters in digital youth information
- new challenges for info online
- online ethics and digital literacy
- social media: fake news, hate speech.

Fake news working group is developing an Iberian campaign on this theme which will be promoted throughout 2020 and IPDJ will be part of it.

- b) IPDJ participated with four youth workers in ERYICA's «eParticipation Academy Training» supported by the Erasmus + Program

The activity took place from 4 to 7 June last in Skopje, Republic of Northern Macedonia.

Designed for Youth information workers, and youth workers, representatives from Germany, Austria, Luxembourg, Spain, Portugal, Lithuania and the Republic of Northern Macedonia attended this activity. The aim was to enable the trainees to:

- assimilate the importance of eParticipation in the information work for young people;
- Integrate eParticipation activities into current work;
- experience current management simulations of eParticipation projects.



## 7.2. INTERNATIONAL/ EUROPEAN CONFERENCES & SEMINARS

Across 2019, PT SIC participated in several International and European Conferences & Seminars. Some of these are a result of the already established partnerships and commitments assured by PT SIC, namely:

- Insafe Steering Committee meeting, Herakhlion, Crete, 14th June, 2019;
- Insafe Steering Committee meeting, Ljubljana, Slovenia, 25th October, 2019;
- eSafety Label Final Conference – Safer Schools, confident teachers, happier pupils, November, 20<sup>th</sup>, 2019;
- Safer Internet Forum 2019, Brussels, November 21st, 2019;
- EC Consultation meeting, Brussels, November 22nd, 2019.

However, some other meetings result from newly formed partnerships and goals for the consortium and thus, are highlighted below.

### 7.2.1. INSAFE Cooperation through training meetings

The training meetings promoted by Insafe intend to bring together all the SICs in the share of best practices between Awareness Centres and Helplines. During the reporting period, 2 meetings were held across Europe: Heraklion, Crete (12-13 June 2019), Ljubljana, Slovenia (23-24 October 2019)

During these Training Meetings several workshops were held, covering different topics such as Gaming and screen time; Vulnerable groups; Vulnerable users: breakout sessions - SELMA session or the LGBTQI+ session; Emerging technologies: AI – what is it and why does it matter?; Parallel sessions: Fake shops and personal Pricing/ Using AI for age verification/ Using AI to support learning: Education in an artificially intelligent world; Update from industry: YouTube; BIK platform; Update from industry: TikTok; Parenting for a digital future.

A new methodology was also used to promote best practice sharing – Open Space Technology. In this methodology, the peers are invited to create discussing tables to debate whatever topic they understand it is relevant. Participants are free to create and/or join the tables they consider most adequate to their line of work. Besides the Open Space Technology were also held collaborative working sessions for Awareness centres and Helplines . Once again, the SICs were invited to choose the best resource in the Resource Competition that allows peers from the network to participate and give their feedback on how to adapt and enhance the winning tool.



#### 7.2.2. High-Level Conference of the European Media Literacy Week (March 2019)



CIS|FCT participate in the High-level Conference of the European Media Literacy Week, that took place in Brussels in March 2019, the main public event at EU level during the European Media Literacy Week. It was hosted by the Commissioner for Digital Economy and Society, Mariya Gabriel and brought together experts from the public and private sector from across the EU to debate the

topic. Participants discussed the role of public authorities and different stakeholders in promoting media literacy. Moreover, best practices in media literacy across the EU were presented. In addition, panellists exchanged on innovation in the media sector and the role of quality media content.

The goal of the European Media Literacy Week is to raise awareness of the importance of media literacy across the EU and to highlight different existing initiatives, in particular those at regional and national level. A high level of media literacy is a key factor to enable citizens to make



informed decisions in the digital age. In this light, media literacy is a pre-requisite for a vibrant, modern democracy.

### 7.2.3. EuroDIG (June 2019)

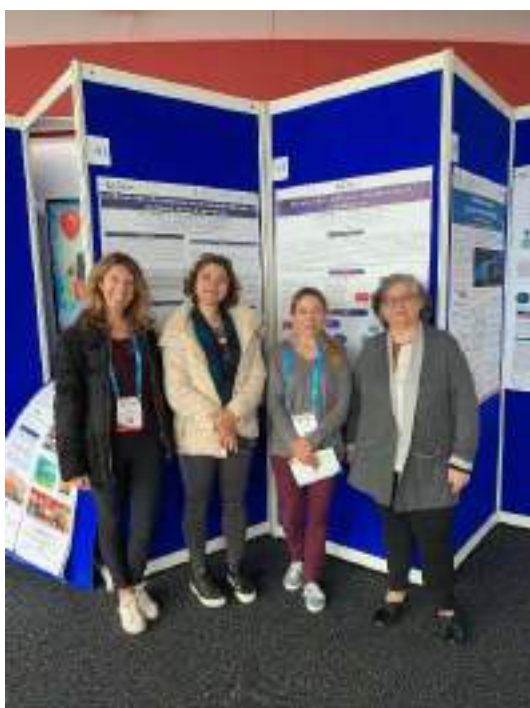
In June 2019, in The Hague, Netherlands, PT SIC, through CIS | FCT was invited to participate in the EuroDIG 2019 workshop "Transforming skills to meet innovation challenges".

The session was organised by Olga Kyryliuk and Oliana Sula. It was presented in an innovative format, called "fishbowl", that allowed speakers and participants to jump into the discussion whenever they wished to.



PT SIC's contribution to this workshop consisted of a presentation of the "Portuguese National Programme: INCoDe.2030", an integrated public policy initiative to enhance digital competences. Further information available at: <https://www.eurodig.org/index.php?id=801>

### 7.2.4. World Anti-Bullying Forum (June 2019)



The aim of this international and multidisciplinary forum is to broaden our understanding of bullying, harassment, discrimination, ostracism and other forms of degrading treatment and violence among children and youth. The forum will encourage this by sharing knowledge and exploring new perspectives and acknowledging that bullying and other forms of inhumane or degrading treatment have to be understood as a complex interplay between individual, interpersonal and contextual factors.

The forum invites perspectives from different disciplines and areas such as (but not limited to) psychology, social psychology, sociology, social anthropology, education, gender studies, social work, health sciences, childhood studies, political science, philosophy, and criminology. The intention of the forum was to create multidisciplinary and cross-level dialogues, panels and meetings to improve the understanding of bullying and the work to stop and prevent it. The forum in 2019 also emphasized the importance of cross-

cultural and cross-national dialogues and the sharing of knowledge and experiences to reach an even more thorough understanding of the complexity of bullying.

The Portuguese delegation that participated in the World Anti-Bullying Forum 2019 consisted of specialists from the Directorate-General for Education, the ISCTE-IUL and the University of Lisbon.

Further information available at: <https://wabf2019.com/>

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#### 7.2.5. 13<sup>TH</sup> Conference | Keeping Children & Young People Safe Online (September 2019)

CIS|FCT was present in Warsaw in September 2018, to participate as a speaker in the 13th International Conference “Keeping Children & Young People Safe Online”. In this Conference, CIS|FCT discussed the topic of "Digital Inclusion and Literacy for All", showing the importance of creating a more resilient society with new digital competences that are actually constantly changing and evolving. The concept of digital competences was stressed out as a concept that includes the notion of digital literacy, meaning the ability to access digital media and ICT, to understand and critically access contents and to communicate effectively.



The Portuguese SIC focuses on producing inventive, educational and appropriate tools, resources and campaigns to engage and motivate all the community for their own online safety. In that sense, PT SIC presented a best practice resource that has been designed in a universal perspective with the goal of reaching all pupils, meaning that to have quality resources, it is necessary to work for and with the target group. The aim is to build resources with this universal perspective frame of mind from the beginning and not when they are finished.

During the presentation, CIS|FCT also brought some insights regarding what tools and methodologies can be used to ease the path of raising awareness towards all community. Further information available at: <https://www.saferinternet.pl/konferencja/13th-international-conference.html?setlng=en>

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#### 7.2.6. Global Media and Information Literacy (MIL) Week Feature Conference (September 2019)

Following the partnership of CIS | FCT with the National Commission of UNESCO, CIS| FCT was invited to participate in The Global MIL Week 2019 Feature Conference, held from 24 to 25 September 2019 in Gothenburg, Sweden, under the same theme as Global MIL Week 2019 - “MIL Citizens: Informed, Engaged, Empowered”.

The Feature Conference was followed by the Global MIL Week 2019 Youth Agenda Forum, an event designed by and for youth. These two Feature Events were co-hosted by the County Council Region Västra Götaland and the University of Gothenburg.

What is a global MIL week? Global MIL Week is a major occasion for stakeholders around the



world to review and celebrate the progress achieved towards “MIL for all”. It is a cap and aggregator for MIL-related events and actions across the world leading up to this week.

Together with its Feature Events, Global MIL Week promotes MIL connections and policies across countries, stakeholders, development issues, disciplines, and professions. Global MIL Week and its Feature Events are for everyone – civil society, local government officials, policymakers, academics, and other city actors alike.

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#### 7.2.7. SELMA final conference: "Drive change, hack online hate" (October 2019)



PT SIC, through SeguraNet participated at SELMA final conference: "Drive change, hack online hate", 10 October 2019, in Brussels. The “Drive change, hack online hate” conference was a collaborative event open to everyone interested in hacking online hate. Based on the experiences of the SELMA project, stakeholders discussed how to tackle the problem of

online hate speech through education and how to empower young people to become agents of change. Moreover, participants had the opportunity to actively engage in a variety of workshops that ranged from discussions on how to react to “real world” dilemmas related to online hate, to designing your own awareness activities.

Further information available at: <https://hackinghate.eu/get-involved/selma-final-conference/>

### 7.2.8. Participation of Portuguese young people in the Safe Internet Forum (November 2019)

From Online Violence to Digital Respect was the theme of the Safer Internet Forum (SIF) 2019, held in Brussels on 21.11.2019, which was marked by the active participation of Joana Martins



and Maria Matos, students from the Mira Schools Group and the Ílhavo Schools Group, respectively.

This year's event focused on the theme of the different forms of online violence, as well as the importance of adopting an attitude of respect in a digital environment. The choice of these themes was in line with the #DigitalRespect4Her campaign, launched by the European Commission in early 2019, which aims to raise

awareness among citizens about the need to eliminate the situations of gender violence experienced by girls and women.

Every year, the SIF brings together, among others, young people, parents, teachers, policymakers and technology experts who seek to establish a European strategy, so that, in particular, children and young people can enjoy the Internet in safety.

Further information available at: <https://www.betterinternetforkids.eu/web/portal/policy/safer-internet-forum>

### 7.2.9. Final Conference of the Digital Safety Seal (eSafety Label+)(November2019)



The Final Conference of the Digital Safety Seal (eSafety Label+) took place on 20 November in Brussels, under the theme Safer schools, confident teachers, happier pupils.

In addition to different individuals linked to Digital Safety, the event was attended by the teacher, Carla Soares, Digital Security Seal Ambassador, who organised an information session and presented examples of safe practices, implemented at the school where she teaches (Colégio Sagrado Coração de Maria, Lisbon), Teresa Godinho, ERTE/DGE team leader and Luis Ferreira, national eSafety Label coordinator.



The Digital Safety Label is a European certification and school support service that aims to promote a safe and enriching environment and secure access to digital technologies, as part of the teaching and learning experience. Through this project, the DGE supports schools (students, parents, teachers and staff) so that they may deal with all aspects related to digital safety.

It should be noted that the eSafety Label+ project develops a set of resources related to the areas of policy, practice and infrastructure that can and should be used in schools:

Further information available at:

[https://www.esafetylabel.eu/outputs-esafety\\_champions/champion\\_materials](https://www.esafetylabel.eu/outputs-esafety_champions/champion_materials)

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#### 7.2.10. IGF – Internet Governance Forum – Berlin (November 2019)



CIS | FCT participated as a speaker at the IGF pre-event named "[How is the digital age treating us? Opportunities and risks for people's wellbeing](#)". During this session, participants explored current trends and the growing range of threats to the global internet, such as online challenges, internet ethics, online disinformation, hate speech, human rights and security – and how to turn these into opportunities, making sure all

citizens are benefitting from a healthy digital environment.

