



ADAPT

DOMESTIC & FAMILY VIOLENCE (DFV) ACTION PLAN REPORT



MORE AND TANGERINE TELECOM

Submitted to Telco Together Foundation on 16 February 2024



FOREWORD

We are pleased to present our inaugural domestic and family violence (DFV) Action Plan Report. DFV is a crucial issue that not only affects individuals and families but also resonates deeply within our communities and workplaces.

At More and Tangerine Telecom we understand the profound impact that domestic and family violence can have on the lives of our staff, customers, and society at large. Therefore, we are committed to taking proactive steps to address this pressing concern and support those staff or customers affected.

In line with our values we have undertaken the development of the DFV Action Plan in collaboration with Telco Together Foundation's Industry Impact Hub. It captures our commitment to supporting both our staff and customers, and our dedication to fostering a safe and respectful environment for all.

Producing this Action Plan is not merely a box-ticking exercise for us; it signifies our genuine dedication to continuous improvement and our recognition of the pivotal role that businesses can play in tackling domestic and family violence. We firmly believe that by taking proactive measures, raising awareness, and providing support mechanisms, we can contribute to breaking the cycle of violence and creating a safer, more equitable society for everyone.

As an organization, we recognize that addressing domestic and family violence requires a multifaceted approach that involves collaboration, education, and ongoing evaluation of our practices. We are committed to working closely with our stakeholders, including employees, customers, community organizations, and experts in the field, to ensure that our efforts are impactful and responsive to evolving needs.

This report serves as a confirmation of our company's commitment to promoting safety, respect, and equality within our organization and the wider community.



Andrew Branson
CEO More and Tangerine Telecom

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PROVIDE

We provided support for our employees before undertaking any work regarding our DFV Action Plan.



This support includes:

We are aware that working with the topic of domestic and family violence may trigger vicarious trauma for our employees and hence have reiterated the support available to assist them if needed.

We launched internal communications to the wider group of staff reiterating support that is available, i.e. internally via manager or HR representative, and list of external sources.

We offer up to 10 business days Domestic and Family Violence special leave to all staff. We extend this to our teams overseas.



EXPLORE

We have undertaken a discovery process of Government and Industry Expectations of Telcos regarding DFV and references in the Suggested Resource List.



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.



The cross-business working group comprises of representatives from Customer Service (onshore/offshore), Marketing, People & Culture, Risk & Compliance and Legal.

The working group has explicit support from CEO, COO and CTO who are attending working group meetings.

We have consulted with a specialist DFV organisation (this is optional at this stage).



Although not required for Adapt stage, we engaged Challenge DV to conduct an in-depth workshop/training for 15 of our customer service specialists who may take escalation referrals from any team member.

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: Feb 2024 Next review date: Feb 2025	Customer Charters Date reviewed: part of other policies	Complaints Handling Date reviewed: Nov 2023 Next review date: Nov 2024
Employee Induction Date reviewed: Feb 2024 Next review date: Feb 2025	Diversity & Inclusion Date reviewed: as part of our values	Code of Conduct Date reviewed: Jul 2022 Next review date: Jul 2024
Harassment & Bullying Date reviewed: Oct 2023 Next review date: Oct 2024	Flexible Work Date reviewed: Oct 2023 Next review date: Oct 2024	Paid Leave Date reviewed: Feb 2023 Next review date: Apr 2024

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 Telco Together Foundation on 1 May 2025.



We have submitted our initial report early (submission on 16 Feb 2024, actual due date 4 May 2024), all further update reports will remain with the May due date cycle.

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



Being a private company we do not issue any annual reports or sustainability reports. We will be reporting our work through our Annual Update to Telco Together Foundation



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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