

ADAPT

DOMESTIC & FAMILY VIOLENCE (DFV) ACTION PLAN REPORT



Corp Centre

Submitted to Telco Together Foundation on 07 May 2024



FOREWORD

Corp Centre's commitment to the Telco Together Foundation spans over a decade, embodying the essence of collaboration for the greater good. The vision of Telco companies setting aside differences in pursuit of collective impact has always been a no brainer for me.

In 2022, Corp Centre was invited by Telco Together to join a collaborative industry initiative aimed at addressing domestic and family violence. This invitation sparked our journey with Telco Together's Industry Impact Hub, leading to the inception of Corp Centre's DFV Action Plan.

Over the past two years, our engagement with this initiative has been enlightening, empowering us with the knowledge to make a positive difference in tackling domestic and family violence. Initially, I grappled with how the Telco industry could contribute meaningfully.

Domestic and family violence encompasses not only physical abuse but also mental anguish and manipulation. A poignant example is the scenario where a perpetrator of family violence holds authority over a family's mobile phone account. Such control can further subdue survivors, hindering their ability to seek help.

By educating all Corp Centre staff to recognize and address such situations, we equip our team to take proactive measures when needed. Simply raising awareness among our staff, partners, and business customers can yield significant impact. I've long believed in businesses leading the charge in making positive community impacts.

When our customers witness Corp Centre's efforts to address domestic and family violence, they, in turn, can amplify these efforts by educating their own employees and clients.

We owe immense gratitude to Caroline Durning, Carin Lavery and the Telco Together team for spearheading the establishment of Corp Centre's DFV Action Plan. This plan serves as our guiding framework, empowering our community to work towards the eradication of domestic and family violence.



Peter Durning
Managing Director – Corp Centre

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PROVIDE

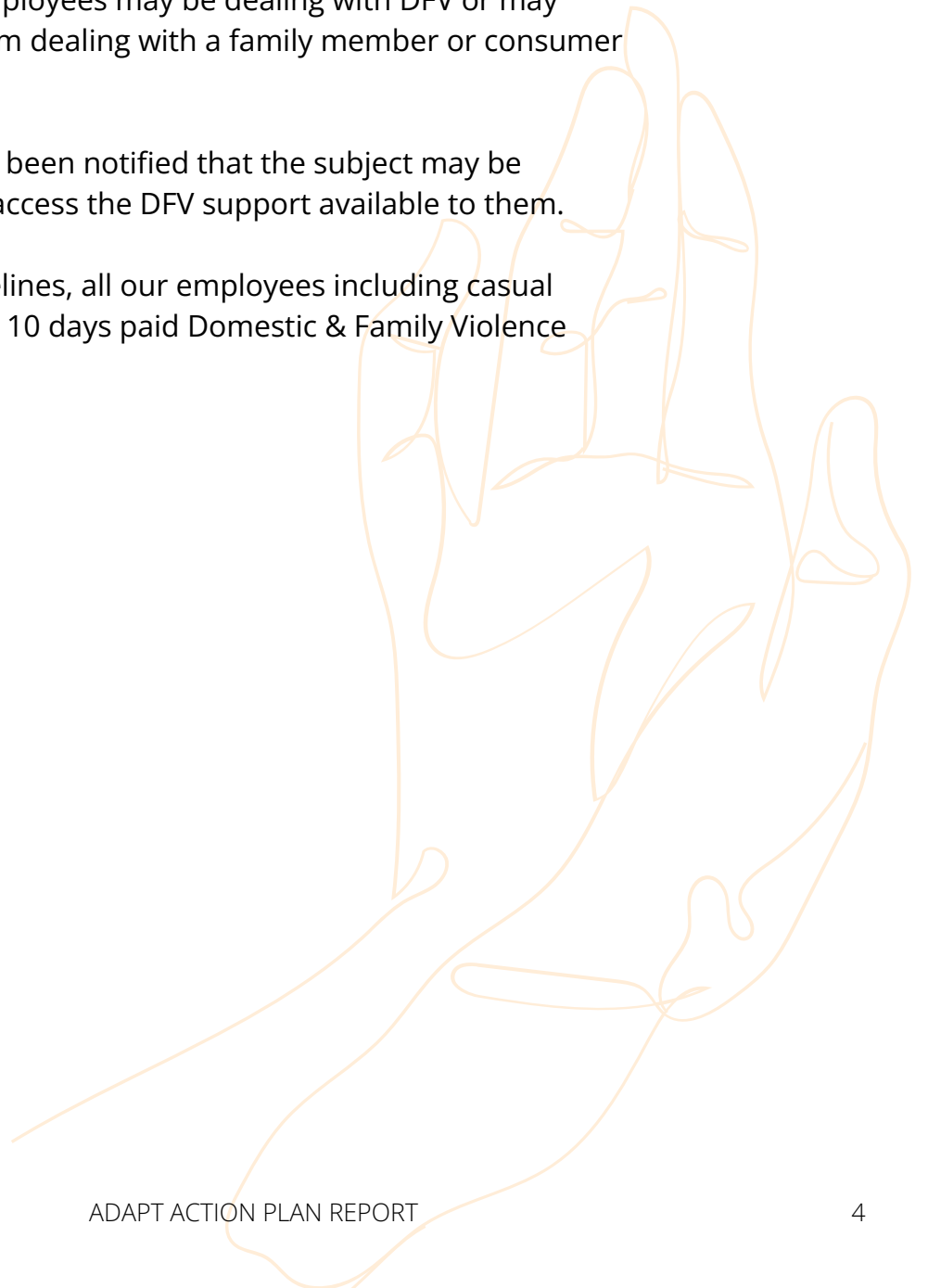
We provided support for our employees before undertaking any work regarding your DFV Action Plan. This support includes:



We are aware that our Employees may be dealing with DFV or may have vicarious trauma from dealing with a family member or consumer affected by DFV.

All of our employees have been notified that the subject may be distressing and where to access the DFV support available to them.

As per the Fair work guidelines, all our employees including casual employees have access to 10 days paid Domestic & Family Violence leave per calendar year.



EXPLORE

We have undertaken a discovery process of Government and Industry Expectations of Telcos regarding DFV (DFV Action Framework Appendix 6) and references in the Suggested Resource List (DFV Action Framework Appendix 7).



CONSULT

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



We are small company of eight employees. We have formed a cross-business working group consisting of myself (HR/Office Manager) Peter Durning (CEO and Director of sales and Daniel Sazdenoff (Director of Operations)

REVIEW

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:

Financial Hardship
Date reviewed: Dec 2023
Next review date: Dec 2024

Complaints Handling
Part of other policies

Employee Induction
Date reviewed: July 2023
Next review date: July 2024

Diversity & Inclusion
Date reviewed: Oct 2023
Next review date: Oct 2024

Code of Conduct
Date reviewed: Sept 2023
Next review date: Sept 2024

Harassment & Bullying
Date reviewed: Dec 2023
Next review date: Dec 2024

Flexible Work
Date reviewed: Dec 2023
Next review date: Dec 2024

Paid Leave
Part of other policies

Consumer Charters
Part of other policies

DECIDE

The development of our Plan sits within this team:



Cross- business DFV working group

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

We will complete our DFV Annual Update and submit it to TTF on 26th of April 2025



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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