

# ADAPT

## DOMESTIC & FAMILY VIOLENCE (DFV) ACTION PLAN REPORT



### AUSSIE BROADBAND

Submitted to Telco Together Foundation on 24 February 2024



# FOREWORD

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Aussie Broadband is proud to present our Adapt Domestic and Family Violence (DFV) Action Plan Report. This report reaffirms our commitment to continual improvement to support not only our customers and staff, but just as importantly, illustrate the role of the wider business community for the need to imbed a person centred and trauma informed approach in the delivery of our products and services to best minimise harm where we can.

We understand that telecommunications is used both as a lifeline for victim/survivors of Domestic and Family Violence but also as an avenue for perpetrators to inflict emotional, financial or psychological abuse. Through ongoing collaboration and knowledge sharing with DFV support agencies, our industry peers, non-government organisations and key government agencies we are committed to a process to continually improve.

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# PROVIDE

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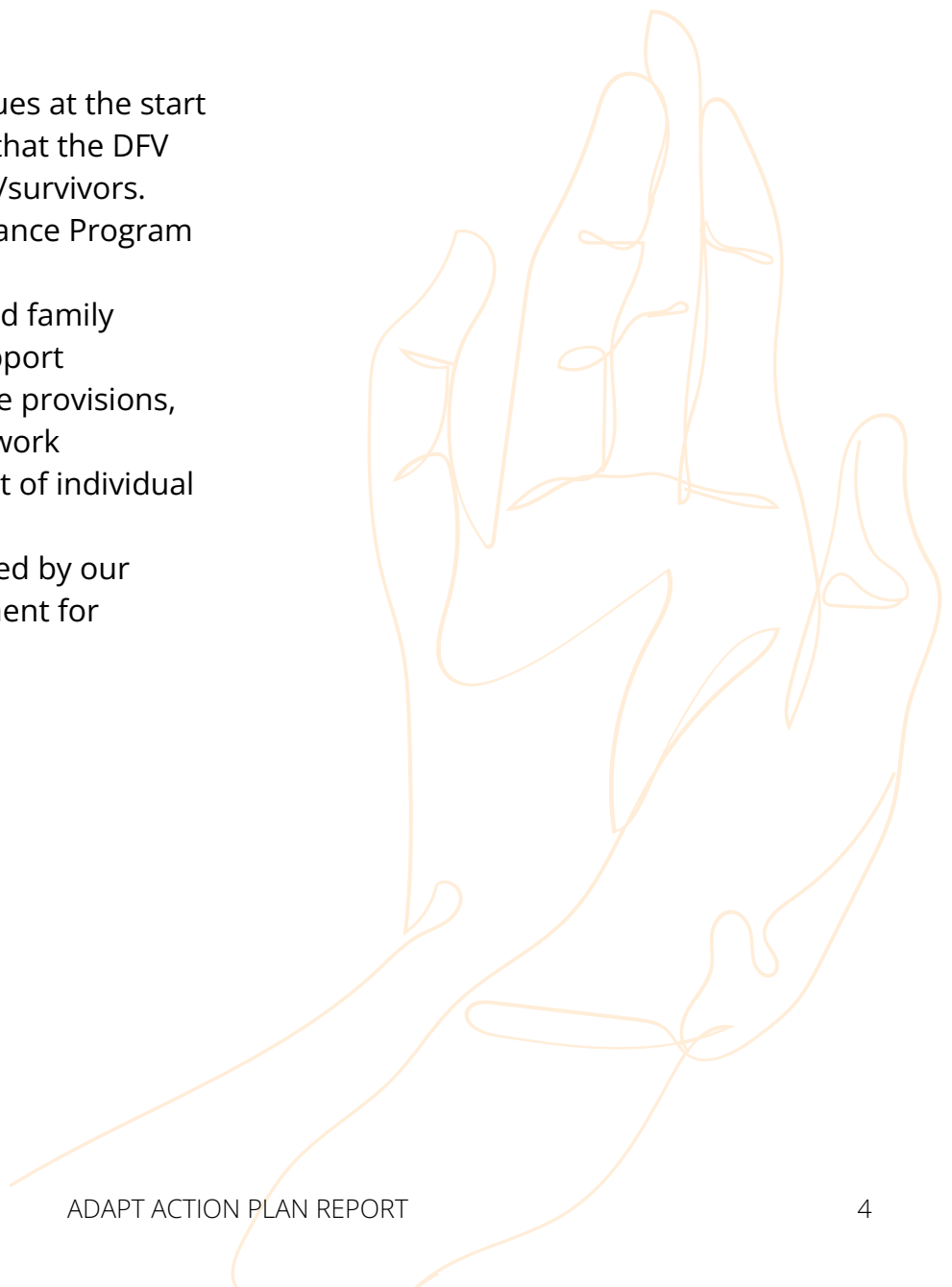
**We provided support for our employees before undertaking any work regarding our DFV Action Plan.**



