

Technology-facilitated abuse

WHIRSCQ Domestic and Family Violence (DFV)
Prevention Month Information Session



Presented by
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WESNET 2024



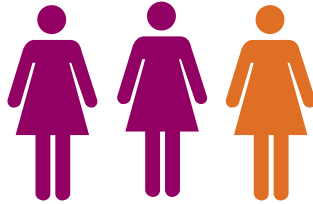
Always was. Always will be.



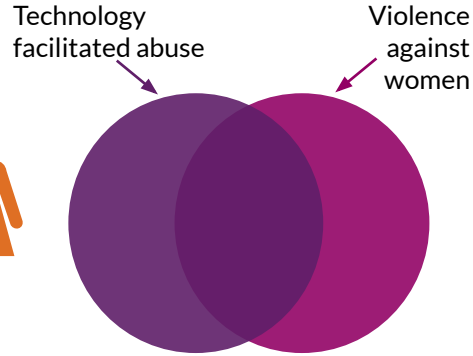
Who is WESNET?



Australia's peak body for specialist women's services and DFV services



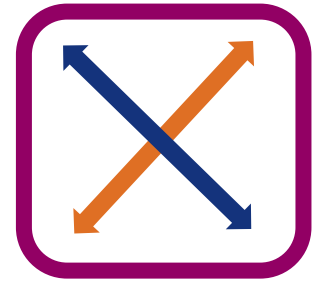
1 in 3 women, world-wide will experience violence in their lifetime



We work at the intersection of technology-facilitated abuse and violence against women



1 in 5 women have experienced sexual violence from the age of 15



Violence against women intersects with other social, political, and economic inequalities

Safety Net Australia

Technology Safety for Women

Safety Net offers frontline workers **training** on technology safety topics.

Advice

Safety Net **advises** policymakers and technology companies on technology safety and privacy issues.



