

Appendix 2:

This is an online document accessed via page 85 of the DFV Action Framework. If you have printed or saved this, check the IIH website for updated versions at industryimpacthub.org/domestic-and-family-violence/dfv-action-framework-resources/. The version number is in the header. Last updated: 11 April 2024

Glossary

Terminology is continuing to evolve. The descriptions below have been sourced from reputable organisations that have a deep knowledge of the subject. These are not legal definitions and serve to increase the reader's awareness of the subject.

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| 1800Respect | <p>The national telephone and online counselling and support services for people affected or at risk of domestic, family and sexual violence. Services are available online at 1800respect.org.au or by telephone on 1800 737 732, 24 hours 7 days per week.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |
| Brotherboys | <p>A term used by Aboriginal and Torres Strait Islander people to describe gender diverse people that have a male spirit and take on male roles within the community.</p> <p><u>Source:</u> Trans Mob transhub.org.au/trans-mob</p> |
| Consent | <p>All state and territory laws require consent to sexual activity be either “freely and voluntarily given” or that consent involves “free” or “free and voluntary” agreement:111 Investigating Australians’ mistrust in women’s reports of sexual assault - Key messages).</p> <p>However, legal definitions of consent vary between Australian state and territory jurisdictions. There are ongoing reforms in a number of states and territories to amend the definition of consent to require affirmative communication of consent.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |

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| Coercive Control | <p>Coercive control is often a significant part of a person's experience of family and domestic violence and describes someone's use of abusive behaviours against another person over time, with the effect of establishing and maintaining power and dominance over them.</p> <p>Abusive behaviours that perpetrators can use as part of their pattern of abuse include physical abuse (including sexual abuse), monitoring a victim-survivor's actions, restricting a victim-survivor's freedom or independence, social abuse, using threats and intimidation, emotional or psychological abuse (including spiritual and religious abuse), financial abuse, sexual coercion, reproductive coercion, lateral violence, systems abuse, technology-facilitated abuse and animal abuse. A focus on coercive control reflects a shift from specific, isolated incidents (of primarily physical violence) to a recognition that individual acts can be used by perpetrators to form a broader pattern of abusive behaviours that reinforce and strengthen the control and dominance of one person over another.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |
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| <p>Domestic and family violence (DFV)</p> | <p>Domestic and family violence is any behaviour in an intimate or family relationship which is violent, threatening, coercive or controlling, causing a person to live in fear.</p> <p>Domestic and family violence includes different types of behaviours used to control, dominate, humiliate or make someone fearful. These behaviours include:</p> <ul style="list-style-type: none"> • physical assault or abuse • sexual assault and other sexually abusive or coercive behaviour • emotional or psychological abuse, including verbal abuse and threats of violence • economic abuse, for example denying a person access to money or financial support • stalking, harassment and intimidation including coercion of the other person's family, to cause fear or ongoing harassment • technology-facilitated abuse, including use of electronic communication or social media • kidnapping or deprivation of liberty, as well as preventing the other person from making or keeping connections with her or his family or kin, friends, faith or culture • damage to property • threatening to hurt, hurting or killing pets. <p>Domestic and family violence can impact anyone and happens in every community, all cultures, and to people in every age and income group. However, gender is the biggest risk factor for domestic violence. Women and their children are most at risk of domestic violence from their current or former partners.</p> <p><u>Source:</u> NSW Government dcj.nsw.gov.au/legal-and-justice/safer-pathway/what-is-domestic-and-family-violence.html#</p> |
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| <p>DFV Response</p> | <p>How a telco's first-line customer-facing team responds to a customer in relation to DFV.</p> <p>As examples, a Tailored response in the Telco Industry DFV Action Framework might include: changing identification approaches, changing communication methods, how notes are taken and filed, the contact method: interactive voice response (IVR) or dedicated phone number.</p> <p>Sometimes Telco Together Foundation might refer to 'Telco DFV Support'. This is in the context of providing an appropriate response for a customer or employee. It is never implying DFV counselling, DFV safety-planning or replicating/fulfilling the role provided by DFV specialists or Front Line DFV Support Agencies.</p> <p><u>Source:</u> Telco Together Foundation</p> |
| <p>DFV Specialist</p> | <p>A person or organisation that is qualified in the complex detail of domestic and family violence and/or the delivery of DFV support and/or training relating to Domestic and Family Violence.</p> <p>This person or organisation specialises in this subject as opposed to their involvement being a component of a wider role.</p> <p><u>Source:</u> Telco Together Foundation</p> |
| <p>Economic Abuse (See Financial Abuse too)</p> | <p>Economic abuse means behaviour that is coercive, manipulative or unreasonably controls a person in a way that denies their personal or financial independence - often in way that involves fear or intimidation, for example by:</p> <ul style="list-style-type: none"> • Coercing a person to hand over control of assets and income • Removing, keeping or selling a person's property without their consent or lawful reason • Preventing a person from seeking employment • Coercing a person to sign a Power of Attorney, contract or loan against their wishes • Preventing a person having access to joint financial assets • Coercing a person to claim a Centrelink payment <p>Economic abuse is often part of a broader pattern of domestic or family violence (DFV), alongside physical, sexual, psychological or emotional abuse.</p> <p><u>Source:</u> Centre for Women's Economic Safety cwes.org.au/wp-content/uploads/2023/02/Economic-abuse-and-the-law-.pdf</p> |

