

SIC Austria

Safer Internet Centre Austria: Saferinternet.at, Stoptline and Rat auf Draht

Programm / Ausschreibung	Digital Europe (FZÖ), Digital Europe FZOE 2023 (V), Nationale Ko-Finanzierung Digital Europe 4. Call	Status	abgeschlossen
Projektstart	01.02.2024	Projektende	31.10.2025
Zeitraum	2024 - 2025	Projektlaufzeit	21 Monate
Keywords	digitale Medienkompetenz; sicheres Internet, Informationsmaterial, Aufklärungsarbeit, Cybersecurity		

Projektbeschreibung

Saferinternet.at ist die österreichische Informations- und Koordinierungsstelle im Safer Internet Netzwerk der EU und unterstützt seit 2005 vor allem junge Internetnutzer:innen bei der sicheren und kompetenten Nutzung von digitalen Medien. Die Initiative wird im Auftrag der Europäischen Kommission im Rahmen des Safer Internet Programms umgesetzt. Das Projekt wird vom Österreichischen Institut für angewandte Telekommunikation ÖIAT koordiniert und in enger Kooperation mit der ISPA und anderen Projektpartnern umgesetzt. Als Projektpartner engagiert sich die ISPA besonders im Bereich der digitalen Medienbildung, u. a. mit Leitfäden zu Sicherheitseinstellungen, Aufklärungsarbeit zur sicheren Nutzung des Internets und der Frühförderung von digitalen Kompetenzen.

Abstract

Saferinternet.at is the Austrian information and coordination center within the Safer Internet Network of the EU and has been supporting primarily young internet users since 2005 in safe and competent use of digital media. The initiative is implemented on behalf of the European Commission as part of the Safer Internet Program. The project is coordinated by the Austrian Institute of Applied Telecommunications (ÖIAT) in close cooperation with ISPA and other project partners. As a project partner, ISPA is particularly involved in the field of digital media education, including providing guidelines for security settings, raising awareness for safe internet use, and promoting early development of digital skills.

Endberichtkurzfassung

By continuing the Safer Internet Centre (SIC) Austria, we ensured the uninterrupted availability of all core services—Awareness Centre (Saferinternet.at), Hotline (Stoptline), and Helpline (Rat auf Draht)—for the target groups of children and young people, parents, educators, and youth workers. Throughout the project period, these services not only maintained continuity but demonstrated substantial growth and measurable positive impacts.

The Awareness Centre significantly expanded its reach, recording 2.23 million website visits, 295,000 downloads of online tools, and more than 2,700 media coverage items. Awareness-raising activities, including 5,600 workshops with 117,000

participants, contributed to strengthening digital competences across age groups. Updated and newly developed educational materials—such as 16 revised leaflets, multiple teacher resources, dedicated materials for vulnerable children, and more than 30 videos targeting parents—enhanced the quality and accessibility of online safety information. The annual Safer Internet Day campaigns generated high visibility, supported by up to 478 media reports and nearly 100 registered national activities per year.

The Hotline Stopline continued its essential role in combating illegal online content. Over the project period, Stopline received 156,348 reports, of which 48,998 were assessed as illegal—mainly child sexual abuse material (CSAM). The service forwarded 41,552 CSAM reports into ICCAM and ensured the swift removal of all illegal content hosted in Austria (2,480 cases), typically within hours. Stopline’s growing visibility was reflected in extensive media coverage and increased collaboration with national and international partners.

The Helpline Rat auf Draht provided critical psychosocial support and guidance on digital issues, registering 1,432 counselling sessions related to Safer Internet topics. Counselling became more intensive and longer, indicating increased psychological strain among young people. The integration of the service into the EU's trusted flagger system under the Digital Services Act further enhanced the timely reporting and takedown of harmful online content. Extensive media collaborations—such as up to 13 TV/radio spots per month and a strong partnership with Austria’s public broadcaster ORF—ensured wide national reach and visibility.

Across all three strands, the project not only maintained but expanded its European dimension. SIC Austria actively contributed to EU-wide networks (Insafe, INHOPE), participated in policy-relevant working groups, supported the Safer Internet Forum, and engaged in EU campaigns such as AdWiseOnline, MediaSmartOnline, and #Back2School. Youth participation was strengthened through 29 trained youth experts, 16 exchange meetings, youth involvement in EU-level events, and two editions of the Youth Internet Monitor. Overall, the project delivered substantial and measurable results that improved online safety competencies, enhanced national capacity to address illegal content, strengthened psychosocial support systems, and ensured active contributions to European Safer Internet objectives. The continued operation of all SIC components has created lasting impact, reinforced cross-sector cooperation, and laid the foundation for further innovation and sustainability in supporting a safer digital environment for children and young people in Austria.

Projektpartner

- Internet Service Providers Austria (ISPA) - Verband der österreichischen Internet-Anbieter