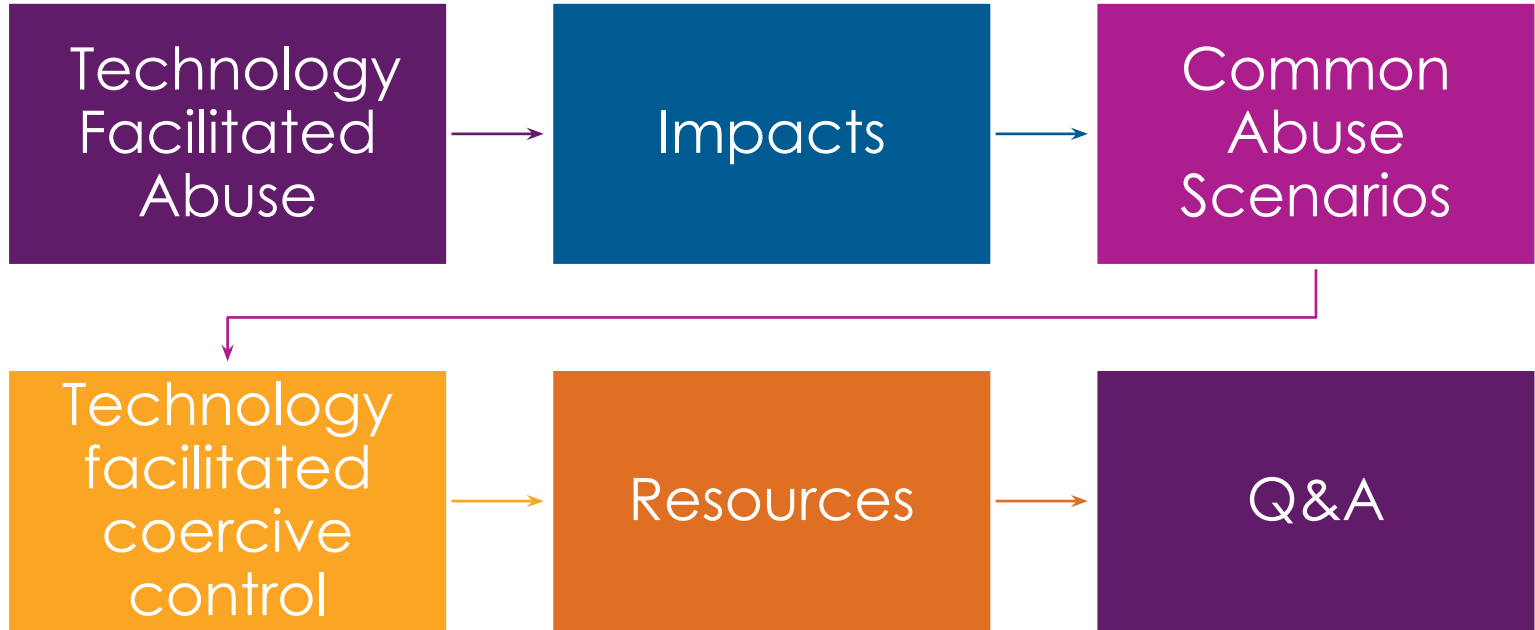
Support

Safety Net provides **support** to frontline workers working with women experiencing VAW and tech-facilitated abuse.

Access to tech

The Safe Connections program offers women experiencing violence-free **phones** so they can have safe ways to connect.

What we will cover today



Technology-facilitated abuse

A form of controlling behaviour that involves the misuse of technology in order to harm, threaten, coerce, stalk or harass another person.



99.3% of DV practitioners say TFA is happening

Top technologies used 'All the time' and 'Often'



