SKY5G AUSTRALIA

Online safety and family friendly filters

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Sky5G gives you a fast, open connection. What comes down it is up to you and your household. This page explains the tools that help families manage what children see online, how to set them up, and, importantly, **how to report offensive or illegal content to the eSafety Commissioner (#report)**.

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Why we tell you about this

Australian internet providers are required, under the Internet Carriage Services Online Safety Code registered by the eSafety Commissioner under the *Online Safety Act 2021*, to tell customers about the **Family Friendly Filter** program and the accredited filters it lists. We do that here, and we think it is worth doing anyway.

Two things to know up front:

- **Filters are voluntary.** No Australian law or industry code requires you to use one, and internet providers are not required to filter or monitor your traffic. Sky5G does not filter your connection by default.
- **A filter is one tool, not the whole answer.** Supervision, conversation and age-appropriate rules do most of the work. A filter helps with the rest.

What a Family Friendly Filter is

A content filter is software, or a setting on your router or device, that limits access to certain kinds of websites and apps. Many products do this. The **Family Friendly Filter** program, run by the Australian Telecommunications Alliance (austelco), independently tests filters against criteria that line up with Australia's National Classification Guidelines for films and computer games: how effective the filter is, how easy it is to use and configure, what support is available, and whether the maker agrees to keep the filter up to date with sites the eSafety Commissioner determines are prohibited under Australian law.

Accredited filters are graded by the age group they suit:

Accreditation	Recommended for
Prohibited URL Filter (PUF) list	Blocks sites on the eSafety Commissioner's prohibited list; recommended for 18+

Class 1	Children over 15
Class 2	Children 10 to 15
Class 3	Children under 10

Testing is done by Enex TestLab and accreditation lasts two years, so the list changes over time. The current list is always at austelco.org.au/news-and-resources/family-friendly-filter (https://www.austelco.org.au/news-and-resources/family-friendly-filter/).

Accredited Family Friendly Filters

As at the austelco listing of October 2025. Check the austelco page before you buy; accreditations expire and new products are added.

Filter	Class	Maker
McAfee Multi-Access (https://www.mcafee.com/en-au/)	Class 3 (under 10)	McAfee
McAfee Safe Family (https://www.mcafee.com/en-au/)	Class 3 (under 10)	McAfee
McAfee Secure Home Platform (https://www.mcafee.com/en-au/)	Class 3 (under 10)	McAfee
Safe Surfer (https://safesurfer.io/)	Class 2 (10 to 15)	Safe Surfer
Norton 360 with Family (https://au.norton.com/)	Class 3 (under 10)	Norton (Gen Digital)
Norton Family (https://au.norton.com/products/norton-family)	Class 3 (under 10)	Norton (Gen Digital)
Trend Micro Maximum Security (https://www.trendmicro.com/en_au/forHome.html)	Class 1 (over 15)	Trend Micro
Trend Micro Home Network Security (https://www.trendmicro.com/en_au/forHome.html)	Class 1 (over 15)	Trend Micro
Canopy (https://canopy.us/)	Class 3 (under 10)	Canopy (Netspark)
Exetel network filter (https://www.exetel.com.au/)	Class 2 (10 to 15)	Exetel (for Exetel customers)
Family Zone (https://www.qustodio.com/)	Class 3 (under 10)	Family Zone (now Qustodio)

Sky5G does not sell or endorse any particular filter. Prices, features and device support vary, so compare them against what your family uses.

Setting up filtering at home

Most families use a mix: something on the home network so every device is covered, and the built-in controls

on each child's device so the rules travel with them.

