

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.

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.

<p>1800Respect</p>	<p>1800RESPECT is the national family, domestic and sexual violence counselling service and online referral, resources and information service. The 24 hour, seven day per week telephone and online counselling services provides support for people affected, or at the risk, violence, their friends and family, and professionals.</p> <p>1800RESPECT is supported via a panel of not-for-profit family, domestic and sexual violence organisations providing trauma specialist counselling. These partner organisations deliver trauma informed specialist counselling.</p> <p>Source: Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p>
<p>Abusive behaviour</p>	<p>Abusive behaviour isn't just physical violence. It can be any behaviour meant to control, dominate, humiliate or scare the other person.</p> <p>Source: facs.nsw.gov.au/domestic-violence/about/what-is-dv</p>
<p>Brotherboys</p>	<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>Source: Trans Mob transhub.org.au/trans-mob</p>

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<p>Consent</p>	<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> Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p>
<p>Coercive Control</p>	<p>Coercive control is generally considered to be a pattern of behaviour that perpetrators use to create and maintain control over victim-survivors. It is most often perpetrated by men against women.</p> <p>Examples of behaviours used by perpetrators of coercive control include manipulation, constant monitoring, isolation from friends and family, rigid rules, online abuse, controlling access to money, humiliation, threats, restricting a person’s movement, and physical and sexual abuse (including sexual coercion). It can also include the control of a victim-survivors financial affairs.</p> <p>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> Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p>

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<p>Domestic and family violence (DFV)</p>	<p>Domestic and family violence can include lots of different types of abuse. A person doesn't need to experience all of these types of abuse for it to be domestic or family violence.</p> <p>Some examples of domestic and family violence are:</p> <ul style="list-style-type: none"> • punching, hitting, kicking, pushing, throwing things at a person • stalking and harassing • sexual assault (forcing sex or sexual acts) • making threats, insults, put-downs • controlling who they see and what they do • controlling money <p>Domestic violence is also cyclical. It means that there is a cycle of violence, a pattern, that the abuser repeats which stops the victim from leaving the relationship.</p> <p>Source: facs.nsw.gov.au/domestic-violence/about/what-is-dv</p>
<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>Source: 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>Source: Telco Together Foundation</p>

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Economic Abuse (See Financial Abuse too)	<p>Economic abuse is a form of domestic and family violence that undermines the victim’s ability to leave the situation, or efforts to become economically independent.</p> <p><u>Source:</u> Communications Alliance Guideline: G660:2018 commsalliance.com.au/Documents/all/guidelines</p>
eSafety	<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>
Employee Assistance Program	<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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<p>Evidence-based</p>	<p>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> Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p>
<p>Family</p>	<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> Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p>
<p>Family Violence</p>	<p>Family violence is a broader term than domestic violence, as it refers not only to violence between intimate partners but also to violence perpetrated by parents (and guardians) against children and between other family members. This includes, for example, elder abuse, violence perpetrated by children or young people against parents, guardians or siblings, and violence perpetrated by other members of the family such as parents-in-law. Family violence is also the term preferred by Aboriginal and Torres Strait Islander peoples noting the ways violence can manifest across extended family networks.</p> <p><u>Source:</u> Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p>

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<p>Financial Abuse</p>	<p>Refers to when another person manipulates decisions or controls access to money or property without consent. Financial abuse can include someone taking control of household finances, limiting access to funds or forcing someone to spend money or sell property.</p> <p><u>Source:</u> Australian Government Fourth Action Plan 2019 – 2022</p> <p>Financial abuse is about power, control and manipulation of an individual and often occurs with other forms of violence, including physical violence, intimidation and controlling behaviour. It can continue after those who have experienced it have left an abusive partner. Economic abuse (also called ‘financial abuse’) can include coercing someone to put debts in their name, refusing to pay bills or provide money for living expenses, and preventing a person from obtaining employment.</p> <p><u>Source:</u> Communications Alliance Guideline: G660:2018 commsalliance.com.au/Documents/all/guidelines</p>
<p>Financial Hardship</p>	<p>Financial hardship is defined as difficulty paying the repayments on loans and/or debts when they are due</p> <p><u>Source:</u> financialrights.org.au/</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>The socially learnt roles, behaviours, activities and attributes that any given society considers appropriate for men and women; gender defines masculinity and femininity.</p> <p>Source: Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p> <p>Gender expectations vary between cultures and can change over time.</p> <p>Source: World Health Organisation. 'Gender,' Factsheet no. 403. World Health Organisation, 2015, from who.int/health-topics/gender#tab=tab_1</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>Source: Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p>
<p>Gender-Based Violence</p>	<p>Gender-based violence refers to violence that is used against someone because of their gender. It describes violence rooted in gender-based power inequalities and gender-based discrimination. While people of all genders can experience gender-based violence, the term is most often used to describe violence against women and girls, because the majority of cases of gender-based violence are perpetrated by men against women, because they are women. Gender-based violence can include female genital mutilation, trafficking of girls, forced marriage, and dowry abuse. Violence experienced by LGBTIQ+ people of all genders is also gender-based violence.</p> <p>Source: Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p>

