



# TAILOR

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



**Telstra**

Submitted to Telco Together Foundation on 29 February 2024



# FOREWORD

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## **Recognising domestic and family violence at Telstra**

Domestic and family violence (DFV) can happen to anyone, at any time, no matter their age, gender, sexual orientation, geographic location, cultural or religious beliefs, or economic status.

Telstra defines DFV as the use of violent, threatening, coercive or controlling behaviours by an individual against a family member(s), or someone with whom they have, or have had an intimate relationship with, including carers.

It can be physical, emotional or psychological. Non-physical forms of abuse can be just as damaging as physical assaults and can include technology-facilitated abuse. Technology-facilitated abuse involves the misuse of devices (such as phones, computers, tablets), accounts (such as email) and software platforms (such as social media) to control, abuse, track and intimidate. It can involve stalking - following, making excessive phone calls, texts or emails.

Economic abuse is another kind of DFV - using finances and economic resources to gain power and control in the relationship (e.g., monitoring spending, restricting access to financial resources, and accruing debt).

## **Our commitment**

DFV is unacceptable, and we are committed to helping it end in Australia by:

- Ensuring we've got the tools and processes in place to support our people to assist victim-survivors
- Empowering victim-survivors to stay safely connected
- Seeking to mitigate against our products and services being
  - misused by perpetrators
- Contributing to the national dialogue on how technology and telecommunications are being misused by perpetrators through research and insights
- Ensuring we continue to listen to DFV experts, lived experience, and industry groups.

# FOREWORD CONT.

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## Customer information and support

- Visit [telstra.com.au/consumer-advice/domestic-family-violence](https://telstra.com.au/consumer-advice/domestic-family-violence)
- Call Telstra SAFE team (1800 452 566)  
The Telstra SAFE team is specially trained to help customers stay safely connected to their Telstra internet, phone and energy services.  
Monday to Friday: 8am to 8pm AEDT, Saturday & Sunday: 8am to 5pm AEDT.
- Call 1800RESPECT (1800 737 732)  
The National Sexual Assault Domestic Violence Counselling Service offers confidential online and telephone counselling, information and referral services.  
Available 24 hours a day, 7 days a week

## Definitions

**Telstra** refers to Telstra Group Limited and its owned and controlled entities. This includes, but is not limited to, Telstra Limited, InfraCo, Amplitel and Telstra International.

**Customer** refers to Telstra retail consumers, excluding Digicel Pacific, Belong and Boost, unless otherwise stated.

**Employee** refers to Telstra direct employees, excluding Digicel Pacific.

**Training** refers to Telstra direct and indirect employees who support or service customers (as defined above), and includes Belong.

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# DEVELOP

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**We have developed our Organisational DFV Position Statement.**



**We have developed our DFV Action Plan for our customers. This includes our ability to provide a customised tailored DFV response if and when necessary, within our Customer Support Policy. This is how we support our vulnerable and/or marginalised customers:**



We offer a range of products, services and programs to improve digital inclusion outcomes for our customers in vulnerable circumstances and communities.

These activities include:

- the provision of lower-cost services for people on a low income
- support during times of financial hardship, including access to safe and secure communications for victims of domestic and family violence
- ensuring we have accessible product and service options for people with disability
- assisting seniors to get online
- free local and national calls to standard fixed line numbers and calls to standard Australian mobiles across our 15,000 public payphones.

For more information on how we support customers in vulnerable circumstances, please see our 'Chief Customer Advocate Report on Customer Vulnerability' available on our website ([www.telstra.com.au/content/dam/tcom/about-us/community-environment/pdf/telstra-chief-customer-advocate-report-on-customer-vulnerability.pdf](http://www.telstra.com.au/content/dam/tcom/about-us/community-environment/pdf/telstra-chief-customer-advocate-report-on-customer-vulnerability.pdf))

# DEVELOP CONT.

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We have developed our DFV Action Plan for our employees. This includes our ability to provide a customised tailored DFV response if and when necessary, within our Employee Support Policy.



We have developed our External Communications Plan.



We have developed our Internal Communications Plan.



We have developed our employee training.



We developed our training in line with the Telco Industry DFV Training Framework



# TRAIN

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**These role/teams have been trained in DFV support.**



All employees who engage with consumer and small business customers. Approximately 17,000 employees undertake this training each year, including our retail partner staff.

All SAFE Team consultants (approximately 60 staff) and their managers undertake specific training to understand the nature and consequences of DFV for our customers. This training is refreshed and delivered each year.

# IMPLEMENT

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We completed the implementation of our DFV Strategy on 20 December 2023



# COMMUNICATE

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We have published our Organisational Position Statement. It can be found here:



[www.telstra.com.au/consumer-advice/domestic-family-violence](http://www.telstra.com.au/consumer-advice/domestic-family-violence)



# COMMUNICATE CONT.

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**We have communicated our DFV information to our customers including our ability to provide a customised tailored DFV response if and when required, within our Customer Support Policy. It can be found here:**



[www.telstra.com.au/consumer-advice/domestic-family-violence](http://www.telstra.com.au/consumer-advice/domestic-family-violence)

Although we provide a tailored DFV response for our customers, it is not explicitly stated on this webpage. This will be updated.

**We have communicated our DFV information to our employees including our ability to provide a customised tailored DFV response if and when required, within our Employee Support Policy.**



# MONITOR & EVALUATE

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**We monitor our DFV achievements through the following metrics:**



Metrics include, but are not limited to, the following:

1. Continuously improve customer and employee DFV treatments and process
2. Achieve employee DFV training completion rates each year
3. Achieve gender representation goals each year
4. Sponsor the WESNET Technology Safety Summit each year
5. Provide 6,000 phones and SIMS to the Safe Connections program each year
6. Constructively engage with government, regulators and stakeholders to ensure positive outcomes for those impacted by DFV.

**We monitor and evaluate whether we need to make adjustments to our approach, annually, and include these in our annual DFV Action Plan Update.**



# REPORT

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**We will complete our DFV Annual Update and submit it to Telco Together Foundation on 07/03/25.**



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



Sustainability 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.



[www.industryimpacthub.org](http://www.industryimpacthub.org)  
Contact: Carin Lavery  
[carin@telcotogether.org](mailto:carin@telcotogether.org)