What Parents & Educators Need to Know about
GROUP CHATS

On messaging apps, social media and online games, group chats are among the most popular ways that young people engage with their peers online. Involving three or more individuals, these groups allow users to send messages, images and videos to everyone in one place. While they can be great for connecting with others, there are several risks posed by these tools.

WHAT ARE THE RISKS?

BULLYING

Teens are often trying to find their place in their social group. Unfortunately, group chats can sometimes lend themselves to unkind comments being shared freely, putting people down to make their peers laugh – often creating a vicious circle that encourages others to join in. Being bullied so publicly – in front of friends and acquaintances – can also amplify the hurt, embarrassment and anxiety that the victim feels.

EXCLUSION AND ISOLATION

This common issue with group chats can happen in several ways: for instance, starting a new group, but deliberately excluding a certain child. Likewise, the chat may take place on an app which one person doesn't have access to, meaning they can't be involved. A child can also feel isolated when a group chat is used to discuss events that exclude them – for example, sharing photos from a day out that they didn't attend.

INAPPROPRIATE CONTENT

Some discussions in group chats may include inappropriate words, swearing and unsuitable images or videos. These could be viewed by a child if they are part of that group, whether they actively engage in it or not. Some apps have features that cause messages to disappear after they're viewed, so children may be unable to report something they've seen, as it can only be viewed once or for a short time.

SHARING GROUP CONTENT

Group chats can feel more private and protected, allowing children to share inside jokes and video calls with a smaller group of friends. It's important to remember that while the chat's content is private between those in the group, individual users can easily share material with others outside of the group, or screenshot what's been posted. The risk of something a child intended as private becoming public is higher if there are strangers in the chat.

UNKNOWN MEMBERS

Within larger group chats, it's more likely for children to communicate with people they don't know. These strangers may be friends of the host, but not necessarily friendly towards everyone present. It's wise for young people to avoid sharing personal details and remember that they have no control over what others do with the material they send into the chat.

NOTIFICATIONS AND FOMO

A drawback of large group chats is the sheer number of notifications they tend to generate. Every time someone sends a message, each member's device will be 'pinged' with an alert. This could result in hundreds of notifications a day. This is often highly distracting, and young people's fear of missing out (FOMO) can cause increased screen time as they try to keep up with the conversation.

Advice for Parents & Carers

CONSIDER OTHERS' FEELINGS

Group chats can become an arena for young people to compete for social status. This could cause them to do or say things on impulse which could upset others. Help children consider how people might feel if they behave in this way. If the child *does* upset someone, encourage them to reach out, show empathy and apologise for their mistake.

GIVE SUPPORT, NOT JUDGEMENT

Group chats are an excellent way for children to connect and feel like they belong. However, remind them that they can confide in you if they feel bullied or excluded, instead of responding to the person who's upset them. Validate their feelings and empower them by discussing how they'd like to handle the situation. You can also encourage children to speak up if they witness others being picked on.

BLOCK, REPORT AND LEAVE

If a child is in a chat where inappropriate content is being shared, advise them to block whoever sent the material, report that person to the host app or platform and exit the group. If any of this content could put a minor at risk, contact the police. Emphasise that it's OK for children to simply leave any group chat that makes them feel uncomfortable.

PRACTISE SAFE SHARING

In any online communication, it's vital for young people to be aware of what they're sharing and who might potentially see it. Ensure children understand the importance of not revealing identifiable details like their address, their school, or photos that they wouldn't like to be seen widely. Remind them that once something is shared in a group, they can't be certain where it might end up and how it might be used.

AVOID INVITING STRANGERS

Sadly, many individuals online hide their identity to gain a child's trust and serve their own ends – for example, to gather information on them, to exchange inappropriate content or to coax them into doing things they aren't comfortable with. Ensure the child understands why they shouldn't add people they don't know to a group chat – and why they should never accept a group chat invitation from a stranger.

SILENCE NOTIFICATIONS

Having a device bombarded with notifications from a group chat can be an irritating distraction – especially if it's happening late in the evening. Explain to children that they can still be part of the group chat while disabling notifications – and that it would be healthier for them to do so, avoiding a situation where they could feel pressured to respond.

Meet Our Expert

Dr Claire Sutherland is an online safety consultant, educator and researcher who has developed and implemented anti-bullying and cyber safety policies for schools. She has written various academic papers and carried out research for the Australian government comparing internet use and sexting behaviour of young people in the UK, USA and Australia.

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