



ADAPT

DOMESTIC & FAMILY VIOLENCE (DFV) ACTION PLAN REPORT



Indara Digital Infrastructure

Submitted to Telco Together Foundation on 31st August 2024



FOREWORD

At Indara, we understand the role that the Telecommunications industry plays in both providing support as well as contributing to the increased risk of domestic and family violence (DFV) to victims/survivors. We therefore recognise our responsibility to create a Domestic and Family Violence Adapt Action Plan that allows us to reflect on our current practices and policies for Domestic and Family Violence.

Indara owns, builds and operates a diverse network of critical physical and digital infrastructure for our wide range of connectivity providers. Indara operates in a business-to-business model and therefore does not have end user consumer customers, however we do recognise the important role we play in providing our customers with infrastructure to enable the provision of telecommunications services to their end user customers.

In recognition of the role we play in the Telecommunication industry and the role the industry plays in DFV, we believe through educating our employees on DFV, we can contribute to an increased awareness of DFV within our communities. The focus of our Action Plan has been to evaluate the information and support we provide to our employees in relation to DFV. This Action Plan is an important step towards ensuring our policies and practices reflect high standards of support and intervention for DFV victim/survivors.

Our current priorities include identifying the interaction points DFV has in the workplace, providing training to employees and managers to raise awareness, and ensuring sufficient support and resources are available for employees who are affected by DFV.

We are committed to continuous improvement, regularly reviewing our policies, training and support, as well as seeking feedback to better support the complex and evolving needs of DFV victim/survivors.

Cameron Evans
CEO

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PROVIDE

We provided support for our employees before undertaking any work regarding our DFV Action Plan, letting them know that this subject can be upsetting/triggering, and providing them with support resources (eg 1800RESPECT).



Through research on the topic of DFV, we understand that this topic can be triggering for some people, whether they have been victims of DFV or not.

As we engage with employees on the DFV Action Planning process, we will communicate, before undertaking any work, that people may find these topics triggering and/or challenging and they should speak up should they require support.

Our Employee Assistance Program (EAP) provider is accessible 24/7 for all employees. They provide hotline access for employees who may be triggered or experience vicarious trauma throughout the Action Planning process. Employees can access our EAP via the Indara Intranet or mobile App.

For Leaders who may be approached by employees needing support, the EAP Manager Hotline can also be accessed.

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.



A Working Group of Human Resources representatives was formed to plan our approach to the DFV Action Plan. This group has consulted with external vendors for EAP, Financial Well-Being, and Learning to assess the services they provide in relation to DFV given the role these services could play in supporting our employees.

Additionally, we will collaborate with our Health, Safety, Environment, and Quality (HSEQ) team to review our policies that relate to DFV.

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.



All DFV related training courses on our Learning Management System are currently under review as we determine that the DFV related training is satisfactory. If unsatisfactory, we will explore the possibility of working with a DFV specialist organisation to help tailor this training to be effective for our employees.

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



Complaints Handling

Date reviewed: Oct 9th 2023

Next review date: Apr 1st 2025

Paid Leave

Date reviewed: May 22nd 2023

Next review date: May 22nd 2025

Diversity & Inclusion

Date reviewed: Jun 21st 2022

Next review date: Oct 2024

Code of Conduct

Date reviewed: Dec 22nd 2022

Next review date: Dec 2024

Domestic Violence Leave Policy

Date reviewed: 22nd May 2023

Next review date: Nov 2024

Harassment & Bullying

Date reviewed: Nov 2023

Next review date: Dec 2024

Flexible Work

Date reviewed: Jun 9th 2023

DECIDE

The development of our Plan sits within this team:



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

We will complete our DFV Annual Update and submit it to TTF on 31st August 2025



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



Indara will provide annual updates regarding the DFV Action Plan to the Executive and Board. We will use the DFV Annual Update template for communicating our progress externally.



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
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