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<p>Gender Identity</p>	<p>A person's deeply felt sense of being male, female, both, in between, or something other. Everyone has a gender identity.</p> <p>Source: Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p> <p>The physical features you were born with (sex assigned at birth) don't necessarily define your gender. Although gender has traditionally been divided into 'male' and 'female', it's now widely recognised that gender is not that simple and that there are a diverse range of gender identities.</p> <p>For example, you could identify with a gender that's different from the sex you were assigned at birth, such as:</p> <ul style="list-style-type: none"> • being assigned female at birth, but you identify as a male • being assigned male at birth, but identifying as a female • you identify somewhere between male and female • you recognise yourself as another gender identity. <p>Source: Headspace headspace.org.au/</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>Source: Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</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>Source: Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p>

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<p>Intimate Partner Violence</p>	<p>Intimate partner violence, also commonly referred to as ‘domestic violence’, refers to a pattern of behaviour by an intimate partner or ex-partner that causes physical, sexual or psychological harm, including physical aggression, sexual coercion, psychological abuse and controlling behaviours.</p> <p><u>Source:</u> Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p>
<p>Information and Communications Technology</p>	<p>The Information and Communications Technology (ICT) industry can be seen as comprising three main areas: Information technology – this covers all areas related to processing, manipulating and managing information. Telecommunications technology – this covers cabling, wireless, switching, transmission, radio frequency, and optical communications media and internet protocol networks. Digital media – this covers design and production of multimedia and games for various platforms.</p> <p><u>Source:</u> nationalindustryinsights.aisc.net.au/industries/information-and-communications-technology</p>
<p>Intersectionality</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>

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Intersectional Approach	<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>Source: Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p>
Key Performance Indicator (KPI)	<p>A KPI is a measurable value that demonstrates how effectively a company is achieving key business objectives</p> <p>Source: klipfolio.com/resources/articles/what-is-a-key-performance-indicator</p>
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>Source: Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</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>Source: sociologyignou.com/describe-what-is-a-marginalized-group/</p>
Non Binary	<p>Non-binary: Applies to a person who does not identify as “male” or “female”. In the English language, the word “he” is used to refer to males and “she” to refer to females. But some people identify as neither gender, or both.</p> <p>Source: BBC News Magazine</p>

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Offshore Partner	<p>Business Processing Offshore or equivalent offshore operations centre</p> <p><u>Source:</u> Telco Together Foundation</p>
Our Watch	<p>Our Watch is an independent not-for-profit organisation established in 2013 by the Commonwealth and Victorian governments. Since then, all state and territory governments have joined as members.</p> <p>Our Watch is the national leader in the primary prevention of violence against women in Australia, and has created policy frameworks such as Change the Story that underpin the commitments of governments to address gender-based violence.</p> <p>Our Watch compiles evidence, develops advice, tools and resources, and works in partnership with governments, corporate organisations, civil society and communities to drive shared efforts to address the drivers of violence against women.</p> <p><u>Source:</u> Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</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> Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p>
Physical Violence	<p>Refers to one form of domestic violence. It can include punching, hitting, slapping, whipping, hitting with objects, kicking, stomping, shoving, throwing, burning, stabbing, choking, and damaging property. Physical violence can be fatal due to physical injury intentionally caused by the perpetrator, or unintended consequences of physical abuse inflicted by the perpetrator.</p> <p><u>Source:</u> Australian Government Fourth Action Plan 2019 - 2022</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>Source: 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>Source: 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>Source: 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>Source: 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>Source: Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</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> Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p>
<p>Sexual Violence</p>	<p>Sexual violence refers to sexual activity that happens where consent is not freely given or obtained. It occurs any time a person is forced, coerced or manipulated into any unwanted sexual activity, such as touching, sexual abuse, sexual assault, rape, sexual harassment and intimidation, forced marriage and trafficking for the purpose of sexual exploitation. Sexual violence can be nonphysical and include unwanted comments or harassment of a sexual nature.</p> <p><u>Source:</u> Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</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> Trans Mob transhub.org.au/trans-mob</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>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>

