

Telco Industry Domestic and Family Violence Pledge

As an industry, we are unique in that we have direct access to nearly every business and consumer in the country. That provides us with an opportunity to leverage our reach and power to make a sustained and meaningful impact to tackle domestic and family violence (DFV) across Australia.

Sadly, this abuse is also directly relevant to our industry.

- Telecommunications devices and services can be a lifeline in a situation of DFV, but they can also be tools for control and abuse.
- Telcos are often one of the first ports of call for people experiencing DFV looking to ensure continuation of service and appropriate privacy measures.
- Some of our customers and employees will be DFV victim-survivors.

The following telecommunications companies have taken the 'Telco Industry Domestic and Family Violence Pledge' and joined a collaborative industry effort to tackle domestic and family violence.

"We do not accept domestic and family violence, in any form, perpetrated to or by our customers, employees or any person in Australia and pledge to continually improve our support for victims and survivors."

We will do this through our commitment to:

- ***Applying our organisational resources to support DFV customer and employee victims and survivors and, within our means, work to reduce instances of DFV in society.***
- ***Producing a Domestic and Family Violence Action Plan, within two years of the date of signing the pledge, using the DFV Action Framework to inform our approach.***
- ***Continuing to learn and revise our approach, mindful of the continually changing nature of technology facilitated abuse (TFA).***
- ***Collaborating with other signatories, through Telco Together Foundation, to share challenges and solutions and further build best practice".***


Andrew Penn
Chief Executive Officer
Telstra




Kelly Bayer Rosmarin
Chief Executive Officer
Optus

OPTUS


Iñaki Berroeta
CEO & Managing Director
TPG Telecom

tpg TELECOM


Kevin Russell
Group Managing Director & CEO
Vocus Group

VOCUS


Phillip Britt
Managing Director
Aussie Broadband

Aussie Broadband


Cameron Evans
Chief Executive Officer
ATN Axicom

atn Axicom


Michael Simmons
Chief Executive Officer
Uniti Group

UNITI GROUP


Andrew Branson
Chief Executive Officer
More Telecom

more


Andrew Branson
Chief Executive Officer
Tangerine

TANGERINE


Jaspreet Manku
CEO & Managing Director
C9 Communications


communications


Campbell Burns
Director
Globe Telecom

GLOBE TELECOM


Peter Durning
Managing Director
Corp. Centre

Corp. Centre


Andy Heller
Chief Executive Officer
Emutel

emutel


Trent Morrison-Francis
Managing Director
Hungry Lab

hungry lab


Jeremy Rich
Chief Executive Officer
Lightning Broadband

Lightning Broadband


John DeFaney
Managing Director
Multipli

Multipli


Andrew Yager
Managing Director
Real World Technology Solutions

**real world
technology solutions**



PAUL FLETCHER MP

Federal Member for Bradfield
Minister for Communications,
Urban Infrastructure,
Cities & the Arts

Mr Michael Stanley
Chair
Telco Together Foundation
452 Flinders Street
Melbourne VIC 3000

Dear Mr ^{Michael} Stanley

I wish to express my endorsement for the Telco Together Foundation's positive leadership in reducing the instances and supporting victims as well as survivors of domestic and family violence (DFV) across Australia.

Telecommunications devices and services can be a lifeline in a situation of DFV, but they can also be tools for control and abuse. As such, it is critical that telecommunication providers and its employees understand the influence they can potentially have on reducing instances of DFV and supporting victim and survivors.

In particular, I wish to take this opportunity to commend the work of your organisation's Industry Impact Hub which provides a platform for the telecommunications industry to address DFV issues. This includes the Industry Impact Hub establishing a DFV roundtable and developing the DFV Action Plan Framework.

Thank you again, and I wish the Foundation every success in these endeavours.

Yours sincerely

Paul Fletcher

22/11/2021



Senator the Hon Anne Ruston

**Minister for Families and Social Services
Minister for Women's Safety
Senator for South Australia
Manager of Government Business in the Senate**

Mr Michael Stanley
Chair
Telco Together Foundation
452 Flinders Street
Melbourne VIC 3000

Dear Mr Stanley *Michael*

I write to you on an important issue facing many Australians, and to particularly provide my endorsement for the Telco Together Foundation's Domestic and Family Violence Action Plan Framework (Framework) for telecommunication companies to support domestic, family and sexual violence.

Telco stores are often a safe place for women and children to seek support. We saw this reliance through the COVID-19 pandemic when sadly many people were stuck at home with an abuser.

Australia is world leading in prevention for family, domestic and sexual violence and the Framework directly contributes to this.

The role of your industry in supporting victim-survivors of family, domestic and sexual violence is crucial and will, I believe, reduce the instances of violence in Australia in coordination with other Government programs and supports, like our historic \$1.1 billion commitment to women's safety recently.

I support wholeheartedly the Framework and see how it will educate telcos staff and allow telcos to be better equipped to support clients and those people who seek support in your retail stores.

Thank you for your strong advocacy for victim-survivors of family, domestic and sexual violence, and I commend the Domestic and Family Violence Action Plan Framework. I look forward to also seeing the telco sector continue to expand their role in responding to social issues affecting people online.

Yours sincerely


Anne Ruston

3 / 3 / 2022

17 November 2021

Ms Renee Bowker
Executive Director
Telco Together Foundation
Level 10/452 Flinders Street
MELBOURNE VIC 3000

Dear Ms Bowker

I am delighted to support the announcement and impending launch of the Telco Together Foundation's Domestic and Family Violence Action Plan Framework.

At eSafety, we are grateful to have been consulted in the development of this Action Plan Framework and are keen to follow closely as telcos adopt and implement the plan within their workplaces.

For the past five years, through our eSafety Women program, we've been at the forefront of efforts to understand and address how technology is used against women, particularly in domestic and family violence situations.

For women experiencing domestic and family violence, technology is a vital tool that helps them stay connected to family, friends and community. But we also know that technology is used against women to isolate, control and stalk them. The psychological and emotional scars this form of abuse creates can run extremely deep.

Telcos have the power to make a difference, from supporting customers who are victim-survivors of domestic and family violence, ensuring continuing of service and protection of their privacy, to educating employees and the broader public about technology-facilitated abuse, to embedding user safety and rights in product design.

We all have a role to play here. I am particularly pleased to see that the Action Plan Framework provides a pathway that can support any telco – from big to small – on a journey from 'starting out' to 'leadership'.

At eSafety we are passionate about building knowledge about technology-facilitated abuse and supporting improved responses. This Action Plan Framework provides telcos with the tools they need to join us in driving this change, and eSafety stands ready to assist telcos seeking advice on technology-facilitated abuse and embedding Safety by Design principles within their organisations.

Congratulations on the announcement of the Action Plan Framework. By harnessing the collective power of the telco industry, as well as experts in the not-for-profit and government sectors, this Action Plan Framework sets a blueprint for meaningful, systemic change.

Yours faithfully



Julie Inman Grant

eSafety Commissioner