The IGF is a platform that brings various stakeholder groups to the table to discuss public policy issues relating to the internet, to exchange information and to share good practices. It was established in 2006 by the Secretary-General of the United Nations (UN). The [Fourteenth Annual Meeting of the Internet Governance Forum \(IGF\)](#) was hosted by the Government of Germany in Berlin from 25 to 29 November 2019 under the overarching theme: One World. One Net. One Vision.

Further information available at: <https://www.igf2019.berlin/IGF/Navigation/EN/Home/home.html>



## 8. PT SIC OPERATIONAL LINES

### 8.1. LINHA INTERNET SEGURA (HOTLINE AND HELPLINE)

1. With the ongoing aim and concern of reaching victims of all crimes through diverse means, APAV became part of the Safer Internet Centre on January 2nd 2019, taking over the Operational Management of the Safer Internet Helpline (LIS), in both Helpline and Hotline dimensions. In this sense and from that period onwards, the Sistem of Integrated Support at a Distance (SIAD) started to include, besides the Victim Support Helpline (LAV) 116 006 (working days from 9h00 to 21h00) and the online support (Facebook Messenger®, Skype® video calls, Serviin – Video Interpretation Service of Portuguese Sign Language), the Safer Internet Helpline, which ensures two types of support: a reporting platform of online contents such as child pornography, apology to racism and apology to violence; a Support Helpline for Victims of Cybercrime (working days from 9h00 to 21h00).

The support provided by the Safer Internet Helpline to victims of cybercrime is carried out in strict cooperation with both APAV's 63 community-based services, namely the National Network of Victim Support Offices®, the Itinerant Support Offices, the Specialised Sub-networks, and with other relevant organisations.

APAV was also accepted as an associate member of INHOPE on the 30th of January 2019, after the technical visit of INHOPE's Executive Director, Denton Howard, which occurred on the 12th and 13th of November 2018. In order to ensure APAV's operation of the Hotline, both the LIS's Operational Manager and the Manager of the System of Integrated Support at a Distance received training dedicated to the categorisation of child sexual abuse content at INTERPOL's headquarters in Lyon, on the 17th of January 2019.

2. At an operational level, the Hotline started to operate on the 2nd of January 2019 in strict cooperation with the National Unit to Combat Cybercrime and Technologic Criminality (UNC3T) of the Judiciary Police, to which are sent all child sexual abuse contents received. Within the operational activity of the Safer Internet Helpline (LIS), APAV strengthened its cooperation with Facebook®, being now a trusted partner channel. Being part of the trusted partner channel, LIS is able to quickly send to Facebook's analysts all reports of contents endangering children and youngsters and contents related with hate speech that are available on Facebook®, Facebook Messenger® and Instagram®, leading to a rapid removal of those contents from the respective platforms.

LIS is currently formalising its cooperation with the Judiciary Police (PJ) for the work related with the Hotline and a draft version of the protocol was sent to the Board of PJ envisaging its validation and signature. Under the cooperation of LIS and PJ, a meeting was held on the 17th of June 2019 with the Coordinator of Criminal Investigation of the UNC3T, a Prosecutor of the 2nd section of the Lisbon's Department of Investigation and Penal Action and representatives of the Internet Service Providers, namely Vodafone, Altice and NOS. In this occasion, the Manager of LIS presented the functioning of the platform of analysis and report of child sexual abuse contents – named ICCAM – with the aim of presenting the worked carried out by the Portuguese

Hotline and to promote a close cooperation with these actors in order to ensure a swift removal of contents when they are hosted in Portugal.

3. One of APAV's strategic objectives for LIS is the merge of the two services, Hotline and Helpline, which is being publicised in an awareness raising campaign. APAV worked with the creative agency CARMEN Young Network in the rebranding of LIS and on the development of the awareness raising campaign. The Safe Internet Centre website, managed by FCT, will also be object of rebranding in 2020, and APAV is supporting with the update of the contents related with the themes of the Safer Internet Helpline and with the tailoring of the reporting mechanisms of LIS target group. With the launch of the Safe Internet Centre website, the current website for reporting of illegal contents (<https://linhaalerta.internetsegura.pt/>) will no longer exist. The awareness raising campaign was launched on the 20th of September and counted with a one week exhibition of the campaign materials at the "Carpintarias de São Lázaro", in Lisbon. The campaign was also launched in social media and TV and is ongoing.

4. The Procedures Manual of the System of Integrated Support at a Distance (SIAD) was updated to include the contents of LIS and how should the referral of cases be made. These contents were also included in SIAD's training and were already delivered in several training activities both to APAV's staff and volunteers and to other organisations, namely: "Webinar: Illegal Records and Pictures"; "Seminar on Risks of Online Relationships" and the "Webinar: Online Fraud". SIAD also delivered a pilot awareness raising session about Online Violence targeted to children and youngsters, being also an aim to train also the victims admitted in APAV's shelters.

5. In order to develop its work in partnership, SIAD participated in several meetings. With regard to meetings with INHOPE, LIS was present at two INHOPE training meetings, the first one in Berlin (between January 27th and February 1st), which coincided with the vote of acceptance of APAV as a member of the INHOPE Association. The second meeting took place in Dublin, between the 24th and 28th of June, where a presentation was made with the title "Preventing and Awareness: Synergies between Helplines and Hotlines – APAV's Integrated Approach". LIS was also present at two INSAFE training meetings the first one in Crete (between June 12th and 13th). The second meeting took place in Ljubljana from 23th to 24th October, where the Operational Manager of LIS made a presentation to the Helplines managers of the INSAFE network on the subject of "End to End Encryption and the benefits or challenges to the Helplines".

APAV is also enduring efforts to disseminate the Safer Internet Helpline by promoting several activities, such as: APAV's Porto Open Day; one webinar session to present LIS to APAV's staff and one webinar presentation to teachers of the Directorate-General for Education, APAV was also present in Leon, Spain on an event called Cybersecurity Bootcamp promoted by INCIBE, where the operational manager of LIS was invited to speak about the work of INHOPE Hotlines on the combat to CSAM. APAV was also present at a national event called Lisbon Games Week, an event that brings more than 60.000 people to LISBON's EXHIBITION AND CONGRESS CENTRE (FIL), where APAV displayed some materials from the awareness raising campaign to the public.

Partnerships were already established with industry partners from YouTube®, Facebook® and TikTok® namely by integrating their trusted flagger mechanisms.

From January to December 2019, Hotline and Helpline received 827 reports/calls. Within the Helpline, 102 cybercrimes were reported, ranging from fraud, identity theft, defamation/slander, phishing, sexting, sextortion to grooming, child online sexual abuse, non-consensual image and video sharing, amongst other. The Hotline receive 676 reports of child online sexual abuse, 24 reports of racial discrimination and 1 public incitement to crime. Almost 54% of the victims/users of both Helpline and Hotline were males, the majority between the ages of 11 and 17 years old.

The 2019 Statistics of the Safer Internet Helpline are available in the following link: [https://apav.pt/apav\\_v3/images/pdf/Estatisticas\\_Linha\\_Internet\\_Segura\\_2019.pdf](https://apav.pt/apav_v3/images/pdf/Estatisticas_Linha_Internet_Segura_2019.pdf)

## 8.2. PT SIC LINHA INTERNET SEGURA – AWARENESS RAISING

### 8.2.1. LIS Awareness Raising Campaign in “Carpintarias de São Lázaro, Lisbon







8.2.2. Cybersecurity Bootcamp, Spain, León







8.2.3. Lisbon Games Week, Lisbon







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#### 8.2.4. Insafe Training Meeting, Ljubljana, Slovenia



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#### 8.2.5. Portuguese Safer Internet Helpline Training and Awareness Sessions

Month	Local / City	Training Name	Link of the event	Target Audience	Total of Participants (Estimated)
<b>Portuguese Safer Internet Helpline Training and Awareness Sessions</b>					
<b>19<sup>th</sup> January 2019</b>	Webinar	Non Consensual Image Sharing	The event was only for APAV Staff – was disseminated via APAV Intranet	APAV Staff	18
<b>20<sup>th</sup> March 2019</b>	Porto	Porto – Open Day	<a href="https://apav.pt/intranet16/index.php?option=com_content&amp;view=article&amp;id=3572:open-day-gav-porto&amp;catid=153&amp;Itemid=664">https://apav.pt/intranet16/index.php?option=com_content&amp;view=article&amp;id=3572:open-day-gav-porto&amp;catid=153&amp;Itemid=664</a>	General Public	200
<b>2<sup>th</sup> April 2019</b>	Webinar	The work of APAV's Specialized sub-networks	The event was only for APAV Staff – was disseminated via APAV Intranet	APAV Staff	10
<b>4<sup>th</sup> April 2019</b>	Webinar	The Portuguese Safer Internet Helpline - informative session for teachers	<a href="https://www.facebook.com/photo?fbid=2198922000143328&amp;set=a.171538996214982">https://www.facebook.com/photo?fbid=2198922000143328&amp;set=a.171538996214982</a>	Teachers	20
<b>9<sup>th</sup> April 2019</b>	Webinar	The work of APAV's Specialized sub-networks (2 <sup>nd</sup> edition)	The event was only for APAV Staff – was disseminated via APAV Intranet	APAV Staff	10
<b>2<sup>th</sup> May to 2<sup>th</sup> June</b>	e-learning course	Identity Theft	The event was only for APAV Staff – was disseminated via APAV Intranet	Victim Support Technicians	25
<b>16<sup>th</sup> May 2019</b>	Lisbon	Seminar - Risks on Online Relationships	<a href="https://www.facebook.com/photo?fbid=2754924351189305&amp;set=a.184549938226772">https://www.facebook.com/photo?fbid=2754924351189305&amp;set=a.184549938226772</a>	General public	30
<b>24<sup>th</sup> May 2019</b>	Webinar	Online Fraud	The event was only for APAV Staff – was disseminated via APAV Intranet	APAV Staff	16
<b>15<sup>th</sup> October 2019</b>	Porto	APAV's Specialised Support to Vulnerable Victims	<a href="https://www.facebook.com/photo?fbid=3137730129575390&amp;set=a.724053180943109">https://www.facebook.com/photo?fbid=3137730129575390&amp;set=a.724053180943109</a>	Students, teachers and General Public	100



<b>28<sup>th</sup> November 2019</b>	Santarém	Seminar - journeys against violence	<a href="https://www.facebook.com/photo?fbid=3243814705633598&amp;set=a.184549938226772">https://www.facebook.com/photo?fbid=3243814705633598&amp;set=a.184549938226772</a>	Students, teachers and General Public	150
<b>5<sup>th</sup> December 2019</b>	Lisbon	National Voluntary Day	<a href="https://www.facebook.com/photo?fbid=3261417100540025&amp;set=a.724053180943109">https://www.facebook.com/photo?fbid=3261417100540025&amp;set=a.724053180943109</a>	APAV Volunteers	20

## 9. MASS EVENTS



During 2019, PT SIC through IPDJ had a strategy to be present in several mass events of interest to children and young people. IPDJ assured an information stand in these events distributing awareness materials and promoting educational and sports activities.