Text



Smartphone



Facebook



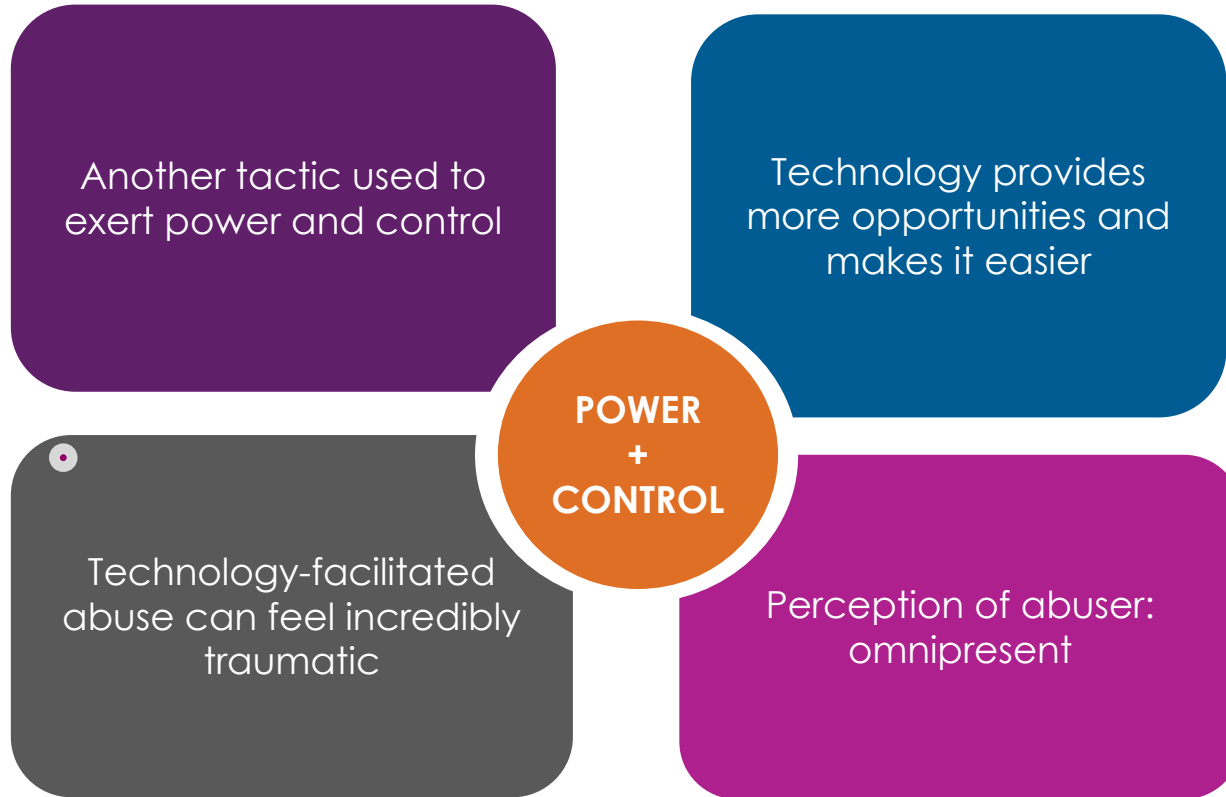
Email



Instant Messages

| | | | | | |
|--------------|-------|-------|-------|-----|-------|
| All the time | 60.7% | 36.1% | 35.1% | 19% | 21.3% |
| Often | 36.5% | 49.1% | 50.8% | 55% | 44.5% |

Technology is a tool for abuse



Technology is a tool for safety

ACCESS AND SAFETY



- Access help and services
- Increase account privacy settings
- Add account security
- Use safety-specific apps
- Use safer devices, including a new phone

EVIDENCE COLLECTION



- Document digital trail
 - ✓ Take screenshots
 - ✓ Report abuses to police + website
- Review account notification and history logs

Examples of tech abuse



**Destroying or limiting
access to tech**



**Harassment by
phone, text, email,
social media**



**Stalking/ locating/
monitoring**



Image-based abuse



**Hacking into online
accounts**



**Accessing your devices
without permission**

Common abuse scenarios



DESTROYING OR
LIMITING ACCESS



HARASSMENT



MONITORING /
SURVEILLANCE

What you might hear



Destroying or Limiting Access

“He smashed my phone.”

“I’m not allowed to have my own phone.”

“He’s monitoring everything I do on my phone, so I can’t use it to get help.”



Harassment

“He won’t stop calling.”

“He keeps sending me abusive messages.”

“He’s sending me threatening emails.”



Monitoring and Surveillance

“He knows who I’m talking to.”

“He seems to know things that I didn’t tell him.”

“It feels like he’s watching me.”

Destroying/limiting access

**Restricting
device or
account use**

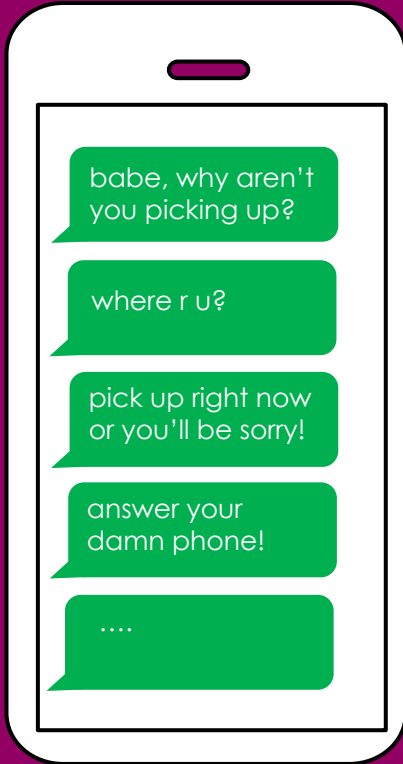
**Damaging a
device**

**Preventing
connection to
internet**

**Changing
passwords/
settings**



Harassment



One of the most common forms of tech abuse.



Harassment can consist of multiple, repeated calls/messages or unwanted, threatening or harassing calls/messages.



Harassment can be through phone calls, voicemail, messages, or other communication apps.

