

WESNET's Safety Net Australia project presents

Technology Safety Summit 2018



WESNET

The Women's Services Network

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Conference info: Techsafety.org.au/techsummit

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Websites: wesnet.org.au & phones.wesnet.org.au

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WELCOME!

Welcome to the third Annual Technology Safety Summit. We are excited to have you here and we look forward to discussing technology, abuse and safety with you.

This is the third of what has now become an annual technology safety summit that brings together technologists, professional frontline services, police, legal, justice, academic, and government agencies who are all working to assist women who are experiencing technology-facilitated abuse and gender-based violence.



We thank our principal sponsor, Telstra, for supporting this event for the third year in a row. Telstra's generous support has made this Annual Technology Safety Summit a reality. **SAFETY NET AUSTRALIA**

A huge thank you to our other major sponsors. This year we are grateful for the support of the Queensland Government and Uber for being Gold Sponsors, Facebook as a returning Silver sponsor, DV Alert as our bronze sponsor, along with Google and 1800RESPECT, the Queensland University of Technology and Survivor Watch.

WESNET's Safety Net Australia project works to train and advise frontline agencies on how to recognise technology-facilitated abuse, how to use technology to increase safety, and how to turn the tables on perpetrators to hold them accountable.

As technology advances and changes, so do the methods and ways in which violence and control are perpetuated. Abusers, stalkers and those who look to gain from exploiting women have access to more tools and technologies than ever before.

Yet technology is not the culprit. The true offenders are individuals who use power and control to harm others by harassing, monitoring, stalking, impersonating, humiliating, trafficking and exploiting.

At the same time, technology is not neutral, and those of us who use technology, build technology, and create policies around technology can make a difference.

We have a great line up of keynotes and other speakers from Australia and the USA. We hope you will enjoy the balance of plenaries and the choices of the practical concurrent sessions that we have in our program this year.

Finally, thank you for being a part of this conversation as we strategise on how technology can help survivors of abuse and create a world where abusers are held accountable.

WESNET Safety Net Australia Team
— Diana, Ella, Elly, Heidi, Julie, June, Karen, Kaofeng and Natalie

SOCIAL MEDIA GROUND RULES

While we love the power of social media and its ability to connect people and share information, we believe it should be used responsibly too. We definitely want you to use social media at the Technology Safety Summit. However, here are some ground rules.

1. Don't educate abusers.

In some of the sessions we'll be talking about very specific ways abusers misuse technology to stalk, harass, and abuse. Please do NOT share this content on social media or elsewhere online. You can talk about how survivors can strategise safely and raise awareness about the issue, but don't give specific examples of how abusers misuse technology. For example:

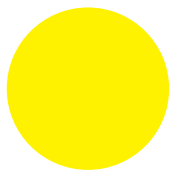
- **Bad:** Abusers can hide a GPS behind the dashboard of a car to track a victim's real-time location.
- **Good:** Survivors can use two-step authentication on many of their social media and email accounts for more security!

2. Get consent.

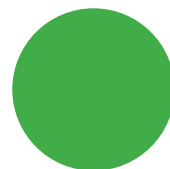
Before you share what someone said, or take a photo of someone (including all participants, presenters and WESNET staff) please ask permission. To make it easier, we're asking delegates to put a sticker on their name tag to show if they're willing to be photographed. If someone doesn't have a sticker, just ask. If you need a sticker, pick one up from registration.



Red:
No photos/
videos.



Yellow:
Ask permission
first.



Green:
Go for it! I will
strike a pose!

We are committed to respecting your privacy, which means if there is any official press, filming, or photography, we will let you know. We will try to give as much notice and transparency, but in case you miss it, don't hesitate to ask.

Having said all this, we intend to be on social media throughout the event! So follow us on Twitter @WESNETAustralia and Facebook.com/WesnetAustralia.

