



Welcome to the launch of a safer



#AskIzzyAU

Presenters

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.



AskIzzy.org.au

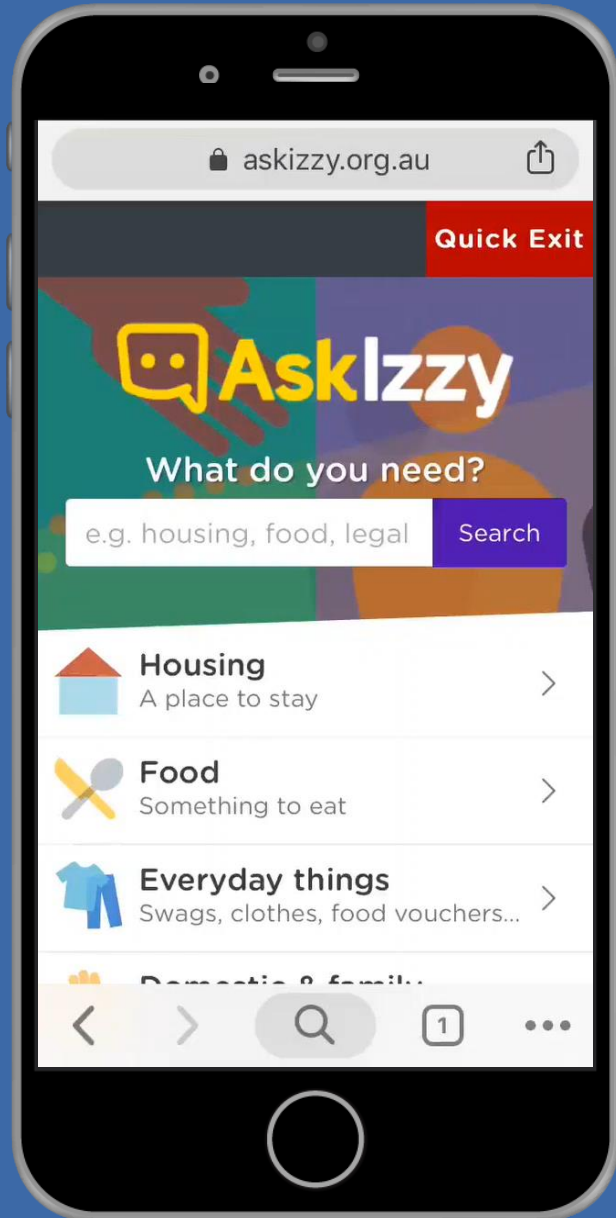
- Mobile designed website that connects you to the services you need
- It is driven by the largest health and community services database in Australia, giving you access to 370,000 services Nation-wide
- It was co-designed with people experiencing homelessness
- Over 2 million searches on Ask Izzy since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