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| <p>eSafety</p> | <p>The eSafety Commissioner (eSafety) is Australia’s independent regulator for online safety.</p> <p>We are the world’s first government agency dedicated to keeping people safer online.</p> <p>We started operations in 2015 as the Children’s eSafety Commissioner and we are now at the forefront of the fight against online risks and harms faced by adults as well as children.</p> <p>We are a fast-growing team of educators, investigators, lawyers, policy analysts, technology experts, digital specialists and other professionals who share one goal – a safer and more positive online experience for all Australians.</p> <p>Australia’s eSafety Commissioner is Julie Inman Grant.</p> <p><u>Source:</u> esafety.gov.au esafety.gov.au/about-us/who-we-are</p> |
| <p>Employee Assistance Program</p> | <p>An employee assistance program (EAP) is an employee benefit program that assists employees with personal problems and/or work-related problems that may impact their job performance, health, mental and emotional well-being. EAPs generally offer free and confidential assessments, short-term counselling, referrals, and follow-up services for employees.</p> <p>EAP counsellors may also work in a consultative role with managers and supervisors to address employee and organizational challenges and needs. Many corporations, academic institution and/or government agencies are active in helping organizations prevent and cope with workplace violence, trauma, and other emergency response situations. There is a variety of support programs offered for employees. Even though EAPs are mainly aimed at work-related issues, there are a variety of programs that can assist with problems outside of the workplace. EAPs have grown in popularity over the years, and are more desirable economically and socially.</p> <p><u>Source:</u> Wikipedia en.wikipedia.org/wiki/Employee_assistance_program</p> |

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| Evidence-based | <p>Describes models, approaches or practices found to be effective through evaluation or peer reviewed research. Evidence is usually published and may be found in full or summarised in academic research documents, organisational reports, program evaluations, policy papers and submissions. There is a strong evidence base for strategies to prevent gender-based violence. As our understanding of what drives violence against women and children in different population groups and settings increases, the evidence base will continue to evolve.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 www.dss.gov.au/ending-violence</p> |
| Family | <p>The use of the term 'family' acknowledges the variety of relationships and structures that can make up family units and kinship networks. It can include current or former partners, children (including adolescent or adult children), siblings, parents, grandparents, extended family and kinship networks and carers.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |

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| <p>Family Violence</p> | <p>Family violence is any threatening, coercive, dominating or abusive behaviour that occurs between people in a family, domestic or intimate relationship, or former intimate relationship, that causes the person experiencing the behaviour to feel fear.</p> <p>Family violence is not an argument once in a while, it is a continuous pattern of abusive behaviour perpetrated by one person towards another, often using multiple tactics.</p> <p>Family violence is not just physical or sexual abuse. It can include many <u>types of abuse</u> all of which are unhealthy and harmful.</p> <p>Family violence is most often thought of as occurring between intimate partners or immediate relations living in the same home. But family violence can also be perpetrated by someone that you normally live with who is in a 'family-like relationship' (such as a carer), or relationships where there is cultural recognition by the community of a 'family-like' relationship (such as in Aboriginal communities).</p> <p>Here are some examples of family violence relationships:</p> <ul style="list-style-type: none"> • Intimate partner abuse: violent behaviour used by a current or former spouse or partner against the other spouse or partner. • Dating abuse: violent behaviour used by a casual partner against the other partner. • Child abuse: violent behaviour or mistreatment towards a child or young person by a parent or caregiver. Under Victorian law, exposing a child to any form of family violence is also a reportable child abuse offence – so if a person is abusive towards their spouse in front of their child or children, child abuse has occurred. • Elder abuse: violent behaviour or mistreatment towards an older person by a partner or family member, often including financial abuse, controlling behaviours and/or negligence. • Parental abuse: violent behaviour towards a parent by an adolescent child or dependant. <p>Source: Safe Steps: safesteps.org.au/understanding-family-violence/what-is-family-violence/</p> |
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| <p>Financial Abuse (See Economic Abuse too)</p> | <p>Financial Abuse is a form of DFV and includes actions by a perpetrator to exploit an affected person's economic or financial position and reduce self-sufficiency.</p> <p><u>Source:</u> Communications Alliance Industry Guideline G6602023: Assisting Consumers Affected by Domestic and Family Violence commsalliance.com.au/_data/assets/pdf_file/0010/94249/Industry-Guideline-G660_2023_incorporating-variation-no.1_2023.-Assisting-Consumers-Affected-by-Domestic-and-Family-Violence.pdf</p> |
| <p>Financial Hardship</p> | <p>Financial hardship is when you are temporarily unable to make a repayment on a debt, such as a credit card, home loan or personal loan.</p> <p>The causes of financial hardship can include sickness, natural disaster, unemployment or over-commitment to credit arrangements.</p> <p><u>Source:</u> Australian Financial Complaints Authority afca.org.au/make-a-complaint/financial-hardship-complaints#</p> |
| <p>Frontline DFV Service Agencies</p> | <p>These are the organisations that provide specialised direct-contact support to people experiencing domestic and family violence. Examples of their work includes developing a Safety Plan with the person concerned, counselling, online support, financial support, legal support, housing support.</p> <p>Examples of these organisations include: 1800RESPECT, MensLine, Safe Steps Family Violence Resource Centre, DV Connect, Women's Domestic Violence Helpline.</p> <p><u>Source:</u> Telco Together Foundation</p> |
| <p>Gaslighting</p> | <p>Psychologists use the term "gaslighting" to refer to a specific type of manipulation where the manipulator is trying to get someone else (or a group of people) to question their own reality, memory or perceptions.</p> <p><u>Source:</u> nbcnews.com/better/health/what-gaslighting-how-do-you-know-if-it-s-happening-ncna890866</p> |

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| <p>Gender</p> | <p>Refers to the economic, social, political, and cultural attributes and opportunities associated with being women and men. The social definitions of what it means to be a woman or a man vary among cultures and change over time. Gender is a sociocultural expression of particular characteristics and roles that are associated with certain groups of people with reference to their sex and sexuality. Rigid gender roles leave no space for acknowledgement or celebration of gender diversity.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> <p>Gender expectations vary between cultures and can change over time.</p> <p><u>Source:</u> World Health Organisation. 'Gender,' Factsheet no. 403. World Health Organisation, 2015, from who.int/health-topics/gender#tab=tab_1</p> |
| <p>Gender drivers of violence</p> | <p>The underlying causes that are required to create the necessary conditions in which violence against women, children and LGBTIQ+ people occurs. They relate to the particular structures, norms and practices arising from gender inequality in public and private life, but which must always be considered in the context of other forms of social discrimination and disadvantage.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |
| <p>Gender Equality</p> | <p>Involves equality of opportunity and equality of results. It includes both the redistribution of resources and responsibilities between men and women and the transformation of the underlying causes and structures of gender inequality to achieve substantive equality.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |

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| <p>Gender-Based Violence</p> | <p>Gender-based violence is violence directed against a person because of that person's gender or violence that affects persons of a particular gender disproportionately.</p> <p>Violence against women is understood as a violation of human rights and a form of discrimination against women and shall mean all acts of gender-based violence that result in, or are likely to result in:</p> <ul style="list-style-type: none"> • physical harm, • sexual harm, • psychological, • or economic harm • or suffering to women. <p>It can include violence against women, domestic violence against women, men or children living in the same domestic unit. Although women and girls are the main victims of GBV, it also causes severe harm to families and communities.</p> <p><u>Source:</u> European Commission commission.europa.eu/strategy-and-policy/policies/justice-and-fundamental-rights/gender-equality/gender-based-violence/what-gender-based-violence_en#</p> |
| <p>Gender Identity</p> | <p>A person's deeply felt sense of being male, female, both, in between, or something other.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |
| <p>Gender Inequality</p> | <p>A social condition characterised by unequal value afforded to men and women and an unequal distribution of power, resources and opportunity between them. It is the direct result of patriarchal systems which privilege the needs, interests and behaviours of men over women, and which permeate many aspects of Australian society and institutions</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |
| <p>Gender Norms</p> | <p>The dominant beliefs and rules of conduct which are determined by a society or social group in relation to the types of roles, interests, behaviours and contributions expected from girls and boys, men and women. Norms are not neutral in their effect, but rather create and maintain unequal relations of power.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |

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| <p>Image Based Abuse</p> | <p>Image-based abuse is when someone shares, or threatens to share, an intimate image or video of a person without their consent.</p> <p><u>Source:</u> Office of the eSafety Commissioner (eSafety) (eSafety) esafety.gov.au/key-topics/image-based-abuse</p> |
| <p>Intimate Partner Violence</p> | <p>Intimate Partner Violence (IPV) can be defined in different ways. Broadly, IPV refers to any behaviour within an intimate relationship (current or previous) that causes physical, sexual or psychological harm (DSS 2022). Intimate relationships involve varying levels of commitment, and include marriages, couples who live together, and dating relationships. Some relationships such as boy/girlfriend and dating relationships are particularly relevant to younger people who are less likely to be in formal living arrangements with their intimate partners.</p> <p><u>Source:</u> Australian Government: Institute of Health and Welfare (AIHW) aihw.gov.au/family-domestic-and-sexual-violence/types-of-violence/intimate-partner-violence#what</p> |
| <p>Information and Communications Technology</p> | <p>ICT, or information and communications technology (or technologies), is the <u>infrastructure</u> and <u>components</u> that enable modern computing. Among the goals of IC technologies, tools and <u>systems</u> is to improve the way humans create, process and share <u>data</u> or information with each other. Another is to help them improve their abilities in numerous areas, including business; education; medicine; real-world problem-solving; and even leisure activities related to sports, music, and movies.</p> <p><u>Source:</u> Tech Target techtarget.com/searchcio/definition/ICT-information-and-communications-technology-or-technologies</p> |

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| <p>Intersection-ality</p> | <p>Intersectionality is a way of seeing or analysing the dynamics of power and social inequality in our society. It can be described in different ways: as a theory, an approach, a lens, a framework and so on. What is essential to the idea of intersectionality is the recognition that inequalities are never the result of any single or distinct factor such as race, class or gender. Rather, ‘they are the outcome of different social locations, power relations and experiences’ (Hankivsky, 2014).</p> <p><u>Source:</u> Multicultural Centre for Women’s Health ‘Why Intersectionality Matters’ mcwh.com.au/wp-content/uploads/Intersectionality-Matters-Guide-2017.pdf</p> <p>The complex, cumulative way in which the effects of multiple forms of discrimination (such as racism, sexism, and classism) combine, overlap, or intersect especially in the experiences of marginalized individuals or groups</p> <p><u>Source:</u> merriam-webster.com/dictionary/intersectionality</p> |
| <p>Intersectional Approach</p> | <p>In the context of addressing violence against women and children, an intersectional approach recognises that the way women experience gender and inequality can be different based on a range of other cultural, individual, historical, environmental or structural factors including (but not limited to) race, age, geographic location, sexual orientation, ability or class. This approach also recognises that the drivers, dynamics and impacts of violence women experience can be compounded and magnified by their experience of other forms of oppression and inequality, resulting in some groups of women experiencing higher rates and/or more severe forms of violence, or facing barriers to support and safety that other women do not experience.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |
| <p>Key Performance Indicator (KPI)</p> | <p>A KPI is a measurable value that demonstrates how effectively a company is achieving key business objectives</p> <p><u>Source:</u> klipfolio.com/resources/articles/what-is-a-key-performance-indicator</p> |