Month	Local / City	Mass Event Name	Event Description	Target Audience	Total of Participants (Estimated)
<b>2019</b>					
<b>28 February to 3 March</b>	Porto, EXPONOR	Qualifica	Education, training and employment fair	Students, teachers and General Public	40.000
<b>14 to 16 March</b>	Lisbon, CCB	SPORTEXPO, EDP, Lisboa a Mulher e a Vida – Corrida da Mulher	Sports and leisure Fair	General Public	7 500
<b>14 to 16 March</b>	Lisbon	Futurália	Education, training and employment fair	Students, teachers and General Public	85.000
<b>05 to 07 April</b>	Évora	Desafio pela Saúde	Healthy lifestyles Fair	General Public	1.500
<b>19 to 22 April</b>	Lisbon	Festival Política	Music Festival	General Public	5.000
<b>24 to 28 April</b>	Beja	OVIJEJA	Economic activities and crafts fair	General Public	80.000
<b>10 and 11 May</b>	Setúbal, Zona Ribeirinha Cais 3	E-Tech Portugal 2019 «Transformação digital»	Information and Communication Technologies Fair	General Public	20.000

Month	Local / City	Mass Event Name	Event Description	Target Audience	Total of Participants (Estimated)
<b>22 June to 01 July</b>	Évora	S. João Fair	Economic activities fair	General public	20.000
<b>11 to 13 July</b>	Algés	NOS ALIVE	Music Festival	General public	165.000
<b>12 August</b>	Centro Desportivo Nacional do Jamor, Oeiras	International Youth Day	Youth Fair and Music Festival	Young people, general public	1.000
16 to 25 August	Lagoa, Algarve	FATACIL	Economic and craft fair	General public	120.000
27 to 29 August	Crato	Festival do Crato	Music Festival	General Public	50.000
05 to 07 September	Faro	Festival F	Music Festival	General Public	60.000
08 to 10 October	Lisbon, CCB	Sport EXPO - Maratona de Lisboa	Sports and leisure Fair	General public	10.000
21 to 24 November	Lisbon	Lisbon Games Week	Videogames, technology and entertainment fair	General Public	65.000
22 to 24 November	Vila Nova de Gaia	17ª ENAJ National Youth Meeting	Conference and Youth Activities	Young People and Youth Associations	1.000
06 to 08 December	Vila Nova de Famalicão	Famalicão Extreme Gaming	Video games and technology festival	Young people and general public	5.000

\* Free Public activity held at the street, making impossible to count the participants.

## 10. PT SIC MERCHANDISING

During the reported period, PT SIC produced the following merchandising:

	Imagem	Descrição	Cor
1		Suporte telemóvel Lerta	Branco, Vermelho, Azul ou Preto.
2		Bolsa multiusos Lotek silicone	Branco, Amarelo, Vermelho, Azul, Preto
3		Pantetro limpa ecrãs Walox	Branco, Vermelho, Preto (Amarelo e Azul com pouco stock)



## 11. ONLINE PRESENCE

### 11.1. WEBSITES & BLOGS

#### 11.1.1. INTERNET SEGURA ([WWW.INTERNETSEGURA.PT](http://WWW.INTERNETSEGURA.PT))



Since 2007, the PT SIC's website Internet Segura has been working strongly to empower citizens in general to better understand online risks and stay safe on the internet. As the main medium of information to the general public integrates and combines information directed to all of the PT SIC's target audiences. Here you can find information about risks and prevention, resources and tools – namely the digital

versions of flyers and booklets, as well as PT SIC videos such as the webseries.

In 2018, to remark the celebration of 1 decade of activity, and to better adapt to the visual European trends, PT SIC developed a new visual identity. This new visual identity included not only the rebrand of the PT SIC Consortium, but also of the Generic Awareness Centre Service and the graphic development of the new promotional materials. During 2019, PT SIC' main website went through new developments and features following this new visual identity.



### 11.1.2. SEGURANET ([WWW.SEGURANET.PT](http://WWW.SEGURANET.PT))



SeguraNet website is a very important tool in what concerns promoting the informed, educated, and secure use of the Internet targeting specifically school communities, namely, children, youngsters, teachers, parents, and others involved in educational environments. It exhibits 4 areas divided accordingly detailed target groups: students, teachers, parents, and schools. There are highlighted the initiatives: eSafety Label, SeguraNet Challenges, and Digital Leaders.

This website offers a vast set of resources for the entire educational community. This website is the most important tool in regards to awareness channels for children with 172.066 visits during this reporting period.

To emphasize that SeguraNet initiatives are disseminated on the Educational Resources and Technologies Team website and on the DGE website.

### 11.1.3. ALTICE FOUNDATION WEBSITE

(<https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=1975>)

Altice Foundation|Comunicar em Segurança website is an important resource to inform teachers about the awareness sessions and the theatre play. The website also has resources developed for children, teachers and parents like animations, games, session plans and parents' ips.





## 11.2. SOCIAL MEDIA

### 11.2.1. CIS|FCT Facebook



CIS|FCT Facebook Page was created in August 2012 to make available, on a daily basis, practical safety tips to use the Internet and its access platforms in a more conscious way. During this action, the Facebook page gained new functions like the promotion of project initiatives, present articles, and studies about the impact that internet usage has

on our lives. During 2019, PT SIC developed daily contents regarding several topics, such as sharenting, online addiction, gaming, eSafety tips, among others. This level of activity boosted the Facebook page to 9.599 likes.

### 11.2.2. CIS|FCT Instagram

CIS|FCT Instagram activity was drastically increased during the last trimester of 2018, through posts in the feeds but also in the stories of this social platform. All this content was produced mostly to target young people who are using this network, but also families and other stakeholders. During 2019, CIS|FCT was able to reach 198 followers.

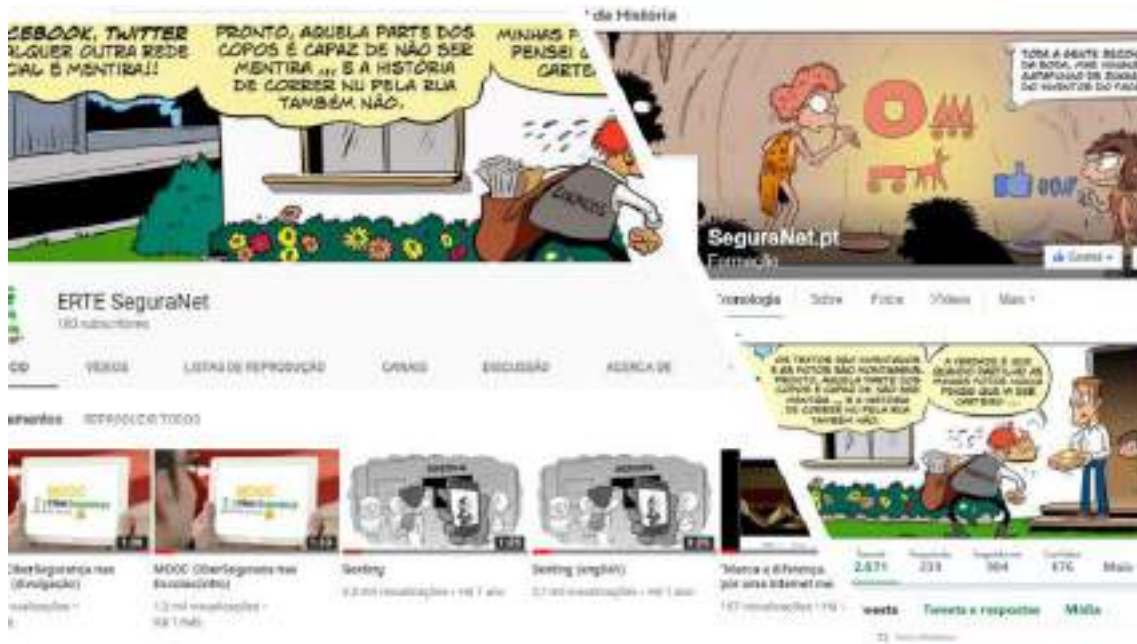


### 11.2.3. CIS|FCT Youtube channel



CIS | FCT has a Youtube channel with 766 subscribers. This tool is used to make available initiatives and resources regarding online safety and online behavior that can be of great use and importance to all online community.

#### 11.2.4. SEGURANET Social Media



SeguraNet Facebook Page was created in August 2012 to promote initiatives, campaigns, resources and present articles and studies about the impact that internet usage has on our lives. This page has 10 000 likes.

SeguraNet Project has a Twitter page and Youtube channel with 1100 followers and 860 subscribers respectively. These tools are used mainly by teachers making available initiatives and resources regarding online safety and online behavior that can be of great use and importance to the school community.

#### 11.2.5. MICROSOFT Facebook Pages



Microsoft also supports PT SIC with two Facebook Pages – Microsoft Portugal Official Page (13.471.801 Likes) and Microsoft Educação Page (6.757 Likes). Both these pages promote Safer Internet Activities and share tips regarding online safety.

## 12. MEDIA COVERAGE & PROMOTIONAL ARTICLES

### 12.1. OVERVIEW ON MEDIA COVERAGE

Regarding media exposure IN 2019, PT SIC was mentioned in the following media:

Media Articles	Total number of articles	Main Themes Covered
Radio	3	Media Literacy, Digital Leader

Newsletters [DGE]	Total number of items
ERTE Newsletter ( <a href="http://www.erte.dge.mec.pt/node/181">http://www.erte.dge.mec.pt/node/181</a> )	56
Monthly bulletin from the Directorate-General for Education: NOESIS - Education News ( <a href="http://www.dge.mec.pt/boletim-noesis">http://www.dge.mec.pt/boletim-noesis</a> )	36
Cirep Newsletter ( <a href="http://www.sec-geral.mec.pt/newsletter/boletim-informativo">http://www.sec-geral.mec.pt/newsletter/boletim-informativo</a> )	10

[https://www.dge.mec.pt/sites/default/files/boletim/boletim\\_dge\\_n44\\_dezembro2019.html](https://www.dge.mec.pt/sites/default/files/boletim/boletim_dge_n44_dezembro2019.html)

[https://www.dge.mec.pt/sites/default/files/boletim/boletim\\_dge\\_n43\\_novembro2019.html](https://www.dge.mec.pt/sites/default/files/boletim/boletim_dge_n43_novembro2019.html)

[https://www.dge.mec.pt/sites/default/files/boletim/boletim\\_dge\\_n42\\_outubro2019.html](https://www.dge.mec.pt/sites/default/files/boletim/boletim_dge_n42_outubro2019.html)

[https://www.dge.mec.pt/sites/default/files/boletim/boletim\\_dge\\_n41\\_setembro2019.html](https://www.dge.mec.pt/sites/default/files/boletim/boletim_dge_n41_setembro2019.html)

[https://www.dge.mec.pt/sites/default/files/boletim/boletim\\_dge\\_n40\\_julho2019.html](https://www.dge.mec.pt/sites/default/files/boletim/boletim_dge_n40_julho2019.html)

[https://www.dge.mec.pt/sites/default/files/boletim/boletim\\_dge\\_n38\\_junho2019.html](https://www.dge.mec.pt/sites/default/files/boletim/boletim_dge_n38_junho2019.html)

[https://www.dge.mec.pt/sites/default/files/boletim/boletim\\_dge\\_n36\\_abril2019.html](https://www.dge.mec.pt/sites/default/files/boletim/boletim_dge_n36_abril2019.html)

[https://www.dge.mec.pt/sites/default/files/boletim/boletim\\_dge\\_n35\\_marco2019.html](https://www.dge.mec.pt/sites/default/files/boletim/boletim_dge_n35_marco2019.html)

[https://www.dge.mec.pt/sites/default/files/boletim/boletim\\_dge\\_n34\\_fevereiro2019.html](https://www.dge.mec.pt/sites/default/files/boletim/boletim_dge_n34_fevereiro2019.html)

[https://www.dge.mec.pt/sites/default/files/boletim/boletim\\_dge\\_n33\\_janeiro2019.html](https://www.dge.mec.pt/sites/default/files/boletim/boletim_dge_n33_janeiro2019.html)

<https://www.erte.dge.mec.pt/sites/default/files/noticias/noticiario/noticiarioertenovembro2019.html>

<https://www.erte.dge.mec.pt/sites/default/files/noticias/noticiario/noticiarioertedezembro2019.html>

<https://www.erte.dge.mec.pt/sites/default/files/noticias/noticiario/noticiarioerteoutubro2019.html>

<https://www.erte.dge.mec.pt/sites/default/files/noticias/noticiario/noticiarioertesetembro2019.html>

<https://www.erte.dge.mec.pt/sites/default/files/noticias/noticiario/noticiarioerteagosto2019.html>

<https://www.erte.dge.mec.pt/sites/default/files/noticias/noticiario/noticiarioertejulho2019.html>

<https://www.erte.dge.mec.pt/sites/default/files/noticias/noticiario/noticiarioertejunho2019.html>

<https://www.erte.dge.mec.pt/sites/default/files/noticias/noticiario/noticiarioertemaio2019.html>

<https://www.erte.dge.mec.pt/sites/default/files/noticias/noticiario/noticiarioerteabril2019.html>

<https://www.erte.dge.mec.pt/sites/default/files/noticias/noticiario/noticiarioertemarco2019.html>

<https://www.erte.dge.mec.pt/sites/default/files/noticias/noticiario/noticiarioertefevereiro2019.html>

<https://www.erte.dge.mec.pt/sites/default/files/noticias/noticiario/noticiarioertejaneiro2019.html>

## 12.2. PROMOTIONAL ARTICLES

### 12.2.1. Forum Estudante

As a strategy to promote the PT SIC activity and thematic campaigns, it was acquired an online advertisement to Forum Estudante.