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Ask Izzy Help at Hand

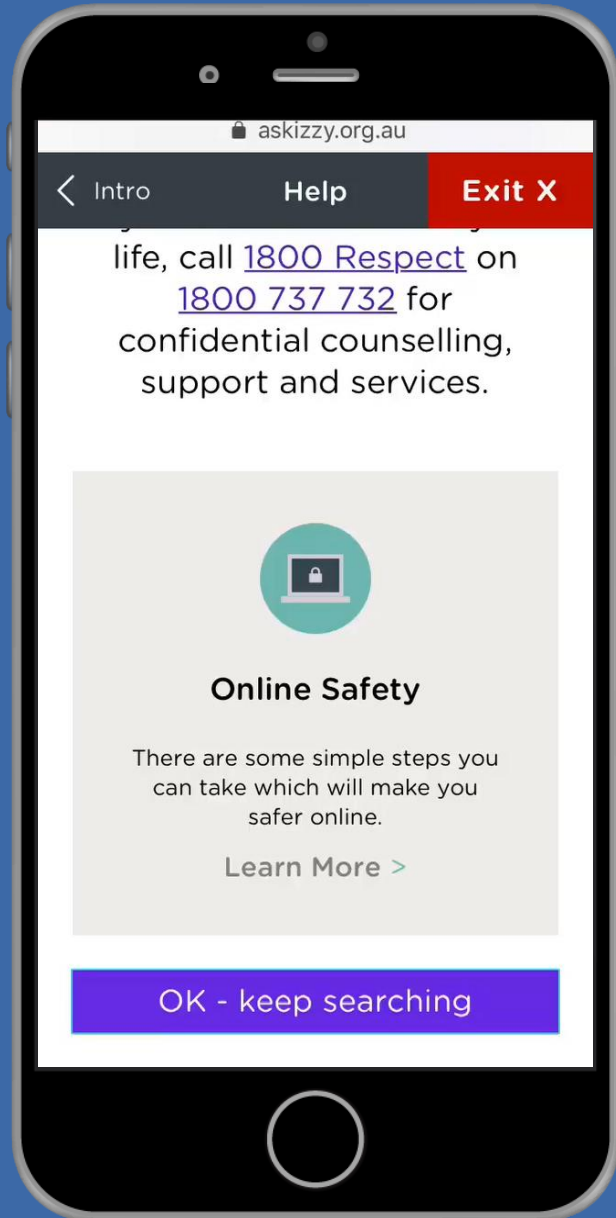
- 57% of Ask Izzy users are women
- 20% of users seeking housing support on Ask Izzy are women and children escaping family violence

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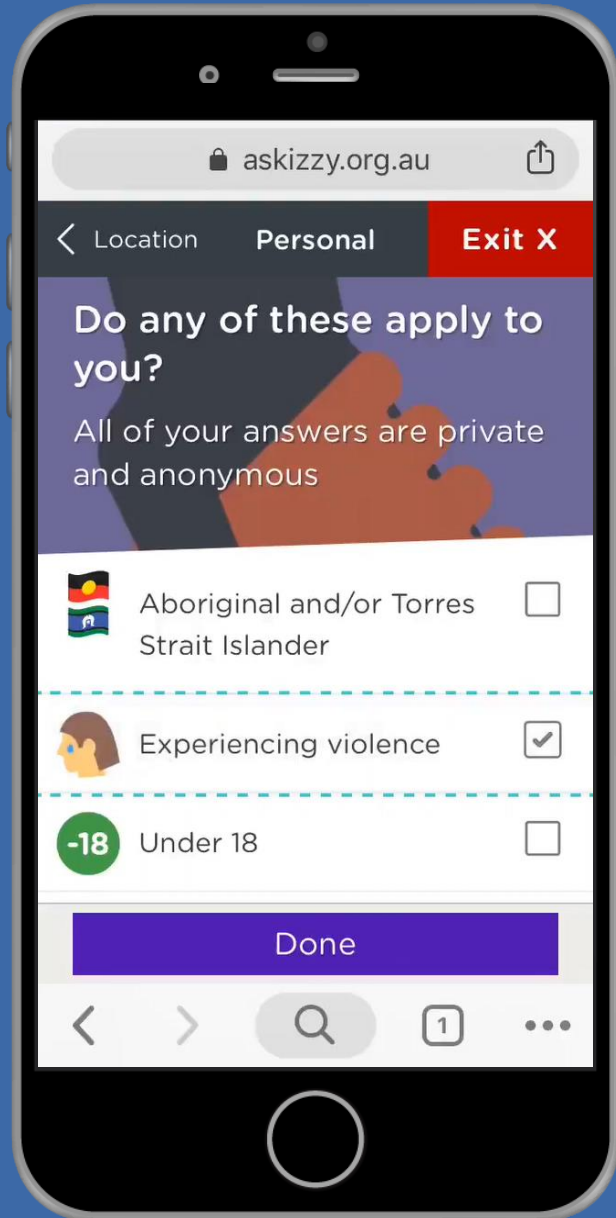
- New “Domestic & family violence” category
- Safety screening questions to identify people in danger
- Emergency state and national numbers
- Best practice technology safety tips and warnings for users