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| LGBTIQA+ | <p>An acronym used to describe members of the lesbian, gay, bisexual, trans, intersex, queer, asexual or questioning community. It is sometimes used to include allies or supporters of the LGBTIQA+ community. Other acronyms used to describe this community include LGBTIQ, or LGBTIQ+.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |
| Marginalised Groups | <p>A marginalised group is a group of people that does not enjoy the same privileges as that of the rest of the society.</p> <p><u>Source:</u> sociologyignou.com/describe-what-is-a-marginalized-group/</p> |
| Non Binary | <p>An umbrella term for any number of gender identities that sit within, outside of, across or between the spectrum of the male and female binary. A non-binary person might identify as gender fluid, trans masculine, trans feminine, agender, bigender etc.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |
| Offshore Partner | <p>Business Processing Offshore or equivalent offshore operations centre</p> <p><u>Source:</u> Telco Together Foundation</p> |
| Our Watch | <p>The organisation established under the National Plan to Reduce Violence against Women and their Children 2010–2022, to influence and drive nationwide change in the culture, behaviours and power imbalances that lead to violence against women.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |
| Perpetrator | <p>Refers to a person who commits an illegal, criminal or harmful act, including domestic, family or sexual violence.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |
| Porting | <p>The transfer of an active service between Carriers</p> <p><u>Source:</u> Telco Together Foundation</p> |

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| <p>Primary Prevention</p> | <p>Change the story outlines a primary prevention approach. Primary prevention requires changing the social conditions, such as gender inequality, that excuse, justify or even promote violence against women and their children.</p> <p><u>Source:</u> Our Watch 'Change The Story' media-cdn.ourwatch.org.au/wp-content/uploads/sites/2/2019/05/21025429/Change-the-story-framework-prevent-violence-women-children-AA-new.pdf</p> |
| <p>Quick Exit web pages</p> | <p>A function, typically a button, on a website to allow someone to leave quickly if there is concern that it could be an issue should someone know that they are seeking this kind of information</p> <p><u>Source:</u> techsafety.org</p> |
| <p>Reconciliation Action Plan</p> | <p>The Reconciliation Action Plan (RAP) program provides a framework for organisations to support the national reconciliation movement.</p> <p>A RAP is a strategic document that supports an organisation's business plan. It includes practical actions that will drive an organisation's contribution to reconciliation both internally and in the communities in which it operates.</p> <p><u>Source:</u> reconciliation.org.au/reconciliation-action-plans/</p> |
| <p>Safety Check</p> | <p>Instruction and information on websites providing support and instruction for situations where remote surveillance may be used by perpetrators</p> <p><u>Source:</u> techsafety.org and Telco Together Foundation</p> |
| <p>Sexual Assault</p> | <p>Sexual assault is an act of a sexual nature carried out against a person's will through the use of physical force, intimidation or coercion, including any attempts to do this. This includes rape, attempted rape, aggravated sexual assault (assault with a weapon), indecent assault, penetration by objects, forced sexual activity that did not end in penetration and attempts to force a person into sexual activity. Note sexual assault occurs when a person is forced, coerced or tricked into sexual acts against their will or without their consent, including when they have withdrawn their consent.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |

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| <p>Sexual Harassment</p> | <p>Sexual harassment is an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which, in the circumstances, a reasonable person, aware of those circumstances, would anticipate the possibility that the person would feel offended, humiliated, or intimidated.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |
| <p>Sexual Violence</p> | <p>Sexual violence is sexual behaviour that occurs without consent. It includes both physical and non-physical abuse.</p> <p>Sexual violence can happen:</p> <ul style="list-style-type: none"> • as part of domestic and family violence – if the abuser is a current or former partner, someone you are in a relationship with or a family member • outside of domestic and family violence – if the abuser is someone you don't have an ongoing intimate or family relationship with, such as a stranger, a date or hook-up, a friend, a colleague, a classmate, an acquaintance, someone you know through another person, or someone you've only met online. <p>In some cases, sexual violence is perpetrated against children. Any sexual activity between a child and an adult is child sexual abuse.</p> <p><u>Source:</u> Office of the eSafety Commissioner (eSafety) (eSafety) esafety.gov.au/key-issues/domestic-family-violence</p> |
| <p>Sistergirl</p> | <p>Term used by Aboriginal and Torres Strait Islander people to describe gender diverse people that have a female spirit and take on female roles within the community.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |
| <p>Specialised DFV Support</p> | <p>This is support provided by a person/team, within the telco, who has received a deeper level of DFV training than other employees and whose role includes a focus specifically on DFV, as opposed to more generalised customer support.</p> <p><u>Source:</u> Telco Together Foundation</p> |