Another activity to promote PT SIC and the work it develops on its area of expertise regarding the safe use of the Internet was the acquisition of the insertion of 12 articles in the youth magazine Forum Estudante (online and offline) with national coverage, with distribution to the subscriber's as well as in schools and the educational set.

The Forum Estudante website has an average of 830.000 views per month and the Forum Estudante magazine has a circulation of 40.000 copies/edition.

Bellow follows the highlights of these articles:

- Forum Estudante | Jan+fev'19 - Direitos Humanos Online. Conheces os teus? - Human rights online - do you know yours?)

<https://www.internetsegura.pt/sites/default/files/2019-2/Artigo%20sobre%20Direitos%20Humanos%20Online.pdf>

- Forum Estudante | Jan+fev'19 – Dá tudo por tudo, quando estás a jogar... Menos a tua Segurança - Give it all when you are gaming... Except your safety!

<https://www.internetsegura.pt/sites/default/files/2019-12/jan%20%2B%20fev%20%28parte%201%29.pdf>

- Forum Estudante | março'19 – O Dia da Internet mais Segura 2019. Online pelos Direitos Humanos - Safer Internet Day 2019: Online for Human Rights

<https://www.internetsegura.pt/sites/default/files/2019-12/marc%CC%A7o.pdf>

- Forum Estudante | abril'19 – Workshop Ne\_telling. Laboratório de empatias

<https://www.internetsegura.pt/sites/default/files/2019-12/abril.pdf>

- Forum Estudante | maio'19 – What? Dicas para saber como agir em situação de grooming ou sexting - What? Safe Internet Centre wants to share with you useful information about two phenomena: Sexting and Grooming

<https://www.internetsegura.pt/sites/default/files/2019-12/maio.pdf>

- Forum Estudante | jun'19 – O que é o discurso de ódio? - What's hate speech?

<https://www.internetsegura.pt/sites/default/files/2019-12/junho.pdf>

- 12 | Forum Estudante | Verão'19 - Passatempo Leva a peça de teatro "ID:A ua Marca Na Net – 2.0" à tua Escola" artigo Forúm Estudante sobre lançamento do passatempo: Leva a peça de teatro à tua escola"

<https://www.internetsegura.pt/sites/default/files/2019-12/passatempo%20Leva%20a%20Pe%C3%A7a%20de%20Teatro%20%C3%A0%20Tua%20Escola.pdf>

- 13 | Forum Estudante | Verão'19 - Como lidar com as dependências online? | How to deal with online addictions?

[https://www.internetsegura.pt/sites/default/files/2019-12/guia%20Dependencias%20Online\\_0.pdf](https://www.internetsegura.pt/sites/default/files/2019-12/guia%20Dependencias%20Online_0.pdf)

- 14 | Forum Estudante | Verão'19 – Workshop Net\_Telling – Qual é a tua *estória* com a net? – Workshop Net\_Telling - Tell us your story with the Internet.

<https://www.internetsegura.pt/sites/default/files/2019-12/Artigo%20NETTelling.pdf>

- 15 | Forum Estudante | Verão'19 - SEXTING: Quais os cuidados a adotar? | Sexting: some practical tips

<https://www.internetsegura.pt/sites/default/files/2019-12/Artigo%20Sexting.pdf>

- Forum Estudante | nov'19 – Qual a importância da literacia dos media? | What's the importance of MIL?

<https://www.internetsegura.pt/sites/default/files/2020-05/Internet%20Segura%20v2.pdf>

- Forum Estudante | dez'19 Como combater o cyberbullying? - How to fight cyberbullying?

<https://www.internetsegura.pt/sites/default/files/2020-05/plano%20de%20combate%20ao%20CY.pdf>

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### 12.2.2. Estrelas e Ouriços

Another collaboration was made with the online magazine Estrelas e Ouriços, where it was shared an article about Digital Parenting – 5 Dicas para uma parentalidade digital saudável e segura

<https://estrelaseouricos.sapo.pt/agenda-de-pais/5-dicas-para-uma-parentalidade-digital-saudavel-e--21779.html>



### 12.2.3. Better Internet for Kids Platform – Digital Articles

During 2019, PT SIC published several articles on the public-facing BIK portal. Below follows the highlights of these articles:

- SID 2019 - Safer Internet Day 2019 in Portugal: Online for human rights

*The Portuguese Safer Internet Centre (SIC) commemorated Safer Internet Day (SID) 2019 by promoting a series of activities and resources. The planning started early to organise an event called "Online for human rights" which encountered a wide audience, both among the general public and among policymakers who have an influence on the internet governance sphere in the country. As Thorbjorn Jagland, the Secretary General for the Council of Europe put it, "hate speech has become one of the most common forms of intolerance and xenophobia in Europe today (...) When the unacceptable starts to be accepted, becomes "the norm", there is a true threat to human rights".*

Read the full article in:

<https://www.betterinternetforkids.eu/web/portal/practice/awareness/detail?articleId=4332395>

- Portuguese initiative INCoDe.2030 presented at EuroDIG 2019

*In June 2019, in the Hague, Netherlands, the Portuguese Safer Internet Centre (PT SIC) was invited to participate in the EuroDIG 2019 workshop "Transforming skills to meet innovation challenges".*

Read the full article in:

<https://www.betterinternetforkids.eu/web/portal/practice/awareness/detail?articleId=4748785>

- Portuguese Safer Internet Centre looks back on summer campaign activities

*The Portuguese Safer Internet Centre (SIC) had a very busy summer, campaigning on digital parenting and providing important recommendations on the importance of getting to know the digital world for parents with children aged 0-8.*

Read the full article in:

<https://www.betterinternetforkids.eu/web/portal/practice/awareness/detail?articleId=5008167>

- Looking back on the June 2019 Insafe Training Meeting

*The Portuguese Safer Internet Centre (SIC) participated in the latest Insafe Training Meeting, held in Crete, Greece, from Wednesday, 12 to Friday, 14 June 2019.*

Read the full article in:

<https://www.betterinternetforkids.eu/web/portal/practice/awareness/detail?articleId=4708161>

- Best practices on digital inclusion and literacy for all

*The Portuguese Safer Internet Centre (SIC) was invited to give a presentation at the 13th International Conference – Keeping children and young people safe online that took place in Warsaw, Poland, on the Tuesday, 17 and Wednesday, 18 September 2019, on the topic of "Digital Inclusion and Literacy for All".*

Read the full article in:

<https://www.betterinternetforkids.eu/web/portal/practice/awareness/detail?articleId=5195813>

- Celebrating the Global Media and Information Literacy Week in Portugal

*Contemporary societies require citizens with media and information literacy (MIL) skills. To be able to engage in today's knowledge society, citizens need to acquire a set of competences that enable them to critically understand and use media and information in one of the following forms: information literacy, media literacy (for films, gaming, television) digital literacy.*

Read the full article in:

<https://www.betterinternetforkids.eu/web/portal/practice/awareness/detail?articleId=5204127>

- All you need to know about the effects of online gaming on teenagers

*In September 2019, in collaboration with the Ministry of Health, the Portuguese Safer Internet Centre (SIC) participated in a round table on addictive behaviours on the topic "Game and screen – Interaction and hazards".*

Read the full article in:

<https://www.betterinternetforkids.eu/web/portal/practice/awareness/detail?articleId=5229019>

- Developing storytelling in online Safety conversations – The example of Net\_Telling

*In October 2019, the Portuguese Safer Internet Centre (PT SIC) launched "Net\_Telling", a new resource aiming to promote and raise awareness of personal stories related to the digital world and the use of the internet, applying the storytelling methodology.*

Read the full article in:

<https://www.betterinternetforkids.eu/web/portal/practice/awareness/detail?articleId=5367793>

- Awareness sessions on children's digital rights from the perspective of a BIK Youth Ambassador

*In 2019, the Convention on the Rights of the Child turned 30. To celebrate this, Portuguese Better Internet for Kids (BIK) Youth Ambassador João Pedro Martins took part in awareness sessions on the digital rights of children and young people in the Azores Archipelago, and shares some takeaways below.*

Read the full article in:

<https://www.betterinternetforkids.eu/web/portal/practice/youth/detail?articleId=5464903>

- Encouraging Media Production through the MEDIA@ÇÃO Contest

*Media@çãõ is an annual contest aiming to promote the critical, responsible and creative use of the media and citizenship instruments, as well as freedom of expression, within the educational community – namely, students and teachers.*

Read the full article in:

<https://www.betterinternetforkids.eu/web/portal/practice/awareness/detail?articleId=5468103>

- Digital literacy workshop at Portuguese-Speaking Countries Community meeting

*The Portuguese Safer Internet Centre (SIC) took part in a gathering of Portuguese-Speaking Countries Community in July 2019, and held a workshop on digital citizenship and digital literacy.*

Read the full article in:

<https://www.betterinternetforkids.eu/web/portal/practice/awareness/detail?articleId=4867745>

- Nationwide action plan against bullying and cyberbullying in Portuguese schools

*Concerned with the bullying and cyberbullying phenomena and their potential impact on children and young people's development, the Portuguese Ministry of Education set up a "Fighting and Preventing Bullying and Cyberbullying Plan" for schools to implement.*

Read the full article in:

<https://www.betterinternetforkids.eu/web/portal/practice/awareness/detail?articleId=5195914>

### 12.3. PUBLIC FIGURES STRATEGY

Based on the successful impact that the awareness sessions involving public figures such as Alexandre da Silva, Pedro Górgia and, Tiago Aldeia, had across younger target audiences, PT SIC consortium has been developing a Marketing Strategy based on the positive image around these public figures. As a result, between September and February, more resources and promotional material will be published, using their image.





## Press-Kit

Dia da Internet Mais Segura

*“Online pelos Direitos Humanos”*

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Fundação para a Ciência e a Tecnologia

Centro Internet Segura | [Internetsegura@fct.pt](mailto:Internetsegura@fct.pt) | 213 911 555

janeiro de 2019

## NOTA DE IMPRENSA

### “Online pelos Direitos Humanos”

#### Dia da Internet mais Segura alerta para a tolerância na Web e na criação de conteúdos

No próximo dia 5 de fevereiro, cerca de 140 países assinalam o Dia da Internet mais Segura 2019. Em Portugal, os Direitos Humanos online e os novos desafios para criar conteúdos na Internet são o tema central das comemorações, com a realização de um evento aberto ao público no Funchal, na Reitoria da Universidade da Madeira, entre as 9h e as 13h.

O programa conta com as intervenções de Sabrina Vorbau, coordenadora do projeto europeu [SELMA](#) (Social and Emotional Learning for Mutual Awareness) que tem como objetivo a não utilização do “Discurso de Ódio” no meio digital; de Matia Losego, formador e ativista pelos direitos humanos online; e de criadores de conteúdos online como o Rapper Malabá, o Youtuber SKILO e os atores que integram peça de teatro “ID, A tua Marca na NET 2.0”. Marcam também presença especialistas, atores sociais e os parceiros do Consórcio do Centro Internet Segura, que é coordenado pela FCT (Fundação para a Ciência e a Tecnologia). Em janeiro de 2019 o Consórcio passou a integrar também a APAV — Associação Portuguesa de Apoio à Vítima, que assumiu a gestão das duas linhas de atendimento do consórcio - a Linha Internet Segura (800 21 90 90) e a [Linha Alerta](#) (contatável via online e telefone 800 200 212), colocando a sua experiência no apoio às vítimas ao serviço da segurança online.

Durante o evento, serão entregues os Prémios “Selos Segurança Digital”, que certificam as Escolas/Agrupamentos no âmbito da melhoria da segurança digital, e os prémios “Desafios SeguraNet”, que distinguem Escolas do ensino básico que respondem a vários desafios lançados ao longo do ano letivo sobre temas ligados à cidadania digital. Serão também conhecidos os vencedores do Passatempo “#joveMaisseguronanet”, que desafiou jovens a criarem cartazes originais que alertam para o uso responsável da internet.