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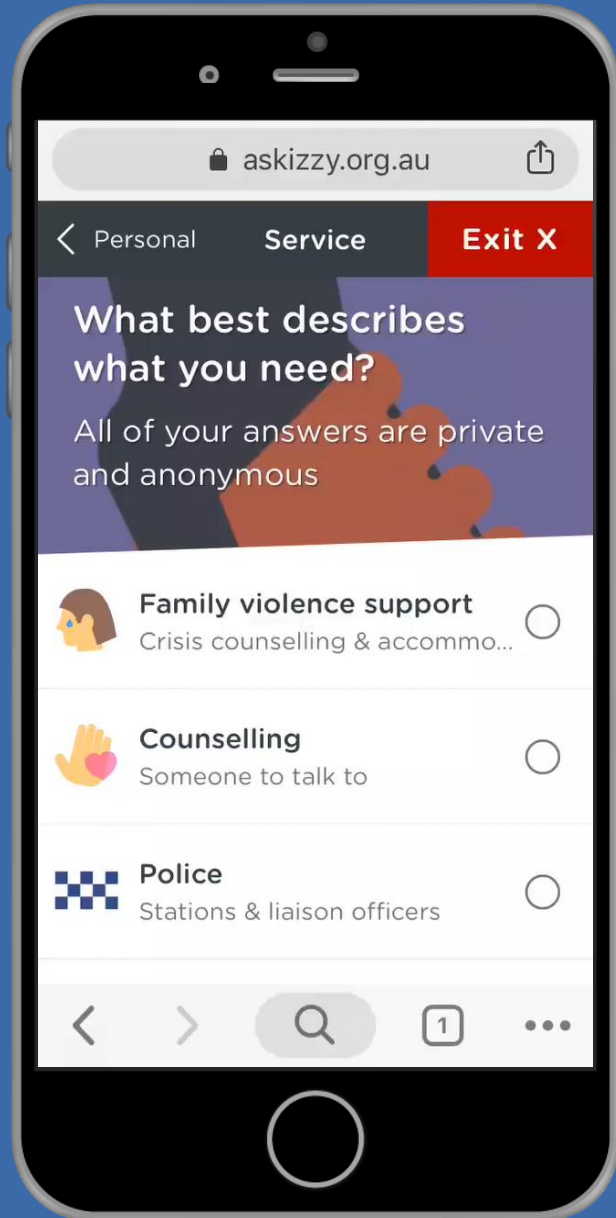
- Enter your location
- Filter services based on your needs

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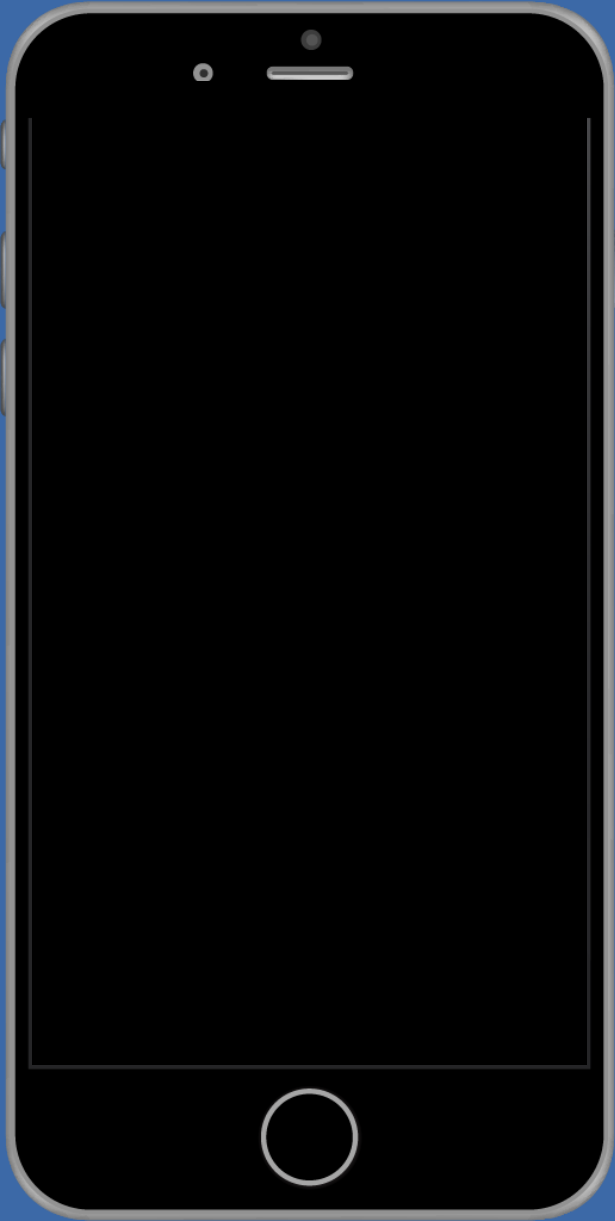
- **Select the type of support you need**