Aussie Broadband supports our employees in a number of ways before undertaking any work regarding our DFV action plan.

This includes:

- Highlighting support avenues at the start of any interaction/meeting that the DFV may be triggering for victim/survivors.
- Access to Employee Assistance Program (EAP)
- Awareness of Domestic and family violence policy detailing support mechanisms including, leave provisions, potential access to flexible work arrangements, development of individual safety plans
- ABB staff are also supported by our People Experience Department for confidential support.



# EXPLORE

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**We have undertaken a discovery process of Government and Industry Expectations of Telcos regarding DFV and references in the Suggested Resource List.**



# CONSULT

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**We have formed a cross-business working group to plan our approach to responding to the issue of DFV, for our customers and employees.**



A cross department working group was formed in late 2022 and included senior representatives from:

- Risk and Compliance
- Customer Service
- People Partnering and Services
- Capability Enablement
- Community Impact

# REVIEW

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We have reviewed our pathways from our business areas to our team responding to DFV victim-survivors and ensured there is a clear process for internal referral.

We have reviewed our corporate culture and approach to Workplace Equality and Respect.

We have applied a DFV lens across our organisation and understand all DFV interaction points.

We have reviewed our training programs to ensure those that are related to DFV are flagged to incorporate information about the subject.

We have reviewed our policies and will include the subject of DFV in the following ones:

<b>Financial Hardship</b> Date reviewed: 30/06/23 Next review date: 30/06/24	<b>Customer Charters</b> Date reviewed: 30/06/23 Next review date: 30/06/24	<b>Complaints Handling</b> Date reviewed: 30/06/23 Next review date: 30/06/24
<b>Employee Induction</b> Date reviewed: 30/06/23 Next review date: 30/06/24	<b>Diversity &amp; Inclusion</b> Date reviewed: 30/06/23 Next review date: 30/06/24	<b>Code of Conduct</b> Date reviewed: 30/06/23 Next review date: 30/06/24
<b>Harassment &amp; Bullying</b> Date reviewed: 30/06/23 Next review date: 30/06/24	<b>Flexible Work</b> Date reviewed: 30/06/23 Next review date: 30/06/24	<b>Paid Leave</b> Date reviewed: 30/06/23 Next review date: 30/06/24

# DECIDE

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**The development of our Plan sits within this team:**



Community Impact, Learning and Development and People and Culture

**We have decided how we will manage the development and implementation of the DFV Action Plan.**



**We have decided how we will support our customers and employees.**



**We have decided how we will measure success.**



**We have decided which DFV Training Organisation we will work with to develop our training.**



# REPORT

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**We will complete our DFV Annual Update and submit it to TTF on 1st July 2025.**



Our first DFV Annual Update, following the lodgement of this DFV Action Plan will be on 1st July 2025, to align with our annual reporting cycle. Subsequent Annual Updates will be submitted to Telco Together Foundation in July each following year.