O evento terá também uma parte dedicada ao público mais jovem, que irá decorrer na Escola Básica dos 2.º e 3.º ciclos Dr. Horácio Bento de Gouveia, da Madeira. Na escola, será apresentada a peça de teatro “ID, A tua Marca na NET 2.0” encenada pelos atores Pedro Górgia, Alexandre da Silva e Tiago Aldeia.

Ainda no âmbito do Dia da Internet mais Segura 2019, no dia 14 de fevereiro será lançada a série “Zig Zaga na Net”, um projeto de 30 episódios de conteúdo áudio sobre cidadania digital que será emitido na Rádio Online ZigZag. Trata-se de uma nova ferramenta produzida pelo Centro Internet Segura da FCT em parceria com o Centro SeguraNet da DGE — Direção-Geral da Educação do Ministério da Educação, no contexto das suas atividades de prevenção para uso responsável da internet.

As comemorações são promovidas pelo Consórcio do Centro Internet Segura, coordenado pela FCT e do qual fazem parte a DGE, o IPDJ — Instituto Português do Desporto e Juventude, a APAV, a Fundação PT e a Microsoft Portugal.

Mais informações e inscrições em [www.internetsegura.pt](http://www.internetsegura.pt)

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## **DIA DA INTERNET MAIS SEGURA**

### **2019 – “Online pelos Direitos Humanos”**

A 5 de fevereiro assinala-se o Dia da Internet Mais Segura 2019. Sob o mote internacional "*Together for a Better Internet*" ("Juntos por uma Internet Melhor") este ano a iniciativa aborda, em maior detalhe, os novos desafios relativos à criação de conteúdos na Internet, com especial enfoque nos Direitos Humanos.

Os Direitos Humanos são importantes também no mundo digital, e baseiam-se no princípio fundamental da liberdade de expressão. Deve ser claro que o exercício deste direito implica deveres e responsabilidades. A utilização das novas plataformas sociais promove e potencia o exercício da liberdade de expressão, que, aliado ao anonimato, pode contribuir para informar e entreter, mas também ofender e/ou denegrir outros utilizadores. Em determinadas situações, a criação de conteúdos pode contribuir para o aumento do fenómeno do discurso de ódio online.

O discurso de ódio é impulsionado por estereótipos e preconceitos. A Convenção dos Direitos Humanos consagra que todos os seres humanos são iguais e merecedores de respeito. A não-discriminação é um princípio fundamental. Educar e desenvolver o respeito pelos Direitos Humanos é uma forma de garantir que as atitudes que levam ao discurso de ódio não têm espaço para se desenvolverem.

A estas preocupações, somam-se as questões relativas a possíveis mudanças na criação de conteúdos online, que se podem vir a sentir nos próximos anos. São vários os novos desafios que se colocam e que vão estar em debate na iniciativa, que procura incentivar a partilha de ideias, experiências e boas práticas, sempre com foco no uso mais seguro, informado e responsável da Internet.

A nível Europeu, a rede dos Centros Internet Segura (Insafe) publicou uma mensagem associada à celebração desta efeméride disponível em <http://bit.ly/SID2019vid>. No Reino Unido, o UK Safer Internet Centre lançou um videoclip musical com o rap "Surf", com a participação de Christian Foley. Este videoclip está disponível em <https://goo.gl/LUL7sV>.

Mas não é só no mês de fevereiro que os Centros Internet Segura desenvolvem as suas atividades. Em Portugal, no último ano, o projeto assegurou o desenvolvimento de mais de 40 recursos audiovisuais e 12 recursos digitais, adaptáveis para suporte físico, a par com o planeamento, organização e execução de centenas de ações de sensibilização que visam a promoção da utilização mais segura, informada e responsável da Internet, dirigida a diferentes públicos-alvo.

## Histórico

O Dia da Internet Mais Segura é comemorado todos os anos no início do mês de fevereiro em cerca de 140 países. O projeto “*EU SafeBorders*” desenvolveu pela primeira vez a iniciativa “*Safer Internet Day*” em 2004, e esta foi posteriormente adotada pela rede Insafe, a Rede de Cooperação Europeia dos Centros Internet Segura. O grande objetivo deste dia é incentivar o *networking* e a partilha de boas práticas na rede, bem como disponibilizar ferramentas, recursos e conselhos que promovam o uso responsável da Internet e ajudem a prevenir os riscos da sua utilização.

Em Portugal, o Consórcio do Centro Internet Segura é o responsável por organizar as comemorações. O dia é comemorado em centenas de escolas por todo o país, atingindo mais de 200.000 participantes, entre alunos, pais, professores, encarregados de educação, decisores políticos e outros *stakeholders*.

Em 2018, as comemorações decorreram em torno dos 10 anos de atividade do Consórcio do Centro Internet Segura. Foi neste ano que se apostou na descentralização da iniciativa do consórcio, realizando-se dois seminários em Braga, que envolveram um total de 36 escolas e 310 participantes, principalmente professores e jovens. Ao longo de todo o mês de fevereiro foram abrangidos mais de 1 milhão e meio de cidadãos, através das ações de sensibilização realizadas por todas as entidades do Consórcio do Centro Internet Segura em colaboração com os Parceiros Nacionais. Em termos de exposição mediática, foram gerados conteúdos na imprensa (9), rádio (4), televisão (10) e media online (65).

Ainda em 2018, na celebração da efeméride, a Comissária Europeia para a Economia e Sociedade Digital, Mariya Gabriel, lançou um conjunto de iniciativas europeias designadas por “*#SaferInternet4EU*” num evento no Parlamento Europeu em Estrasburgo. Ao longo do ano, estas iniciativas abrangeram crianças, jovens, pais, professores e outros cidadãos europeus com o objetivo de os capacitar como utilizadores mais responsáveis online. Estas iniciativas focaram-se, em particular, nas questões de pensamento crítico, literacia mediática e competências digitais necessárias à identificação e ao combate de *fake news* e outros riscos provenientes das tecnologias online.

**Seminário do Dia da Internet Mais Segura 2019**  
**“Online pelos Direitos Humanos”**

Auditório da Reitoria da Universidade da Madeira | Funchal, 5 de fevereiro de 2019

- 09h00 - 09h30      Receção dos Participantes
- 09h30 - 09h45      **Para começar...**
- Eduardo Marques – Pró-Reitor da Universidade da Madeira
  - Marco Gomes - Diretor Regional de Educação
  - Ana Neves - Coordenação do Consórcio do Centro Internet Segura, Fundação para a Ciência e a Tecnologia
- 09h45 - 11h15      **Painel 1 - Online pelos Direitos Humanos**
- Sabrina Vorbau - *Project Officer eSafety Label Project Coordinator | Digital Citizenship Team* (intervenção em Inglês)
  - Matia Losego - Educador pelos Direitos Humanos
  - Docente da Universidade da Madeira\*
  - Isabel Baptista – Coordenadora do Projeto Cidadão Ciberseguro - Centro Nacional de Cibersegurança
- Moderador: Dinarte Viveiros (locutor da RTP Madeira)
- 11h15 - 11h30      *Coffee Break*
- 11h30 - 12h30      **Painel 2 - *Creator's Challenge*: Desafios para Criar na Net**
- Malabá - Rapper
  - Pedro Górgia - Guionista e ator
  - Alexandre Silva - Ator
  - SKILO - *Youtuber* madeirense
- Moderador: Dinarte Viveiros (locutor da RTP Madeira)
- 12h30 - 13h00      **Para acabar...**
- Entrega dos Prémios:
- "Selos Segurança Digital" - Sónia César, embaixadora do projeto *eSafety Label*

- "Desafios SeguraNet" - Carlos Silva, embaixador SeguraNet
- Passatempo "#joveMaiseguronanet " - David Gomes, Diretor Regional de Juventude e Desporto

*\*a confirmar*

**Peça de teatro: "ID a Tua Marca na Net"**

Escola Básica dos 2º e 3º Ciclos Dr. Horácio Bento de Gouveia | Funchal, 5 de fevereiro de 2019

14h30 - 15h00	Receção dos Participantes e atuação dos rappers Malabá & Pedro Garcia
15h00 - 16h00	<b>Peça de teatro: "ID a Tua Marca na Net"</b>
16h00 - 16h30	<i>Booth</i> Fotográfico com os atores

## **O CONSÓRCIO DO CENTRO INTERNET SEGURA**

A Comissão Europeia lançou em 1999 o Programa *Safer Internet*, a que se seguiu em 2005 o programa *Safer Internet Plus*. Em Portugal, as primeiras iniciativas foram desenvolvidas em 2004 pela então Direção Geral de Inovação e Desenvolvimento Curricular (DGIDC), atual Direção-Geral da Educação do Ministério da Educação (DGE), com o projeto SeguraNet. O projeto tinha como objetivo promover a utilização segura da Internet pelos alunos inseridos no sistema de ensino nacional e contribuir para a concretização da orientação estratégica “Assegurar a Segurança e a Privacidade no Uso da Internet”, presente no programa de ação LigarPortugal, adotado pelo Governo em julho de 2005.

Em 2006, Portugal participou no Programa *Safer Internet*, através de um consórcio representado pela DGIDC, que geria o Centro de Sensibilização; pela então Fundação para a Computação Científica Nacional (FCCN), que geria a Linha de Denúncia de Conteúdos Ilegais; pela Microsoft enquanto parceira da Indústria; e pela então UMIC — Agência para a Sociedade do Conhecimento, I.P., enquanto entidade coordenadora. A candidatura foi aceite e o Centro Internet Segura (CIS) iniciou atividade a 1 de janeiro de 2007.

As congéneres europeias estavam a implementar *Helplines* específicas de apoio e esclarecimento à população, e em 2011 o Consórcio convidou a Fundação para a Divulgação das Tecnologias de Informação para ser parceiro e responsável pela gestão da Linha Ajuda.

Atualmente, o Centro Internet Segura é da responsabilidade de um Consórcio coordenado pela FCT — Fundação para a Ciência e a Tecnologia, que integra a DGE — Direção-Geral da Educação do Ministério da Educação, o IPDJ — Instituto Português do Desporto e Juventude, a Fundação PT, a Microsoft Portugal e a APAV — Associação Portuguesa de Apoio à Vítima. Apresenta **quatro serviços: um centro de sensibilização dirigido ao público em geral (CIS|FCT - [www.Internetsegura.pt](http://www.Internetsegura.pt)) e outro específico para a comunidade escolar (SeguraNet|DGE - [www.seguranet.pt](http://www.seguranet.pt)), uma Linha Internet Segura (800 21 90 90) e uma Linha Alerta (800 200 212).**

### **Objetivos Estratégicos**

- 1 - Combate a conteúdos ilegais;
- 2 - Minimização dos efeitos de conteúdos ilegais e lesivos nos cidadãos;
- 3 - Promoção de uma utilização segura da Internet;
- 4 - Consciencialização da sociedade para os riscos associados à utilização da Internet.

### **Objetivos Operacionais**

- 1 - Criação de um Conselho de Acompanhamento, constituído por personalidades e entidades relevantes;
- 2 - Criação de um serviço online para denúncia de conteúdos ilegais;
- 3 - Disponibilização de informação sobre os perigos associados à utilização da Internet considerando diferentes públicos-alvo e suportes comunicacionais;
- 4 - Disponibilização de conteúdos informativos, formativos e interativos relevantes para a utilização segura da Internet;
- 5 - Promoção do envolvimento do sector privado em ações que promovam a utilização da Internet em Segurança.

O Consórcio do Centro Internet Segura tem também uma missão global ao cooperar com duas organizações internacionais: a Insafe e a Inhope.



## Parceiros do Consórcio do Centro Internet Segura

O Consórcio tem como missão esclarecer os cidadãos sobre o uso responsável e seguro das tecnologias em linha, apoiando-os na tomada de decisões informadas. São várias as entidades que colaboram ativamente no Conselho de Acompanhamento, tais como: ANACOM; ANETIE; APRITEL; CIES-IUL; Casa dos Bits; Centro Nacional de Cibersegurança; CNJ; CNPD; CNPDCJ; CONFAP; DECO; Associação DNS.pt; EU Kids Online; Google; IAC; PJ; Programa Escolhas; Projeto Miúdos Seguros na Net; RBE; Sindicato dos Jornalistas e Comissão Nacional da Unesco, de acordo com as suas áreas de intervenção, numa lógica de parceria e de partilha de recursos.