On your router

- **If Sky5G supplied your modem or router**, its admin page usually has a parental-controls or access-schedule section, and lets you set the DNS servers it hands out. Call us on 1300 413 798 and we will walk you through it for your model.
- **Family-safe DNS** is the simplest network-wide step. Set your router's DNS to a filtering service and every device on the Wi-Fi uses it:
- Cloudflare for Families (https://one.one.one.one/family/): 1.1.1.3 and 1.0.0.3 block malware and adult content (1.1.1.2 / 1.0.0.2 block malware only).
- OpenDNS FamilyShield (https://www.opendns.com/setupguide/#familyshield): 208.67.222.123 and 208.67.220.123.
- **Be honest about the limits.** DNS filtering is not classification-grade: it works on whole domains, so it can miss things and occasionally block things it shouldn't. It is bypassed by a VPN, by a device set to its own DNS or "private DNS", and it does nothing on mobile data. It does not apply to apps that use their own encrypted DNS. Treat it as a seatbelt, not a locked gate.

On each device

- **iPhone and iPad:** Screen Time lets you set content and privacy restrictions, app limits and downtime, and manage a child's device from your own. Apple's guide (https://support.apple.com/en-au/105121).
- **Android phones and tablets:** Google Family Link manages apps, screen time, content ratings and SafeSearch for a child's account. families.google/familylink (https://families.google/familylink/).
- **Windows PCs and Xbox:** Microsoft Family Safety covers web filtering, screen time and app limits across Windows and Xbox. account.microsoft.com/family (https://account.microsoft.com/family).
- **PlayStation and Nintendo Switch:** both have built-in parental controls and companion apps. PlayStation (https://www.playstation.com/en-au/support/account/ps5-parental-controls-spending-limits/) · Nintendo Switch Parental Controls (https://www.nintendo.com/au/switch/parental-controls/).
- **Search and video:** turn on Google SafeSearch (https://www.google.com/safesearch), YouTube Restricted Mode (https://support.google.com/youtube/answer/174084) or use YouTube Kids (https://www.youtubekids.com/), and Bing's SafeSearch in its settings. These hide explicit results; they are not a substitute for a filter.

A note about mobile data

Sky5G home internet runs over our 5G network using a SIM, eSIM or a modem with a SIM already in it. Controls you set on your home router only apply to devices connected to that router. A phone or tablet on mobile data, or on a hotspot, is covered only by the controls on the device itself, so set those up too.

Talking with your kids

Technology changes faster than any filter. The most reliable protection is a child who knows what to do when something goes wrong and feels safe telling you. The eSafety Commissioner publishes plain-language advice for parents and carers, by age and by topic, at esafety.gov.au/parents (https://www.esafety.gov.au/parents), including The eSafety Guide (https://www.esafety.gov.au/key-topics/esafety-guide) to the apps, games and sites kids use.

A few starting points:

- **Under 10:** share devices in family spaces, use kids' versions of apps, and keep the rules simple and visible.
- **10 to 15:** agree the rules together, talk about what to do if a stranger messages them or they see something upsetting, and make it clear they won't lose their device for telling you.
- **Over 15:** focus on judgement rather than blocking: privacy settings, image sharing, scams, and where to get help if something goes wrong.

Report offensive or illegal content

If you or someone in your household comes across harmful material online, the **eSafety Commissioner** is Australia's independent regulator for online safety and can act on it. Sky5G cannot remove content from other people's websites or platforms, but eSafety can, and we will help you make a report.

What you can report

1. **Illegal and restricted content**: child sexual abuse material, material that promotes or instructs in terrorism or serious crime or violence, and some material that should be restricted to adults. Anyone in Australia can report this, **anonymously if you prefer**, and you do not have to complain to the website first.
2. **Image-based abuse**: an intimate image or video of you (including a fake or AI-generated one) shared, or threatened to be shared, without your consent.
3. **Cyberbullying of a child or young person under 18**: seriously threatening, intimidating, harassing or humiliating material aimed at a child.
4. **Adult cyber abuse**: material targeting an Australian adult that is menacing, harassing or offensive and intended to cause serious harm.

If you are not sure which applies, start at esafety.gov.au/report (https://www.esafety.gov.au/report) and use the "What you can report (https://www.esafety.gov.au/report/what-you-can-report-to-esafety)" guide.