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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



Connect with us



@eSafetyOffice

@eSafetyWomen



eSafety.gov.au/women

frontlineworkers.esafety.gov.au

eSafety.gov.au/image-based-abuse

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

A woman with dark hair in a ponytail, wearing a light blue short-sleeved button-down shirt, is shown in profile from the waist up. She is holding a silver tablet with both hands and looking at the screen. The background is a dark, textured wall.

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



Australian Government
Department of Social Services

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

TELSTRA 

Donates brand new smartphones and \$30 prepaid credit

Increased digital inclusion for survivors

276 FRONTLINE AGENCIES

working with Women experiencing violence

Mostly specialist DFV/Sexual Assault Services



WESNET

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

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



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



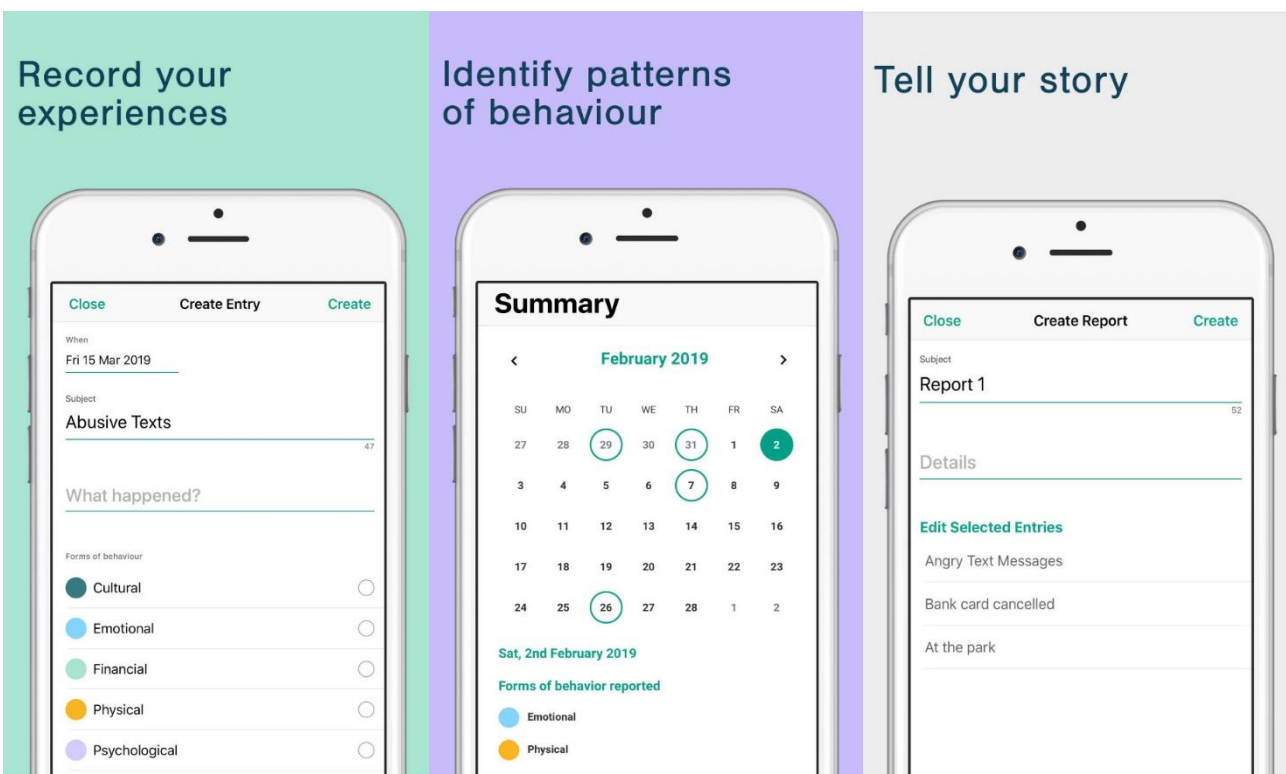
Liz Ratcliffe

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





An innovative tech resource for women experiencing family violence



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@dvrvcv.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

Leonie Burnham
Statewide Coordinator
Flexible Support Packages

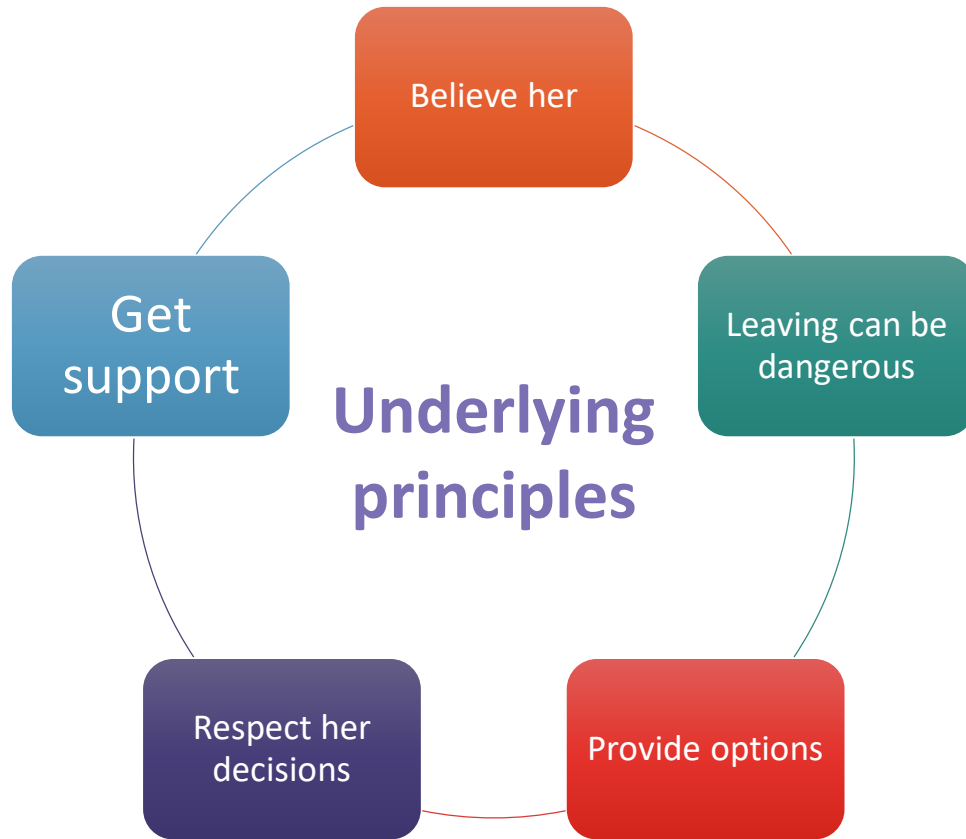


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Working with Survivors



Recognise

Respond

Refer



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

Questions

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Thanks for coming

Please help us
spread the word

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askizzy.org.au