As atividades desenvolvidas estão associadas à temática da utilização segura e consciente da Internet junto de públicos-alvo diferentes, mas com particular incidência na comunidade escolar e na população sénior através de ações de sensibilização e de formação e promoção de debate, desenvolvimento de iniciativas relacionadas com a literacia digital e participação ativa na Rede Europeia Insafe.

O CIS|FCT dinamiza o *website* do Centro de Sensibilização (<https://www.Internetsegura.pt>) e as suas redes sociais, promovendo um contato mais direto e atualizado com o seu público-alvo.

Nos últimos anos, a FCT tem desenvolvido iniciativas com diversas entidades, nomeadamente:

- Academia Militar e Universidade do Minho;
- Associação Acreditar;
- Associação Bué Fixe;
- Câmaras Municipais (Almada, Cascais, Lisboa, Oeiras, Sintra, Torres Vedras);
- Colégios Privados;
- Instituto de Educação – Universidade de Lisboa;
- Faculdade de Ciências Sociais e Humanas – Universidade Nova de Lisboa;
- Federação Portuguesa dos Desportos Eletrónicos;
- Guarda Nacional Republicana;
- Polícia de Segurança Pública;
- Santa Casa da Misericórdia de Lisboa;
- Serviços Sociais da Administração Pública;
- Sector Privado.

### Principais solicitações dirigidas ao CIS|FCT

1. Agendamento de Sessões de Sensibilização;
2. Pedidos de Esclarecimento, que são redirecionados para a Linha Internet Segura;
3. Denúncias de Conteúdos online que, caso sejam considerados ilegais, são remetidos para a Linha Alerta;
4. Desenvolvimento, Produção e Envio de Recursos;
5. Formação e dinamização de parcerias;
6. Elaboração de pareceres.

### Temáticas abrangidas pelo CIS|FCT

- Questões técnicas (instalação de antivírus, passwords, atualizar o sistema, ...);
- Relacionamentos online (*sexting*, *grooming*, ...) e partilha não consensual de imagens (*sextortion*, *revenge porn*, ...)
- *Gaming* (adequabilidade dos jogos, riscos associados às plataformas e tipologias de jogos online, compras nas aplicações);
- Dependências online;
- *Cyberbullying* – Prevenção e atuação;
- Internet das Coisas e a Internet dos brinquedos;
- *Fake News* (algoritmos, *bubble sort*, *echo chambers*);
- Discurso de Ódio Online
- Internet das Coisas (*IoT*) e Internet dos Brinquedos (*IoT*);

## **2019 – APAV Integra o Consórcio do Centro Internet Segura com a coordenação da Linha Internet Segura e Linha Alerta**

A partir de janeiro de 2019, a Associação Portuguesa de Apoio à Vítima (APAV) passou a integrar o Consórcio do Centro Internet Segura (CIS) e os serviços da Linha Internet Segura e da Linha Alerta passam a estar sob coordenação da APAV, colocando a sua experiência no apoio às vítimas ao serviço da segurança online.

A Linha Internet Segura tem por base o atendimento telefónico e online, com o objetivo de promover uma utilização mais segura da internet, presta apoio a vítimas de *cybercrime* e aconselhamento na adoção de comportamentos seguros online e está disponível através do número 800 21 90 90 (dias úteis entre as 9h e as 21h) ou do email [linhainternetsegura@apav.pt](mailto:linhainternetsegura@apav.pt)

O apoio é confidencial e gratuito.

A Linha Alerta é uma plataforma de denúncia de conteúdos ilegais online, nomeadamente conteúdos de abuso sexual de menores, apologia à violência e apologia ao racismo/xenofobia. Este serviço está disponível em <https://linhaalerta.internetsegura.pt/>

A Associação Portuguesa de Apoio à Vítima é uma instituição particular de solidariedade social de âmbito nacional que tem por missão promover e contribuir para a informação, proteção e apoio aos cidadãos vítimas de crime. Os serviços da Linha Internet Segura e da Linha Alerta passam a ser apoios específicos do Sistema Integrado de Apoio à Distância (SIAD) da APAV e esta integração assegura ainda uma resposta articulada com os serviços de proximidade da APAV.

## LINHA ALERTA

O âmbito da Linha Alerta contempla a denúncia de três tipos de conteúdo ilegal: Material de Abuso Sexual de Menores - (CSAM – Children Sexual Abuse Material), Apologia à Violência e Apologia ao Racismo.

Nos últimos 10 anos, é notável a evolução do trabalho desempenhado pela Linha Alerta, nomeadamente no aumento da capacidade de classificação de conteúdos ilegais na Internet. As formações técnicas em entidades de referência como a Interpol, bem como a relação próxima com entidades congéneres, nomeadamente em Espanha e França, têm contribuído para a partilha de boas práticas e conhecimentos nesta área.

A cooperação entre as várias Linhas Alertas ou *Hotlines* a nível internacional tem sido fortemente reforçada, através de reuniões anuais e da partilha de uma plataforma comum a todas as *Hotlines*, no registo de material de abuso sexual infantil. A associação INHOPE, à qual a Linha Alerta pertence, conta já com 49 membros.

A melhoria do trabalho desenvolvido, o reforço da cooperação entre as *Hotlines*, bem como a colaboração com os Provedores de Serviços de Internet Nacionais (ISPs), têm contribuído também para a rápida remoção de conteúdos CSAM ou nos quais seja evidente a apologia ao racismo e à violência.

### Dados

> Desde o início da operação desta Linha, em setembro de 2007, **foram recebidas cerca de 19.700 denúncias, das quais, 2.800 casos (14%) foram validados.**

Em termos anuais, a **variação do número de denúncias oscila entre um mínimo de 1.000 e um máximo a rondar as 2.700**, sendo que o **material de abuso sexual de menores representou 99% das denúncias validadas** – e, como tal, reportadas às autoridades de investigação criminal.

A **partilha na plataforma da INHOPE ocorreu em cerca de 78% dos casos validados** - esta partilha ocorre quando se detetam materiais de conteúdo de abuso sexual de menores alojados em países com uma Linha Alerta que colabora para a plataforma INHOPE.

**Cerca de 200 notificações foram também enviadas a Provedores de Serviços de Internet (ISPs) nacionais**, devido a terem sido identificados conteúdos alojados em território nacional. Nos últimos anos, estes casos de alojamento em Portugal têm sido raros.

### > 2018

Em 2018 a Linha Alerta recebeu o total de 956 denúncias, através do seu formulário online (<https://linhaalerta.internetsegura.pt/>). A totalidade destes casos foi reportada às entidades competentes e encaminhada para as Congéneres Europeias (este conteúdo estava, portanto, alojado fora de Portugal).

## LINHA INTERNET SEGURA

### Objetivo

A Linha Internet Segura (LIS) presta apoio e esclarecimentos aos cidadãos portugueses de forma totalmente anónima e confidencial, com o objetivo de contribuir para uma cultura de uso mais consciente, responsável e informado da Internet e das Tecnologias de Informação. Em 2019, a Linha Internet Segura, passa a estar sob a coordenação da APAV, continuando a prestar o mesmo serviço e mantendo o número de contacto gratuito (800 21 90 90).

### Uma Linha – Um Desafio

A LIS é a Linha que, através de *e-mail* ou telefone, dá resposta às questões relacionadas com o uso Seguro da Internet. Um dos grandes desafios para o futuro será a Linha Internet Segura receber cada vez mais contactos com a pergunta “O que posso fazer para estar mais Seguro Online”?

### Dados

Quem procura a LIS não pretende apenas obter resposta a questões técnicas associadas à segurança online. Esta linha é procurada por adultos (pais, professores, seniores) e jovens para dar resposta a questões que frequentemente envolvem a invasão da vida privada. Em 2018, registaram-se vários casos de pedido de esclarecimento para lidar com situações de *cyberbullying* e de *sextortion*, isto é, extorsão com intuito de obter conteúdos íntimos ou bens. Nesse ano, verificou-se que os pais procuraram apoio para questões associadas à partilha não consensual de vídeos online e obtenção de software de controlo parental. Nestes contactos tornou-se ainda evidente a proeminência da atividade dos jovens em plataformas como Instagram, em contraste com a atividade dos adultos, mais focada na plataforma Facebook.

### Perfil de Utilizadores da LIS

O perfil da pessoa que contacta a LIS, em 2018, é na maioria dos casos um adulto (84.53%), sendo que a predominância do género não é significativa (50.52% sexo feminino | 49.48% sexo masculino). O meio de contato mais utilizado é preferencialmente o telefone (57.73%), seguido dos contatos por email e por formulário online.

De notar que nas congéneres europeias os casos de *cyberbullying* constituem uma das temáticas mais relevantes, enquanto que em Portugal se verifica uma tendência para as temáticas relacionadas com a sexualidade online. Assim, os principais motivos que levaram as pessoas a procurar a LIS são, por ordem de relevância:

1. *Sexting*, Extorsão Sexual Online, Partilha Não-Consensual de Imagens Íntimas, Conteúdos de Abuso Sexual de Menores Online – 30,93%;
2. Questões Técnicas associadas a Redes Sociais – 23,71%;
3. Questões Técnicas associadas a *Malware* e Ferramentas de Segurança – 13,40%;
4. Compras Online, *Homebanking* e Burlas Associadas – 11,34%;
5. *Cyberbullying* – 8,24%;
6. Questões Técnicas associadas a Suporte Parental – 7,21%;
7. Roubo de Identidade Online – 3,09%;
8. Fake News – 2,06%.



## NAVEGA(S) EM SEGURANÇA(?) – 2019

### Relatório de execução e avaliação

Decorreu entre 19 fevereiro e 29 novembro de 2019 mais uma edição da iniciativa Navega(s) em Segurança(?), promovida pelo IPDJ no âmbito do projeto Internet Segura.

A iniciativa **NAVEGA(S) EM SEGURANÇA?** tem como objetivo contribuir para o desenvolvimento da utilização responsável e segura da Internet, através da realização de sessões de sensibilização e ações de divulgação de curta duração destinadas a crianças, jovens, pais/educadores e cidadãos em geral.

As sessões de sensibilização têm a duração média de 60 minutos e são compostas por uma primeira abordagem expositiva, suportada em apresentação multimédia, de conceitos relacionados com segurança no computador pessoal/ telemóvel/tablet, navegação inteligente/crítica, comunicação online; no corrente ano as sessões podiam ser temáticas abordando especificamente questões como: *ciberbullying*, *fake news*, dependência online, proteção de dados, discurso de ódio.

Estas temáticas eram propostas às entidades que indicavam a sua preferência. Na segunda parte da sessão procede-se ao esclarecimento de dúvidas, resposta a questões e realização de pequeno questionário de avaliação com entrega de brinde e Certificados de Participação.

As ações de divulgação são integradas em acontecimentos de grandes dimensões (tais como Futurália, Qualifica, festivais de música) ou noutras iniciativas, também de âmbito local e/ou regional em que o IPDJ participe ou que promova e onde seja possível realizá-las. Estas ações são preparadas antecipadamente com os/as voluntários/as e a sua duração tem em conta a disponibilidade destes/as e o horário do evento ou acontecimento. A partir de uma temática específica são preparadas ações que envolvam o público.

Estas sessões e ações podem realizar-se nas Lojas Ponto JA sob gestão direta do Instituto Português do Desporto e Juventude, Lojas parceiras e outros locais.

Os animadores das sessões são jovens voluntários, acompanhados pelos técnicos do IPDJ, inscritos no programa de voluntariado jovem «Agora Nós»/Navegas em Segurança, com conhecimentos em tecnologias de informação e comunicação, boa capacidade de comunicação e facilidade de relacionamento interpessoal.

A formação específica dos voluntários é assegurada através de autoformação feita a partir de recursos pedagógicos disponíveis *online* e também presencial e/ou via *skype*, devendo estes, tanto quanto possível, participar nas reuniões regionais de preparação e lançamento do programa.