Monitoring/Surveillance



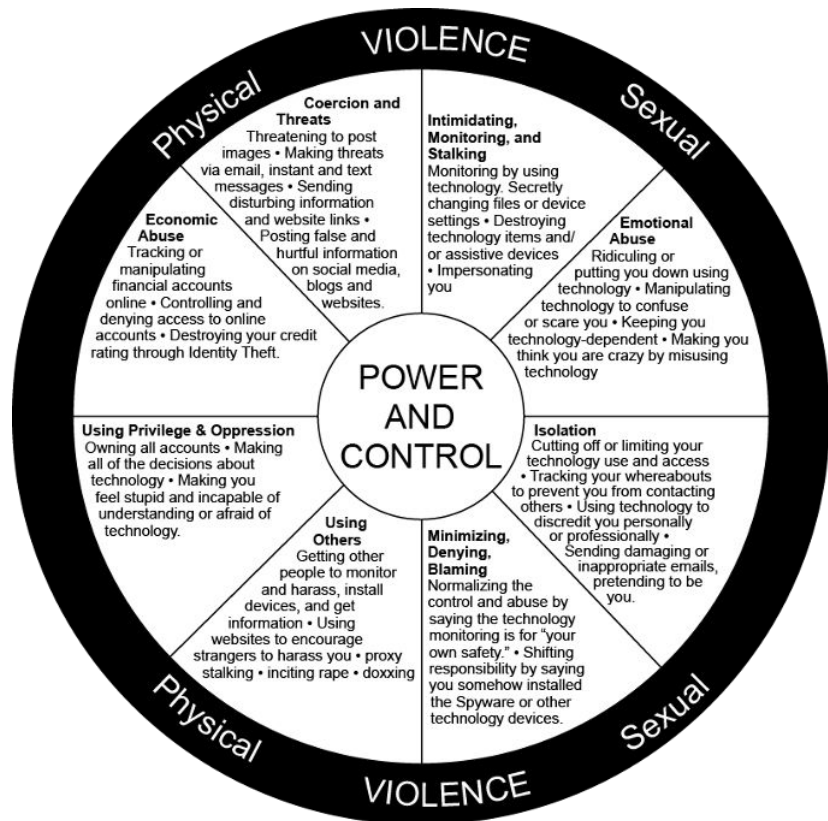
SIMPLE

- Physically going through the phone
- Going through phone records (online or paper)
- Checking voicemail remotely
- Logging onto online account to change or activate phone features

COMPLEX

- Monitoring accounts and apps
- Tracking location via apps, social media or software
- Stalkerware

Technology-facilitated coercive control



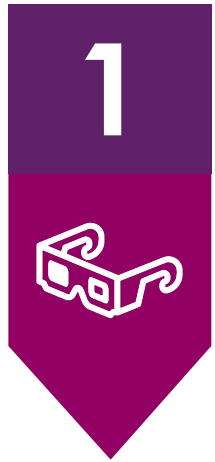


Survivor strategies

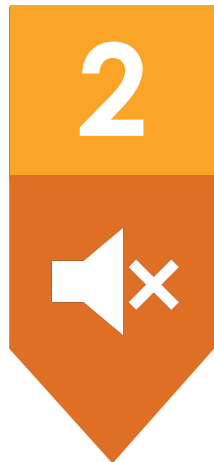


**You can't protect
against every
possible threat**

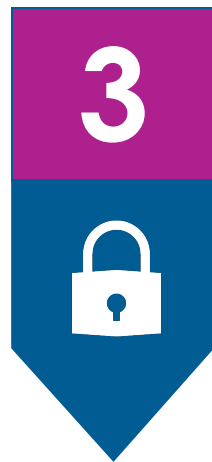
Safety strategies



Take stock



Delete/Mute/Block



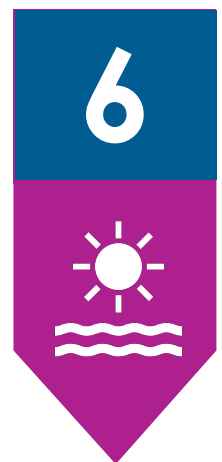
Secure



Document

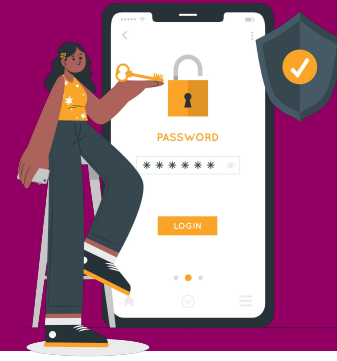


Report



Start Over

Securing accounts



Check

- Connected & paired devices
- Security & Privacy check-up tools
- Security notification emails/phone

Update

- Associated recovery emails & phone numbers
- Passwords
- Security questions & answers

Turn on

- 2-step verification or multi-factor authentication
- Security alerts

To document, or not to document?