**We have decided how and where we will report our work.**



Annual Report





*Australian telecommunications companies that develop a Domestic and Family Violence (DFV) Action Plan have pledged to continually improve support for their customers and employees who are or may be DFV victims and survivors.*

*The pledge is signed by the company CEO and includes the commitment to develop a DFV Action Plan, and publish a public report, within two years of the date of signing the pledge.*

## **Background**

In 2022, The DFV Action Framework was introduced to the Australian Telco industry. Its core focus is to help telcos better understand how to provide appropriate support and provide an effective response to DFV victims and survivors.

The Framework was created by Telco Together Foundation's Industry Impact Hub, in collaboration with Foundation members Telstra, Optus, TPG Telecom, Vocus Group and Aussie Broadband.

Structured consultation was held with Government, Industry Organisations, frontline DFV service providers and smaller telcos to ensure the Framework content was able to deliver benefit to DFV victims and survivors. This guidance was assimilated into an easy to follow model, through the provision of DFV Action Plan templates, for adoption organisation-wide. Consultation included discussions with DSS Family Safety Branch, Australian Communications Consumer Action Network (ACCAN), eSafety Commissioner, Telecommunications Industry Ombudsman (TIO), and 1800RESPECT, amongst other key stakeholders.

The Industry Impact Hub is an initiative of the Telco Together Foundation, where complex social issues of relevance to the industry and our communities are collaboratively discussed, addressed and actioned.

## **Framework Overview**

This practical Framework consists of four Action Plan options relevant to any telco regardless of size or resources.

Telcos employ the Action Plan that best relates to their current knowledge or DFV strategy, choosing from the:

- Adapt DFV Action Plan
- Embed DFV Action Plan
- Tailor DFV Action Plan, or
- Influence DFV Action Plan

These Action Plans are not hierarchical and do not signify a telco 'league table' or ranking. Instead, they are progressive, providing a structured roadmap for continued reflection, improvement and adaptation over time.

Telcos must complete required minimum criteria, stipulated in the DFV Action Framework in order to complete their Action Plan, and their report.

A comprehensive response to the complex and critical subject of DFV takes time, requiring comprehensive planning across the organisation before execution.

## **Action Plan Reports**

In addition to the DFV Action Plan Report, the telco commitment includes submitting an Annual Update to Telco Together Foundation, documenting progress since their last Plan.

The DFV Pledge, Action Plan, Report and Annual Update are signed by the telco Chief Executive Officer.

## The four DFV Action Plan Options

### The Adapt Action Plan

*When planning, at an early stage, or reviewing your DFV Action Plan*

Even the most socially responsible telcos have to continuously adapt and evolve to ever-changing environments. The purpose of the Adapt Action Plan is to plan, review or revise your approach to domestic and family violence within the context of your employees, customers, products, services and business strategy.

### The Embed Action Plan

*When implementing your DFV Action Plan – within your mainstream processes*

Telco products and services are sometimes the only opportunity for customers to interact with employees. The Embed Action Plan places DFV victim-survivors at the centre of your products and services. With a DFV lens applied across your business you have a pathway to respond to customers and employees within your standard mainstream processes.

### The Tailor Action Plan

*When Implementing your DFV Action Plan – tailored to individual circumstances*

In some circumstances, a response that is appropriate to one DFV victim-survivor may be harmful to another. The Tailor Action Plan enables a telco to deviate away from its mainstream processes, with support team(s) authorised to provide customers and employees with a customised individualised response.

### The Influence Action Plan

*When extending your DFV Action Plan, wider than your customers and employees.*

As an industry we are unique in that we have direct access to nearly every Australian organisation and consumer. That provides an opportunity for a level of responsibility that goes beyond a telco's own business. The Influence Action Plan extends your sphere of influence beyond your employees and customer support, to the wider community.



The Industry Impact Hub is an initiative of Telco Together Foundation. We are the industry's foundation for collectively addressing some of the most complex social challenges within our increasingly connected world.



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