Esta edição da iniciativa **NAVEGA(S) EM SEGURANÇA?** foi lançada após a aprovação do respetivo Plano de Ação, em fevereiro de 2019.

Tendo em conta as novas temáticas e desafios colocados aos utilizadores da internet foram disponibilizados novos recursos como suporte para as sessões.

## 1. Dados de execução do programa

As sessões de sensibilização realizadas durante esta edição abrangeram um total de **12.288** participantes a nível nacional, atingindo assim uma taxa de execução de 137% relativamente às metas propostas. Tendo em conta os dados apurados destacam-se, por terem ultrapassado de forma significativa a taxa de execução proposta, as Lojas Ponto JA do Porto, Viseu, Lisboa e Faro.

Seguem-se o quadro e os gráficos relativos ao nº de participantes, bem como à taxa de execução por Direção Regional.

Neste quadro não estão contabilizados os participantes na maior parte das ações de divulgação realizadas no âmbito de grandes eventos por ser difícil contabilizar o número de visitantes que tenham tido contacto com a informação disponibilizada e/ou as atividades realizadas.

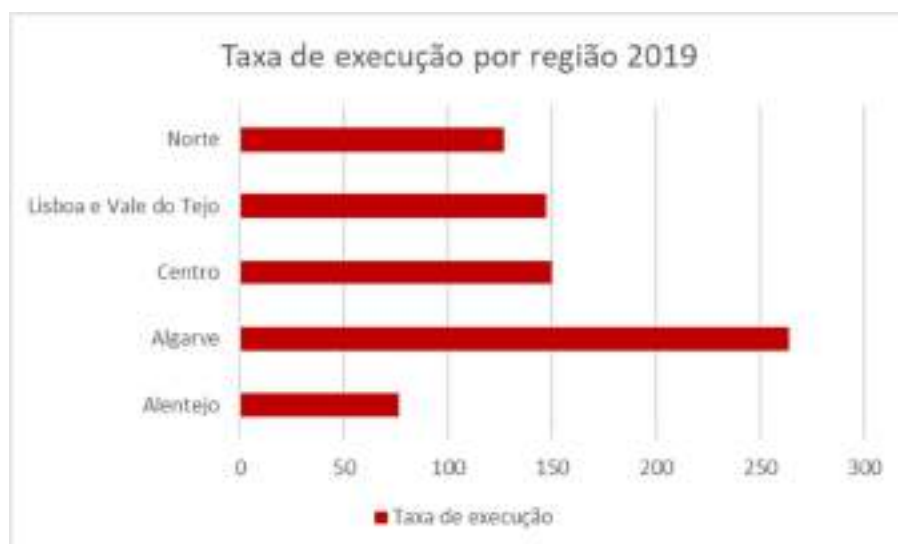
2019					
Direção Regional	Loja JA	Inscritos	Meta	Taxa execução	Obs./ nº Sessões
Alentejo	BEJA	0	200	0%	0
Alentejo	ÉVORA	647	500	129%	16
Alentejo	PORTALEGRE	33	200	17%	1
<b>Alentejo Total</b>		<b>680</b>	<b>900</b>	<b>76%</b>	<b>17</b>
Algarve	FARO+PORTIMÃO	1321	500	264%	40
<b>Algarve Total</b>		<b>1321</b>	<b>500</b>	<b>264%</b>	<b>40</b>
Centro	AVEIRO	175	500	35%	14
Centro	CASTELO BRANCO	296	200	148%	16
Centro	COIMBRA	446	500	89%	21
Centro	GUARDA	280	200	140%	13
Centro	LEIRIA	0	200	0%	0
Centro	WISEU	2700	1000	270%	123
<b>Centro Total</b>		<b>3897</b>	<b>2600</b>	<b>150%</b>	<b>187</b>
LVT	LISBOA	1203	800	150%	29
LVT	SANTARÉM	350	200	175%	5
LVT	SETÚBAL	650	500	130%	8
<b>LVT Total</b>		<b>2203</b>	<b>1500</b>	<b>147%</b>	<b>42</b>
Norte	BRAGA	378	500	76%	15
Norte	BRAGANÇA	238	200	119%	14
Norte	PORTO	2323	1000	232%	90
Norte	VIANA CASTELO	941	800	118%	30
Norte	VILA REAL	307	800	38%	15
<b>Norte Total</b>		<b>4187</b>	<b>3300</b>	<b>127%</b>	<b>164</b>
Sede	SEDE	0	200	0%	0
<b>Sede Total</b>		<b>0</b>	<b>200</b>	<b>0%</b>	<b>0</b>
<b>TOTAL NACIONAL</b>		<b>12288</b>	<b>9000</b>	<b>137%</b>	<b>450</b>

Quadro 1





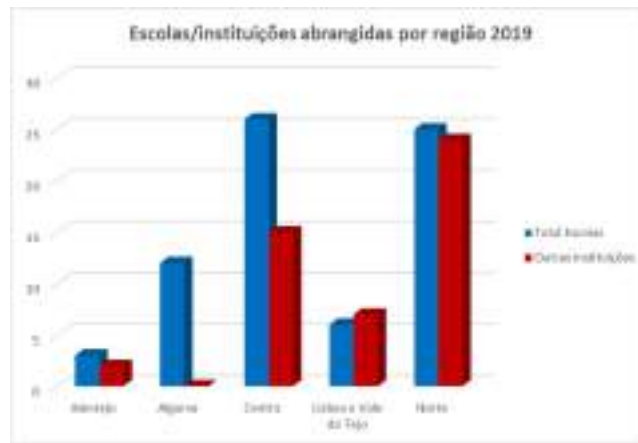
**Gráfico nº1**



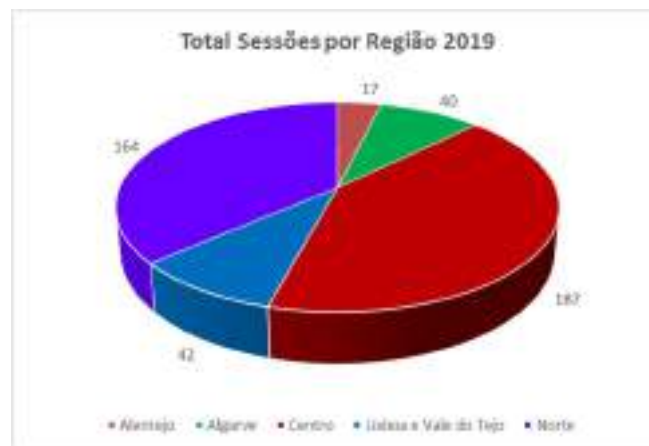
**Gráfico nº2**

A taxa de execução (Gráfico nº2) tem como referência a meta apontada de número de participantes por Loja Ponto JA institucional/distrito que no ano de 2019 era variável (ver quadro nº1). Embora tenha havido distritos em que não foram realizadas sessões (taxa de execução 0%) em termos globais, a nível nacional, a taxa de execução atinge os 137%, impulsionada por outros distritos.

Já no que se refere ao tipo de entidades abrangidas e que solicitaram a realização de sessões (Gráfico nº 3) constata-se uma prevalência das Escolas (Ensino Básico, Secundário e Profissionais) em todas as regiões, exceto na Região de Lisboa e Vale do Tejo onde as outras instituições foram em maior número. Incluem-se nestas instituições as IPSS, autarquias locais, Projeto Escolhas, associações juvenis e outras.



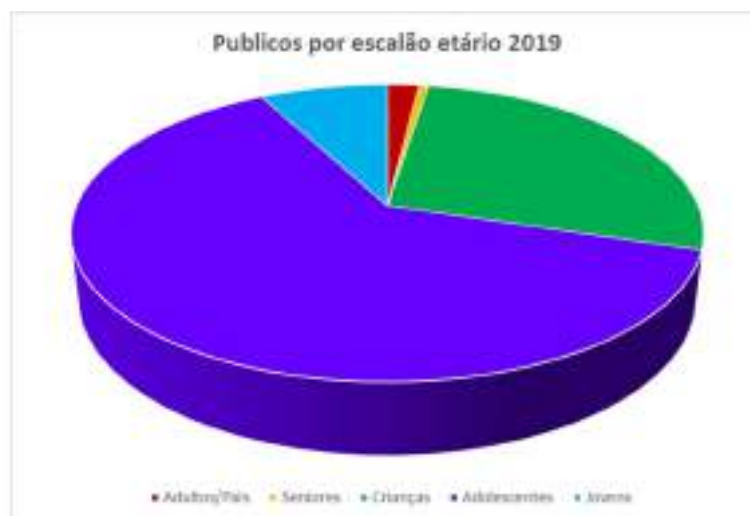
**Gráfico nº3**



**Gráfico nº4**

No total foram realizadas 450 sessões de sensibilização de curta duração, sendo as regiões Centro e Norte aquelas onde mais sessões tiveram lugar (Gráfico nº4).

Quanto aos públicos abrangidos, por escalão etário, verifica-se uma grande predominância dos adolescentes (dos 12 aos 18 anos), seguidos pelas crianças (dos 5 aos 12 anos). O grupo menos significativo são os seniores (mais de 60 anos).



**Gráfico nº5**

Conforme já referido, relativamente às **ações de divulgação** grande parte do público abrangido não está incluído nos números anteriores, por se tratar de presença em grandes eventos como congressos, seminários, feiras, festivais, etc.

## 2. Avaliação das sessões

No que se refere ao **questionário de avaliação** foram recolhidas **2 491 respostas** de participantes nas sessões. Estas respostas são em cerca de 51% dadas pelos participantes com idades compreendidas entre os 13 e os 18 anos e 47% com menos de 12 anos.

Qual o teu grupo etário?

2,491 respostas



Gráfico n.º6

O escalão etário que segue estes em número de respostas é o dos 19 aos 30 anos, sendo o menos significativo o dos mais de 56 anos.

Relativamente ao sexo dos respondentes, 51% são do sexo feminino e 49% do sexo masculino.

Sexo

2,491 respostas

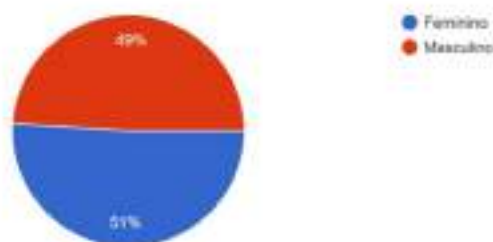


Gráfico n.º7

Pelas respostas obtidas podemos concluir que a grande maioria das sessões foi bastante apreciada pelos participantes, havendo cerca de 32% que indicam ter achado a sessão interessante, 33% acharam-na

educativa, 21% referem ter sido útil e 9% acharam divertida. Apenas 2% afirmam que a sessão foi aborrecida e 0,4% acharam que foi longa.

### Qual a tua opinião sobre a sessão?

2,491 responses

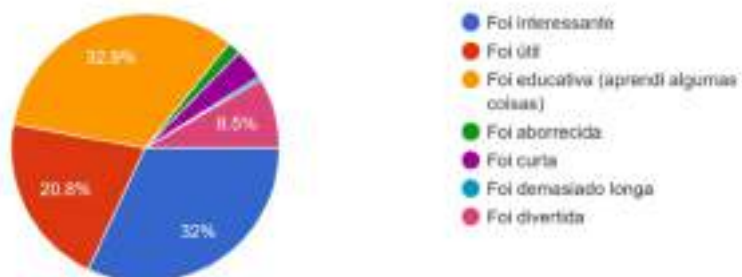


Gráfico nº8

No que respeita aos aspetos que mais apreciaram/gostaram são referenciados em primeiro lugar os filmes, seguidos dos temas abordados, da apresentação e do debate.