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| <p>Tailored DFV Support</p> | <p>Tailored DFV support is tailored to the individual. The telco DFV support person/team has been given authority to provide customised DFV Tailored Support, wider than the telco's mainstream standard business options. (Note, this tailored support is wider than that relating to tailored financial hardship support).</p> <p>Depending on the telco, this tailored support might be delivered through the organisation's customer support team, or alternatively, through a specialised DFV support team.</p> <p><u>Source:</u> Telco Together Foundation</p> |
| <p>Technology Facilitated Abuse (TFA)</p> | <p>If digital technology is used to harm or abuse someone, this is often called 'technology-facilitated abuse' or 'tech-based abuse'. It can happen as part of domestic, family and sexual violence.</p> <p>Every person's experience of tech-based domestic, family and sexual violence is unique.</p> <p>Examples include:</p> <ul style="list-style-type: none"> • harassing or threatening you online or with a digital device • sharing or threatening to share an intimate image or video of you online without your consent, also known as image-based abuse or 'revenge porn' • cyberstalking • controlling your online communication • restricting or controlling your access to devices and online accounts • financially abusing you using technology. <p>The most important thing to know is that regardless of your experience of tech-based domestic, family and sexual violence, it is not OK and help is available.</p> <p><u>Source:</u> Office of the eSafety Commissioner (eSafety) esafety.gov.au/key-issues/domestic-family-violence#how-can-technology-be-used-as-part-of-domestic-family-and-sexual-violence</p> |

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| <p>Technology Facilitated Abuse (TFA) (continued)</p> | <p>In the practitioner’s experience, the type of technology most commonly used by perpetrators was text messaging.</p> <p>The use of GPS tracking via smartphone apps was considered by practitioners to be another commonly used technology by perpetrators.</p> <p><u>Source:</u> Recharge: Women’s Technology Safety, Legal Resources, Research and Training. National Study Findings 2015. (Delanie Woodlock, Women’s Legal Service NSW, Domestic Violence Resource Centre Victoria and WESNET, Collingwood). wesnet.org.au/wp-content/uploads/sites/3/2022/05/ReCharge-national-study-findings-2015.pdf</p> <p>Perpetrators in this study also abused services such as cloud-based storage, cross device message synching and ‘find my device’ applications. Mobile phones were the most frequently used technology (in 79% of cases). The most common services used were texting (75%) and social media services like Facebook (59%) and Snapchat (43%).</p> <p>Perpetrators also used children and their devices to gather information about their estranged partners’ location and activities, for example by asking children to show their surroundings during video calls.</p> <p><u>Source:</u> Children and Technology Facilitated Abuse in Domestic and Family Violence Situations: Full Report. Office of the eSafety Commissioner (eSafety) Canberra, 2020. (Molly Dragiewicz (Griffith University), Patrick O’Leary (Griffith University), Jeffrey Ackerman, (Griffith University), Christine Bond, (Griffith University), Ernest Foo (Griffith University), Amy Young (Griffith University), Claire Reid (Griffith University)) esafety.gov.au/sites/default/files/2020-12/Children%20and%20technology-facilitated%20abuse%20-%20Full%20report.pdf</p> <p>Women are even more likely to receive targeted, sexualised abuse if they are Aboriginal, identify as LGBTQIA+ or come from multicultural or religious backgrounds.</p> <p><u>Source:</u> Office of the eSafety Commissioner (eSafety) esafety.gov.au/newsroom/blogs/help-for-australian-women-online</p> |
| <p>Telco Product</p> | <p>Any telco service offering and customer-facing interaction points that are part of the service delivery, e.g., product and app development, billing, collections, systems-development</p> <p><u>Source:</u> The Telco Together DFV Action Framework</p> |

Appendix 2:

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| <p>Trauma</p> | <p>Trauma occurs when our ability to cope is overwhelmed. Trauma can have a significant effect on your physical, emotional and psychological wellbeing. The impacts of trauma, whether resolved or acknowledged, may surface at any time, particularly when survivors tell or repeat their experiences, or when they encounter similar experiences are shared by others. Trauma looks different for people depending on their experience of trauma and other factors such as exposure to previous traumatic events, access to support and mental health status.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |
| <p>Trauma Informed</p> | <p>Trauma-informed care and practice recognises the prevalence of trauma and its impacts on the emotional, psychological and social well-being of people and communities.</p> <p>Trauma-informed practice means integrating an understanding of past and current experiences of violence and trauma in all aspects of service delivery. The goal of trauma-informed systems is to avoid re-traumatising individuals and support safety, choice and control to promote healing.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |
| <p>Vicarious Trauma</p> | <p>Vicarious trauma is an occupational challenge for people working and volunteering in the fields of victim services, law enforcement, emergency medical services, fire services, and other allied professions, due to their continuous exposure to victims of trauma and violence. This work-related trauma exposure can occur from such experiences as listening to individual clients recount their victimization; looking at videos of exploited children; reviewing case files; hearing about or responding to the aftermath of violence and other traumatic events day after day; and responding to mass violence incidents that have resulted in numerous injuries and deaths.</p> <p><u>Source:</u> ovc.ojp.gov/program/vtt/what-is-vicarious-trauma</p> |
| <p>Victim-blaming</p> | <p>Refers to comments and suggestions that directly or indirectly, intentionally or unintentionally, put blame on the person experiencing violence for the abuse they have or continue to experience.</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |

Appendix 2:

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| Victim-Survivor | <p>People who have experienced family and domestic violence or gender-based violence. This term is understood to acknowledge the strength and resilience shown by people who have experienced or are currently living with violence. People who have experienced violence have different preferences about how they would like to be identified and may choose to use victim or survivor separately, or another term altogether. Some people prefer to use ‘people who experience, or are at risk of experiencing, violence’</p> <p><u>Source:</u> The National Plan to End Violence against Women and Children 2022-2032 dss.gov.au/ending-violence</p> |
| Vicarious Trauma | <p>Vicarious Trauma is the negative transformation in the helper that results from empathetic engagement with the trauma survivors and their traumatic material, combined with a commitment or responsibility to help them</p> <p><u>Source:</u> Pearlman and Caringi, 2009, 202-203</p> |
| Violent Behaviour | <p>Violent behaviour is any behaviour that causes another person any injury to the body that interferes with a person’s health or comfort, or that places them in fear of being injured.</p> <p><u>Source:</u> legaid.vic.gov.au/find-legal-answers/criminal-offences/violent-behaviour</p> |
| Vulnerable customers | <p><u>The ACMA</u></p> <p>Vulnerability is something that may be experienced by anyone. It can be temporary, long term or permanent and may occur for a variety of personal, economic or societal reasons. In the context of the telecommunications sector, we consider a person experiencing (or at risk of experiencing) vulnerability is someone who experiences barriers accessing, engaging with, or maintaining telecommunications products and services. These barriers include event-based circumstances, personal/ social circumstances and market-based factors. As a result of barriers, that person experiences economic and/or social exclusion or harm.</p> <p><u>Source:</u> The Australian Communications and Media Authority (ACMA) Consumer Vulnerability: Expectations for the Telecommunications Industry acma.gov.au/publications/2022-05/report/consumer-vulnerability-expectations-telecommunications-industry</p> |

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| Vulnerable customers (continued) | <p><u>The ACCC</u></p> <p>It is important to think about vulnerability in terms of both the experience and circumstances of consumers as well as business practices. All consumers may be vulnerable at one time or another. But there are socio-demographic characteristics and personal situations which can increase the likelihood of vulnerability in some circumstances. Where possible, your staff should have sufficient training and awareness to recognise and respond sensitively when a consumer might be experiencing vulnerability. Vulnerability is situational, a consumer can experience vulnerability in one situation but not in others, and some consumers may be more vulnerable than others depending on the situation. The situations which lead to vulnerability may be temporary or enduring.</p> <p><u>Source:</u> Australian Competition & Consumer Commission (ACCC) Consumer Vulnerability: A business guide to the Australian Consumer Law acc.gov.au/system/files/consumer-vulnerability.pdf</p> |
| Women's Services Network (Wesnet) | <p>An organisation that provides relief and support to women and children experiencing domestic and family violence, intimate partner violence and other forms of gender-based violence</p> <p><u>Source:</u> wesnet.org.au</p> |
| Workplace Equality and Respect | <p>Workplace Equality and Respect is an evidence-based approach and can guide you to promote gender equality in your workplace and prevent sexual harassment and other forms of gender-based violence (including domestic and family violence).</p> <p>The Workplace Equality and Respect process walks you through four key steps you can take to assess your business, identify priority areas and implement actions to embed gender equality.</p> <p><u>Source:</u> Our Watch workplace.ourwatch.org.au/what-is-workplace-equality-respect/</p> |