- The why
- The what
- The how
- SAFETY FIRST!



Reporting



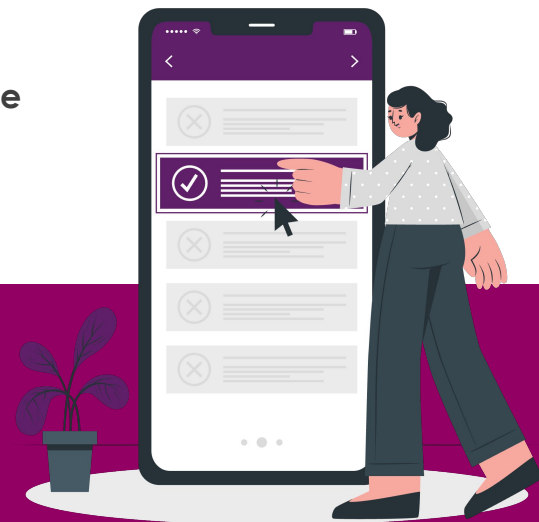
Report to platform



Report to e-safety
commissioner or
police



Get legal advice



Questions to ask



What does he know?

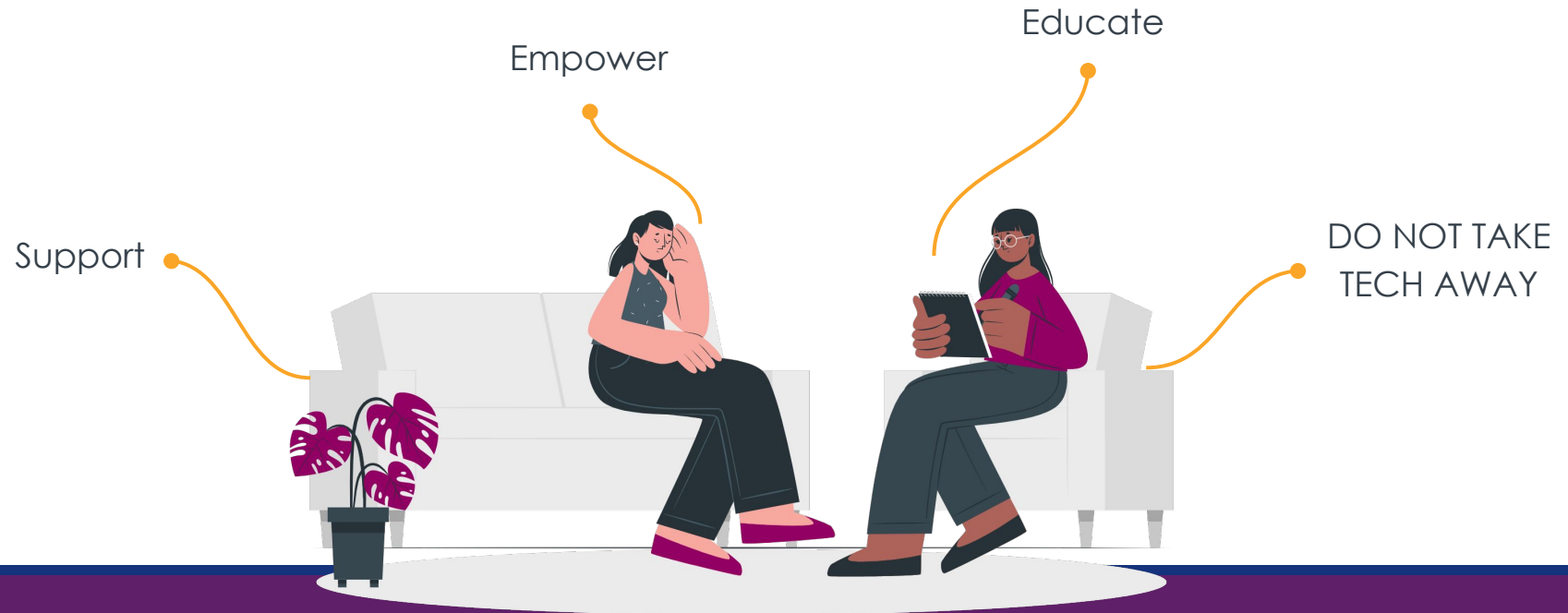


Where does that info “live”?



