



Media and Communication

Short-answer questions: Australia's eSafety Commissioner | Cambridge IGCSE ESL 0510/0511

1. Lead-in discussion

Talk with a partner before you read.

1. What kinds of online behaviour can harm young people?
2. Who should help if someone is bullied online?
3. Should governments regulate social media platforms?
4. What can teenagers do to protect their privacy?

Exercise 1 at a glance

Read one factual text. Answers are in the text. Copy exact words and check the question carefully before choosing your answer.

2. Read for overall understanding

Read the text. What does the eSafety Commissioner try to do?

Australia's eSafety Commissioner

Australia has an organisation called the eSafety Commissioner. It is an independent online safety regulator, which means it works on problems that happen on the internet. The office was first established in 2015 with a focus on protecting children from serious cyberbullying on social media.

The role later expanded. The eSafety Commissioner now works on online safety for all Australians, not only children. It provides advice, educational resources and reporting pathways for different types of online harm. These can include cyberbullying of children, adult cyber abuse, image-based abuse and illegal or restricted online content.

One important part of the work is helping people report harmful material. If a young person is seriously bullied online, they may be able to make a complaint. In some cases, eSafety can require an online service to remove harmful content. This gives users a formal route when simply blocking someone is not enough.

The organisation also works with industry. Social media platforms, games, websites and messaging services are all part of the online world where harm can happen. Regulators may ask companies to improve safety systems, respond to complaints and follow legal requirements.

The work can be complicated because online harm does not happen in only one place. A hurtful image may be shared on a social media site, copied into a message group and then discussed on another platform. A young person may not know which company to contact first. Clear reporting pathways can make the process less confusing.

The eSafety Commissioner also has to balance safety with communication rights. People use the internet for learning, friendships, entertainment and public debate. Removing harmful content can protect users, but rules need to be applied carefully. This is why education and prevention are important as well as complaints.

Young people are a key audience because they use online spaces for many parts of daily life. A game chat, group message or photo-sharing app can feel private, but harmful content can spread quickly. Advice often encourages users to save evidence, avoid responding angrily and ask a trusted adult for help if they feel unsafe.

The regulator's work also depends on cooperation with other groups. Schools may teach digital citizenship, parents may support children at home, and police may become involved if there is a serious threat. This means online safety is not only a technical issue; it is also about behaviour, law and relationships.

Education is another part of the role. eSafety publishes resources for young people, parents, teachers and community groups. These resources may explain privacy settings, online abuse, unwanted contact or how to collect evidence before making a report.

Online safety remains difficult because technology changes quickly. New apps, private messages and livestreams can create new risks. The eSafety Commissioner cannot make every online space safe, but the office shows how communication today involves law, education, platform responsibility and personal choices.

3. Strategy focus

Check who does the action

The text mentions users, platforms and the regulator. Check who does each action before choosing your answer.

4. Exam-style short-answer questions

Answer the questions using words from the text.

1. What kind of regulator is the eSafety Commissioner? [1]

2. What was the office first focused on protecting children from? [1]

3. What can eSafety require an online service to remove? [1]

4. Which online services are mentioned besides social media platforms? Give one. [1]

5. What may resources explain besides privacy settings? Give one detail. [1]

6. According to the text, what are three parts of the eSafety Commissioner's work? [3]

5. Vocabulary notebook

Underline five useful words or phrases. Check their meaning, then record them in your vocabulary notebook.

6. Follow-up tasks

1. Discussion: What should students do before reporting online harm?

2. Summary: Summarise the eSafety Commissioner's role in about 50 words.

3. Creative task: Write three online safety rules for a class poster.

4. Research: Find one online safety organisation in another country.

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4. Exam-style short-answer questions

1. an independent online safety regulator
2. serious cyberbullying
3. harmful content
4. Any one from: games; websites; messaging services.
5. Any one from: online abuse; unwanted contact; how to collect evidence.
6. Any three from: advice; educational resources; reporting pathways; helping people report harmful material; work with industry; require content removal.

Notes for checking

1. Answers should be short and clearly based on the text.
2. Accept bracketed or optional wording if the meaning is clear.
3. For the final question, learners need three separate details.