### De que gostaste mais?

2,491 responses

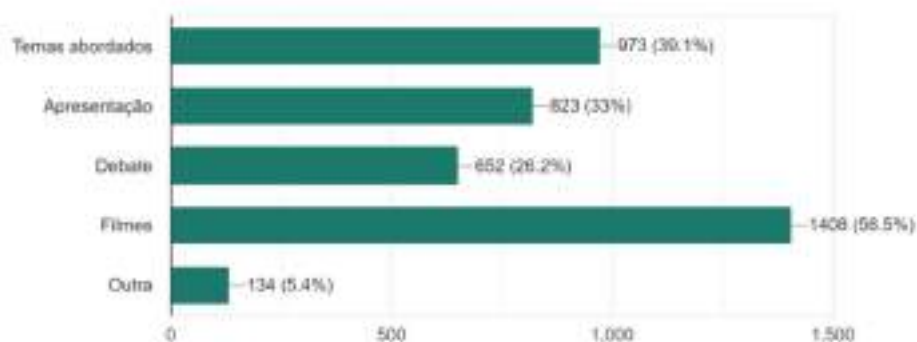


Gráfico nº9

### Se respondeste outra, indica qual?

115 respostas



Gráfico nº10

No que se refere à resposta «Outra» é referido fundamentalmente que gostaram «de tudo» (as 3 colunas que se destacam no gráfico correspondem a *Gostei de tudo* 25%, *gostei tudo* 19% e *tudo* 15%).

De realçar que as respostas às perguntas «*De que não gostaste ou gostaste menos?*» e «*Que sugestões tens para próximas sessões sobre segurança na Internet?*» seguem a mesma tendência das anteriores.

A maioria dos participantes afirma não haver nada de que não tenha gostado e não ter sugestões para melhorar porque “estava tudo bem” e «nada a apontar», uma vez que, no que se refere às respostas «outra», que representam a maior percentagem do total é necessário salientar que 67% não têm sugestões e 32% correspondem a opiniões positivas, ou seja, «nada, gostei de tudo», conforme o gráfico nº 12.

### De que não gostaste ou gostaste menos?

2,491 respostas

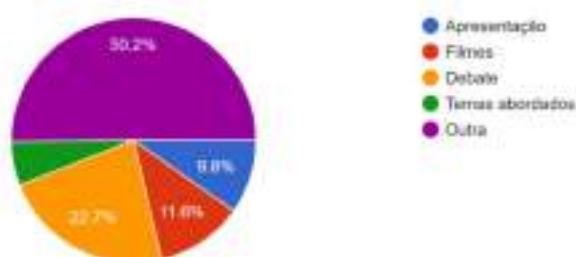


Gráfico nº11



Gráfico nº12

A nível das **sugestões** para próximas sessões propõe-se, como também nos anos anteriores, apresentar mais vídeos. Mas em 2019 há uma percentagem significativa de sugestões que referem a necessidade de aprofundar algumas temáticas específicas, para além do *ciberbullying*, como sejam os jogos (riscos, dependência e benefícios), as redes sociais, o Youtube e a vida dos *Youtubers*.

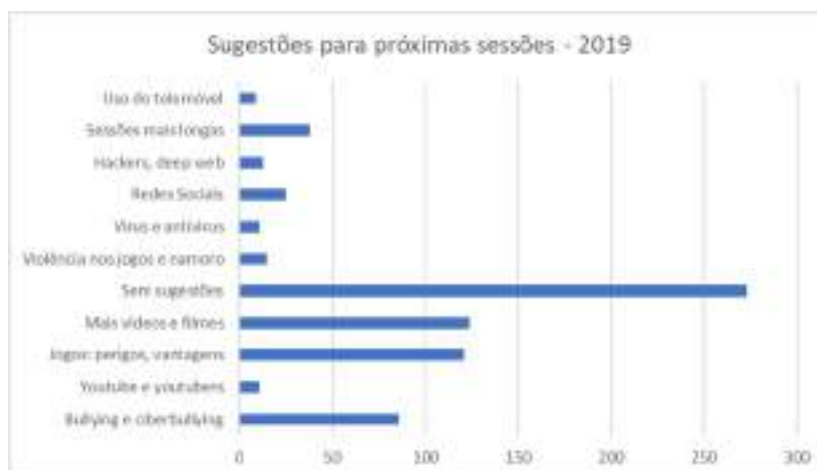


Gráfico nº13

## Conclusão

Tendo em conta os dados recolhidos, bem como a experiência das passadas edições de Navegas em Segurança(?) conclui-se que houve uma melhoria relativa tanto à execução e desenvolvimento do Programa como à avaliação feita pelos participantes.

Levantam-se no entanto algumas questões que deverão ser equacionadas nas próximas edições, tais como:

- Realizar sessões mais interativas que não se desenvolvam só com base numa apresentação ppt, passando a utilizar mais vídeos e jogos como elementos provocadores de debate e aprofundamento de temáticas, bem como, atividades de educação não formal.



- Insistir na necessidade de reduzir o número de participantes por sessão, nomeadamente nas escolas, ainda que haja necessidade de realizar mais sessões no mesmo local.
- Continuar com a realização de sessões temáticas para além de sessões genéricas, por exemplo, sessões específicas só sobre **dependência online, cyberbullying, notícias falsas, jogos, redes sociais, discurso de ódio** e outras.
- Diversificar ainda mais o tipo de públicos das sessões abordando outras entidades, para além das escolas, com proposta de realização de sessões: autarquias, clubes desportivos, empresas, IPSS, associações, etc.
- Desenvolver um novo **modelo de formação** para os voluntários e técnicos que esteja sempre disponível para atualização e suporte para abordar novas temáticas.
- Insistir na importância da realização das sessões por jovens voluntários numa perspetiva de relação interpares.
- Criar um questionário de avaliação disponível de forma mais acessível e prática e reforçar a necessidade do seu preenchimento.

A próxima edição deverá ser lançada em fevereiro de 2020, para desenvolver até final do ano, precedida por uma ação de formação para voluntários e técnicos.

**The opinions and reactions of Casa Pia de Lisboa vocational and educational training students to the theatre play “ID 2.0 – A Tua Marca na Net”**

As the Portuguese Safer Internet has shared in previous occasions, there seems to be a very good acceptance by adolescents on learning about e-safety issues and Internet usage through the theatre play “ID 2.0 A Tua Marca na Net”. Often, young people expressed how funny and interesting it was to watch the theatre play. In that regard the purpose of this article is to portray those impressions, after listening to the opinions and reactions of Casa Pia de Lisboa vocational students.

Casa Pia de Lisboa is a bicentenary public institute that provides an integrated response to children and adolescents at risk of social exclusion, providing them residential care and a diverse educational offer that includes both the regular educational programme as well as VET courses (Vocational and Education Training). Nowadays, Casa Pia de Lisboa is well known for the integrative perspective to the educational system, for its education in a transdisciplinary approach and for establishing important bridges to the insertion of the students in the labour market as well as serving as a platform to develop a set of competences necessary to succeed in life.

Casa Pia de Lisboa is one of the institutions that PT SIC has consistently worked with in its last years of activity, offering bespoke awareness activities to adolescents that are in residential care and to parents.

As part of PT SIC annual plan, the preparation of the context and the public that will participate in the theatre play has been included as a fundamental aspect, since it seems to produce higher results allowing the engagement of the actors with the public (and vice versa). The understanding of the topics seems to be higher and the adolescents get the message.

After the theatre play, teachers from Casa Pia de Lisboa collected the opinions of the participants and the general feeling is that this initiative was a success. The questions included if they relate with any of the themes brought by the theatre play, or if they knew someone that has experienced something related with those situations. There were also questions about their personal safety when using the Internet and their general idea about the play.

The answers were given not individually but in small groups of students from VET courses from the 10<sup>th</sup> grade (until 12<sup>th</sup> grade), aged between 15 and 20 years old.

In some groups, the participants’ didn’t relate themselves with the themes brought up by the theatre play and didn’t know anyone that had experienced.

As for their general overview about the theatre play, many of them thought it was very good, that it has a comedic side, allowing convincing people to be aware about the issues regarding e-safety and presenting also veridical facts and situations that may happen on the Internet. On the other hand, there were other opinions that suggested that there is a growing number of people connected to the virtual world that are not aware about e-safety issues leading them to unexpected situations, producing harm in their real lives.

When asked about e-safety tips, many of the participants knew a number of them, especially related to the importance of not sharing personal information, about how to behave when interacting in the social media platform and sharing private content (especially photos and videos). A group of participants shared an example of someone, whose photo was stolen. After that a fake profile was created and was followed by a case of extortion.

We end this article by sharing some of the participants' expressions by using their own words:

"We think that it was very funny, even though the actors were exaggerated on the characters, they were very trustworthy about the approach they used for the themes."

"Yes, I identified myself with the case where the grandfather uses his grandson's photo. Sometimes situations like those occur and that's not good."

"The theatre play makes us aware of the risks that may happen on the Internet and shows how easily we can be deceived through fake profiles, and through an approach that reaches the youngest."

"I enjoyed the play very much; it was fun and captivating, approaching a number of very important issues."

"My general opinion about the play is that it was very well done and it's very funny. I laughed a lot even though it's a serious matter. I thought it was going to be boring and I was surprised! I loved the play and I hope the actors continue with it."

### **Theatre Play as an Internet Safety Awareness Campaign resource**

The Portuguese Safer Internet Centre has an awareness campaign, which uses the theatre play as an instrument to reach different target groups, but especially adolescents, to tackle important issues regarding Internet safety and usage. The theatre play is named "ID 2.0 – a Tua Marca na Net" (that we can translate like "your print in the Internet") and it stars well-known Portuguese actors: Pedro Gorgia, Alexandre Silva and Tiago Aldeia. The Portuguese Safer Internet Centre considers it a best practice and its plan of action for the next 2 years (2019|2020) includes it as one of its resources.

As a resource, it is important to understand its relevance and impact. In order to do so, we find different opportunities to hear the participant's inputs and thoughts about the theatre play and the themes brought up by it: cyberbullying, fake profile, privacy online behaviours, digital identity and online reputation and about media literacy. That was what happened recently on the 26<sup>th</sup> of April in **Penalva do Castelo**, a region near Viseu in the Centre region of Portugal. It all started with a request made by the Comissão Nacional para a Proteção de Jovens (that we can translate as the National Commission that protects youngsters and children's rights).

As a main output, we can state that this awareness campaign works as it reaches the target groups and allows tackling important issues regarding e-safety and that the participants enjoyed themselves and consider the themes important and relevant. On the other hand, it provides also the opportunity to raise awareness about the risks that can happen online (and offline), derived from not being "savvy" Internet users, and the participants enjoy the experience.

The participants from Penalva do Castelo, were students of the 8<sup>th</sup> grade, aged between 13 and 14 years old. In most cases, the participants never experienced any of the cases brought up by the theatre play, even though they know people that have had problems, namely related to fake profiles. Most of the adolescents interviewed refer that they often ask for advice from their parents, before posting anything in the social media and shared some strategies to prevent risks when using the Internet, especially the social media platforms.

We share below some of the testimonies of the participants:

*What do you do to prevent some of the themes tackled in the theatre play?* “I don’t use the Internet much but when I do I try to be as safe as possible. I don’t visit websites that aren’t safe, I always try to be careful and to talk only with people that I know.”

*What is your general opinion about the theatre play?* “It was creative and useful for us to start thinking about those kinds of situations that can occur... it was so much fun!” **Hugo Sousa**

*What do you do to prevent some of the themes tackled in the theatre play?*

“I talk to my parents about the contents that I either share or post. All my accounts are private, so that I can control who can view them.”

*What is your general opinion about the theatre play?*

“It was fun and educative (I learned a lot).” **Eva Matos**

*What’s your general opinion about the theatre play?*

“I liked it, and I think it was funny... they are very talented in representing and interacting with the public. I really enjoyed it!” **Mariana Ferreira**

*What’s your general opinion about the theatre play?*

“It was interesting to watch it. I enjoyed participating and the message they transmitted its important in my opinion. It was good because now we know more about the Internet usage.”

*Did you identify yourself with some of the themes that where brought up by the theatre play?*

“Yes, I identified myself with that scene where the grandparent was trying to call its grandson attention and he wouldn’t listen because we was using the cell phone... sometimes the same happens to me...” **Claudio Pereira**

*What do you do to prevent some of the themes tackled in the theatre play?* “ I always ask for my parents opinion when I post a photo. I don’t respond to messages from unknown people and my accounts are always private, to prevent them to be viewed by anyone.”

*What is your general opinion about the theatre play?* “It was fun and the message of it was very important.” **Beatriz Fernandes**