Does he have access?

How you can assist



Resources for survivors and workers

techsafety.org.au



Women's Technology and Privacy Toolkit



Legal Guides



Practitioner Resources



App Safety Centre

[Safety Net Team](#)



Book a consult for frontline workers supporting clients experiencing tech abuse



Get a new phone for a client



Tech abuse posters

क्या आपके साथ तकनीकी दुर्व्यवहार हो रहा है?

Is tech abuse happening to you?

It can be tech abuse if someone:

- controls your phone
- takes your phone away from you
- breaks your phone
- makes you share your phone

It can be tech abuse if someone uses a computer, phone or tablet to:

- keep contacting you over and over
- say things that hurt you
- punish you
- say they will hurt you or a member of your family.

It can be tech abuse if someone uses apps or social media to:

- say things that make you feel bad
- say things that make you or your family look bad
- make threats about things they will do to you.

It can be tech abuse if someone watches what you do using:

- your phone
- hidden cameras
- apps.

If tech abuse is happening to you, talk to your support worker.

You can get more information from the website. www.techsafety.org.au

The Women's Services Network made this poster.

आपके साथ तकनीकी दुर्व्यवहार हो रहा है?

यदि कोई व्यक्ति कंप्यूटर, फोन या टैबलेट का प्रयोग करके आपके साथ निम्नलिखित व्यवहार करता है, तो यह तकनीकी दुर्व्यवहार हो सकता है:

- आपको बार-बार संपर्क करता है
- आपको दुख पहुँचाने वाली बातें कहता है
- आपको सजा देता है
- आपको या आपके परिवार के किसी सदस्य को दुखाना पहुँचाने की धमकी देता है।

यदि कोई व्यक्ति एप या सोशल मीडिया का प्रयोग करके निम्नलिखित व्यवहार करता है, तो यह तकनीकी दुर्व्यवहार हो सकता है:

- आपको दुखी बनाने वाली बातें कहता है
- आपको या आपके परिवार को बुरा दिखाने वाली बातें कहता है
- आपके साथ कुछ गलत करने की धमकी देता है।

यदि कोई व्यक्ति निम्नलिखित बातों के लिए तकनीकी का प्रयोग करता है, तो यह तकनीकी दुर्व्यवहार हो सकता है:

- आपके नए पहरे हुए भी आपकी गिफ्टी के बारे में पता लगाता है
- आपके नए पहरे हुए भी पता लगाता है कि आप क्या कर रहे/रही हैं
- आपका पीछा करता है।

आपको वेबसाइट से और अधिक जानकारी मिल सकती है। www.techsafety.org.au

work द्वारा बनाया गया है।

Posters in Plain English to help victims identify if they are experiencing Tech Abuse

Also available in

- Arabic
- Hindi
- Simplified Chinese
- Vietnamese
- Urdu
- Punjabi
- Korean
- Thai
- Traditional Chinese
- Karen
- Japanese

Upcoming



**WESNET 2024
TECHNOLOGY
SAFETY SUMMIT**

Save the date!

9-11 OCTOBER 2024
NAARM (Melbourne)



WESNET
The Women's Services Network



5WCWS
5TH WORLD
CONFERENCE OF
WOMEN'S SHELTERS
SYDNEY AUSTRALIA



15-18 SEPTEMBER 2025

SAVE THE DATE

Hosted by:



www.worldshelterconference.org



Thanks!



Call: 1800 937 638

Email: techsafety@wesnet.org.au

Website: techsafety.org.au

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