Welcome to the launch of a safer AskIzzy

#AskIzzyAU
We acknowledge the traditional custodians of the land and pay respect to Elders both past and present.

Leena Bates  
Community Engagement Coordinator, Infoxchange for Ask Izzy

Rosalie O’Neale  
Manager, eSafetyWomen, Office of the eSafety Commissioner

Karen Bentley  
National Director, The Women’s Services Network (WESNET)

Liz Ratcliffe  
Project Officer: Family Violence & Tech Safety, Domestic Violence Resource Centre Victoria (DVRCV)

Leonie Burnham  
State Coordinator for the Personal Safety Initiative, Domestic Violence Victoria.
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AskIzzy.org.au

- Mobile designed website that connects you to the services you need
- It is driven by the largest health and community services database in Australia, giving you access to 370,000 services Nation-wide
- It was co-designed with people experiencing homelessness
- Over 2 million searches on Ask Izzy since launch

#AskIzzyAU
Ask Izzy Help at Hand

• 57% of Ask Izzy users are women

• 20% of users seeking housing support on Ask Izzy are women and children escaping family violence

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• New “Domestic & family violence” category

• Safety screening questions to identify people in danger

• Emergency state and national numbers

• Best practice technology safety tips and warnings for users

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• Enter your location

• Filter services based on your needs

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• Select the type of support you need
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- Scroll through service listings and click through for more info

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• Quick exit button

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Rosalie O’Neale
Manager – eSafetyWomen
Office of the eSafetyCommissioner
eSafety Women

The role of eSafety

Recognising technology-facilitated abuse

Staying safe online

Image-based abuse

Resources available to help

Rosalie O’Neale
June 2019
Karen Bentley
National Director
The Women’s Services Network (WESNET)
Safe Connections
Smartphones for survivors
Training for frontline workers

Karen Bentley
21 June 2019
Women should have access to tech

Limiting access to technology increases isolation and reduces ability to reach out for help.

Technology can be used to increase safety.

Technology can be used to gather evidence.
Safe Connections

A partnership between WESNET and Telstra

Telstra donates smartphones with $30 credit for survivors

WESNET trains the frontline agencies working with women experiencing technology-facilitated abuse

Funded until June 2020. Currently seeking more funding

We just think the program is fantastic! We’re so grateful – it makes a real difference for us and our clients. It’s not just a crisis response – it’s engaging with the clients in a holistic way.

– Local Agency
Safe Connections: Outcomes

1. To provide her the means to connect with personal and professional sources of support, thereby reducing her isolation.

2. Empower her to interrupt abusive patterns of power and control, by giving her the knowledge, information and support to use technology in ways that support her safety.
Q: What makes the phones safe?
Safe Connections

TELESTRA
Donates brand new smartphones and $30 prepaid credit

WESNET
National NGO with expertise in both technology abuse and gender-based violence and a network

Increased digital inclusion for survivors

276 FRONTLINE AGENCIES
working with Women experiencing violence
Mostly specialist DFV/sexual Assault Services

Risk and safety planning for domestic violence AND technology

Training and support

Australian Government
Department of Social Services
Part of the $100M Women's Safety Package
Smartphones + Safety Training

How abusers misuse phones (and how to address it)
- Destroying or limiting access
- Harassment
- Monitoring and surveillance
- Linked accounts and apps

Safety planning strategies
- Helping survivors to make informed decisions about their tech safety
- Navigating her context, his perp patterns, her safety needs and managing risk

Documentation & evidence collection
- Purpose of evidence
- Where to look
- What to gather
- How to present it

Resources & Support
- Where to get more information for workers and clients
- Tools and resources

(c)2018 WESNET
Challenges of tech safety planning

Tech misuse can heighten fears and misunderstandings (Abusers can seem more tech savvy than they really are)

Women can seem paranoid or mentally ill

Sometimes hard to identify which technology is causing the problem

Technology can be intimidating

Workers can be tempted to unconsciously collude with perpetrators and put victims at risk
Most common reasons for needing a phone

- Phone damaged or destroyed
- Existing phone compromised or being used to track client
- Client being abused through existing phone
- Financial abuse or hardship: Client can’t afford new phone
- It is part of the safety plan to have an additional phone
Resources for Survivors & Support for workers

Techsafety.org.au
- Women’s Technology and Privacy Toolkit
- Legal Guides
- Other guides
- App Safety Centre
- Training and webinars

Phones.wesnet.org.au
- Register for Safe Connections program
- Online portal for training

1800WESNET
- Secondary consult for frontline workers supporting clients experiencing tech abuse
- Get a new phone for a client.
- Enquire about training
- Not a crisis service
Liz Ratcliffe
Project Officer: Family Violence & Tech Safety
Domestic Violence Resource Centre Victoria (DVRCV)
Arc is an interactive app and website that provides an opportunity to identify, document and record patterns of intimate partner behaviour that makes someone feel scared, unsafe or intimidated.

Arc is a secure tool for documenting experiences; password protected accounts, with data saved and encrypted off device.

E: arc@dvrcv.org.au / Find Arc at www.arc-app.org.au or Google Play / App Store
Leonie Burnham
State Coordinator for the Personal Safety Initiative
Domestic Violence Victoria
Using technology to stay safe at home

• Key considerations in a safe at home program
• Considering personal safety in a home environment
• The role of the security industry in family violence context
• Understanding the complexities for victim survivors
• The importance of language
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Working with Survivors

Underlying principles

- Believe her
- Leaving can be dangerous
- Respect her decisions
- Provide options

Recognise

Respond

Refer
Questions
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Thanks for coming
Please help us spread the word
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facebook.com/askizzyau
askizzy.org.au