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<p>Technology Facilitated Abuse (TFA)</p>	<p>Technology-facilitated abuse is widespread and increasing.</p> <p><u>Source:</u> Woodlock, D. (2015) ReCharge: Women’s Technology Safety, Legal Resources, Research and Training, National study findings. Women’s Legal Service NSW, Domestic Violence Resource Centre Victoria and WESNET, 2015</p> <p>It often takes the form of stalking, surveillance, tracking, threats, harassment and the non-consensual sharing of intimate images. Research suggests that mobile phones are the most frequently used technology, and texting and social media (such as Facebook and Snapchat) are the most common services</p> <p><u>Source:</u> Dragiewicz, M., O’Leary, P., Ackerman, J., Bond, C., Foo, E., Young, A., & Reid, C. Children and technology facilitated abuse in domestic and family violence situations: Full Report. Office of the eSafety Commissioner, Canberra, 2020</p> <p>These tools are used for unwanted contact and abuse from a partner or ex-partner.</p> <p><u>Source:</u> Woodlock, D. Technology-facilitated Stalking: Findings and Resources from the SmartSafe Project. Domestic Violence Resource Centre Victoria, Collingwood, 2014</p> <p>Studies also show that children are being exploited through the use of technology particularly in co-parenting situations, with some abusers using their children’s devices to gather information about a former partner’s whereabouts and activities.</p> <p><u>Source:</u> Dragiewicz, M., O’Leary, P., Ackerman, J., Bond, C., Foo, E., Young, A., & Reid, C. Children and technology facilitated abuse in domestic and family violence situations: Full Report. Office of the eSafety Commissioner, Canberra, 2020</p> <p>Offenders are also exploiting new technology and services, such as drones, artificial intelligence, online dating apps and the ‘Internet of Things’ to perpetrate sophisticated technology-facilitated abuse that can be difficult for victim-survivors to detect.</p>
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Telco Product	<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>
Trauma	<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.</p> <p>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> Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p>
Trauma Informed	<p>Trauma-informed care and practice recognises the prevalence of trauma and its impacts on emotional, psychological and social wellbeing of people and communities.</p> <p><u>Source:</u> Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p>
Vicarious Trauma	<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>

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Victim-blaming	<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>Source: Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</p>
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>Source: Draft National Plan to End Violence against Women and Children 2022-2032 engage.dss.gov.au/draft-national-plan-to-end-violence-against-women-and-children-2022-2032/</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>Source: legallaid.vic.gov.au/find-legal-answers/criminal-offences/violent-behaviour</p>

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<p>Vulnerable customers</p>	<p>ACMA</p> <p>The ACMA proposes that when identifying consumers who may be vulnerable, telcos should consider consumer vulnerability in terms of the circumstances that create risks of harm, detriment or disadvantage in consumers' interactions with the telecommunications market.</p> <p><u>Source:</u> Audit of telco approaches to compliance with the Telecommunications Consumer Protections Code (TCP) rules. July 2021</p> <p>ACCC:</p> <p>"Some consumers may be disadvantaged or vulnerable in some marketplace situations if they:</p> <p>have a low income are from a non-English speaking background have a disability—intellectual, psychiatric, physical, sensory, neurological or a learning disability have a serious or chronic illness have poor reading, writing and numerical skills are homeless are very young are old come from a remote area have an Indigenous background".</p> <p><u>Source:</u> ACCC's Compliance Guide <i>Don't take advantage of disadvantage: a compliance guide for businesses dealing with disadvantaged or vulnerable consumers</i> (the ACCC guide).</p> <p><u>Fourth Action Plan of the National Plan to Reduce Violence against women and children 2010 – 2022:</u></p> <p>"It is important to consider gender inequality together with other forms of social discrimination and disadvantage. No two women's experiences are the same. Race, sexuality, gender and disability, amongst other forms of identity, can impact the way a woman experiences violence.</p> <p>Research shows some migrant and refugee women may experience emotional abuse and controlling behaviours by their partner or extended family using immigration or visa status. International students and those travelling on working holiday visas may be exposed to specific vulnerabilities that can contribute to abuse in intimate relationships".</p> <p><u>Source:</u> dss.gov.au/sites/default/files/documents/10_2019/fourth-action-plan-single-page-printer-friendly.pdf</p>
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Appendix 2:

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>Source: wesnet.org.au</p>
Workplace Equality and Respect	<p>Workplace Equality and Respect is all about giving workplaces the standards, processes and tools to make changes that will support progress towards gender equality in our society. The five standards outlined in the Workplace Equality and Respect process are: commitment, conditions, culture, support and core business</p> <p>Source: WIRE wire.org.au/workplace-equality-and-respect/</p> <p>There are three components to Workplace Equality and Respect with five standards all organisations can work towards. Workplace Equality and Respect offers a step-by-step process that enables you to assess your organisation and identify key actions to make lasting change and a suite of freely available tools and resources that help support you to take action.</p> <p>Source: Our Watch workplace.ourwatch.org.au/what-is-workplace-equality-respect/</p>