Step by step

1. **If anyone is in immediate danger, call Triple Zero (000).** If a child is being exploited or groomed, report it to the Australian Centre to Counter Child Exploitation at accce.gov.au/report (https://www.accce.gov.au/report) as well as eSafety.
2. **Note the details without downloading or forwarding anything.** Copy the web address (URL), the account name or profile link, and the date and time you saw it. For cyberbullying, image-based abuse and adult cyber abuse, screenshots help; eSafety explains how to collect evidence (https://www.esafety.gov.au/report/how-to-collect-evidence). **Never download, save, screenshot or share child sexual abuse material**, even to report it: that is itself an offence. Report the URL instead.
3. **Report it to the platform if it is safe to do so.** For cyberbullying, image-based abuse and adult cyber abuse, eSafety will usually ask whether you have reported to the service first. For illegal and restricted content you can go straight to eSafety.
4. **Use the right eSafety form** at esafety.gov.au/report/forms (https://www.esafety.gov.au/report/forms):

- Report illegal and restricted content (https://www.esafety.gov.au/report/what-is-illegal-restricted-content) (can be anonymous)
- Report image-based abuse (https://www.esafety.gov.au/key-topics/image-based-abuse/report-image-based-abuse)

- Report cyberbullying (https://www.esafety.gov.au/key-topics/cyberbullying/report-cyberbullying) (for under 18s, or a parent, carer or school on their behalf)
- Report adult cyber abuse (https://www.esafety.gov.au/key-topics/adult-cyber-abuse/report-adult-cyber-abuse)

1. **Keep a copy of your report reference** and anything eSafety sends you.

What eSafety can do

eSafety can investigate, and where the material meets the legal test it can issue formal removal notices to the platform or the person who posted it (usually requiring removal within 24 hours), ask search engines and app stores to delist, request that Australian internet providers block access to particular abhorrent violent material, and refer matters to police. It can also point you to counselling and support (https://www.esafety.gov.au/report/counselling-support). If eSafety cannot investigate, it explains your other options (https://www.esafety.gov.au/report/options-if-esafety-cant-investigate).

Where Sky5G fits in

- We will **help you make a report**: call 1300 413 798 or use the chat on this site and we will help you find the right form.
- We **cooperate with lawful requests** from eSafety and from police, including blocking requests made under the *Online Safety Act 2021*, and we handle any information involved under our Privacy Policy.
- Content on **our own services** (for example, our website chat) that breaks the law or our terms can be reported straight to us and we will act on it.

Where to get help

- **Triple Zero (000)** in an emergency.
- **eSafety Commissioner**: esafety.gov.au (https://www.esafety.gov.au/), report online harm (https://www.esafety.gov.au/report).
- **Kids Helpline** (5 to 25 year olds, free and confidential, 24/7): 1800 55 1800 (tel:1800551800), kidshelpline.com.au (https://kidshelpline.com.au/).
- **Australian Centre to Counter Child Exploitation (ACCCE)**: accce.gov.au/report (https://www.accce.gov.au/report).
- **Lifeline** (24/7 crisis support): 13 11 14 (tel:131114). **1800RESPECT** (sexual assault, domestic and family violence): 1800 737 732 (tel:1800737732).
- **ReportCyber** (scams, hacking and other cybercrime): cyber.gov.au/report (https://www.cyber.gov.au/report-and-recover/report).
- **Crime Stoppers**: 1800 333 000 (tel:1800333000).
- **Sky5G support**: 1300 413 798 (tel:1300413798), sales@sky5g.com.au (mailto:sales@sky5g.com.au), Monday to Friday 9am to 5pm.

Our commitment

- We do not filter or monitor what you do with your connection by default. You decide what is right for your household, and we give you the information and tools to do it.

- We tell every customer about the Family Friendly Filter program, as the Online Safety Code requires, and we keep this page current.
- We help customers report harmful content, and we cooperate with the eSafety Commissioner, the police and the Telecommunications Industry Ombudsman.
- Our staff complete online-safety and vulnerable-customer training.

Last reviewed 4 November 2026. The accredited filter list reflects the austelco listing of October 2025; accreditations expire after two years and new filters are added, so check austelco for the current list. Sky5G is provided by Wi-Sky Queensland Pty Ltd, ABN 91 613 554 546.