THURSDAY 6 SEPTEMBER

Morning			
8:30AM	Registration <i>landing area outside Royal Poinciana, Level 1</i>		
9:30 – 9:55AM	Conference Opening and Welcome to Country <i>Royal Poinciana, Level 1</i> Julie Oberin, National Chair, WESNET Aunty Robyn Williams Yugambah Elder		
9:55 – 10:25AM	Opening Keynote <i>Royal Poinciana, Level 1</i> Sami Makelainen, Technology Insights Manager, Telstra		
10:25 – 11:00AM	Morning tea <i>Jacaranda Foyer, Ground Floor</i>		
11:00 – 11:30AM	Keynote <i>Royal Poinciana, Level 1</i> Ginger Gorman, Social Justice Journalist		
11:30 – 12:00AM	Safer Technology for Women <i>Royal Poinciana, Level 1</i> Karen Bentley, Interim National Director, WESNET Get all the latest updates on the ground-breaking multi-sector collaborative program that is changing women's lives through the use of "safe technology".		
12:00 – 1:00PM	Lunch <i>Jacaranda Foyer, Ground Floor</i>		
Afternoon			
1:00 – 2:00PM	Technology Facilitated Abuse: the fundamentals <i>Concurrent sessions</i> Learn fundamental technology safety concepts, and the technologies that are most often misused in the context of domestic violence and sexual assault. Choose from three workshop options.		
Choose one of these concurrent sessions. These sessions are repeated at 2.30PM.	Online Abuse is IRL <i>Norfolk</i> Kaofeng Lee & Ella Bourke Taking the abuse online is a very common tactic of abusers, whether it is on social media or other online platforms. Learn about how abusers misuse online spaces to harm and what you can do about it.	Phones Misuse & Location Tracking: identifying and transcending perpetrator tactics <i>Karrie Webb</i> Heidi Guldbaek & Elly Stirling Learn about two common overarching abuser tactics, including how to identify, mitigate, hold abusers accountable, and minimise or prevent abuse.	Who's Watching You? <i>Jacaranda</i> Karen Bentley & Erica Olsen Tech-savvy abusers can gain a lot of information about victims by using computers, cameras and Wi-Fi routers. This workshop discusses how to increase privacy and security on these technologies and limit an abuser's ability to turn these everyday devices into surveillance tools.



Queensland Government working to keep women safer in the home.

Technology-facilitated abuse is a growing contributor to violence against women, with perpetrators increasingly accessing technology to monitor, stalk and control a victim's movements.

The Queensland Department of Child Safety, Youth and Women is trialling new and emerging technologies to help improve the safety of women and their children escaping domestic and family violence, and enable them to remain in their own homes.

The Keeping Women Safe in the Home (KWSITH) Technology Trial commenced in Cairns, Rockhampton, Ipswich and Caboolture in 2016 with an end date of 30 June 2019.

Technologies being trialled include personal safety devices monitored 24/7 by an external agency, CCTV cameras, victim-focused smartphone technology applications and training and support to raise awareness about technology-facilitated abuse among trial participants.

The trial is being rolled out through specialist domestic and family violence services. A comprehensive risk assessment is completed before assessing if technology products are a safe option for victims of violence as part of a detailed safety plan.

GIVING CONTROL BACK TO SURVIVORS

The KWSITH Technology trial is part of the Australian Government's Women's Safety Package and complements and supports the Queensland Government's reform agenda as a result of the *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* report.

The Queensland trial will be externally evaluated. However, anecdotally women involved in the KWSITH technology trial identify an increased sense of safety and wellbeing and feel more empowered to remain safer in their homes.

Other Queensland initiatives funded under the Women's Safety Package include: research around safe at home options for Aboriginal and Torres Strait Islander women and children in remote communities and a partnering project to deliver better outcomes for victims of domestic and family violence accessing the private rental market.

The Queensland Government is pleased to sponsor the 2018 WESNET (Women's Services Network) Technology Summit and acknowledges WESNET's ongoing contribution in working towards a future where women and children live free from domestic or family violence.

For more information visit www.csyw.qld.gov.au/enhancing-service-responses

THURSDAY 6 SEPTEMBER

2:00 – 2:30PM	Afternoon Tea <i>Jacaranda Foyer, Ground Floor</i>		
2:30 – 3:30PM	Technology Facilitated Abuse: the fundamentals <i>Concurrent sessions</i> Learn fundamental technology safety concepts, and the technologies that are most often misused in the context of domestic violence and sexual assault.		
Repeat of session from 1:00PM Choose one of these concurrent sessions	Online Abuse is IRL <i>Norfolk</i> Kaofeng Lee & Ella Bourke <p>Taking the abuse online is a very common tactic of abusers, whether it is on social media or other online platforms. Learn about how abusers misuse online spaces to harm and what you can do about it.</p>	Phones Misuse & Location Tracking: identifying and transcending perpetrator tactics <i>Karrie Webb</i> Heidi Guldbaek & Elly Stirling <p>Learn about two common overarching abuser tactics, including how to identify, mitigate, hold abusers accountable, and minimise or prevent abuse.</p>	Who's Watching You? <i>Jacaranda</i> Karen Bentley & Erica Olsen <p>Tech-savvy abusers can gain a lot of information about victims by using computers, cameras and Wi-Fi routers. This workshop discusses how to increase privacy and security on these technologies and limit an abuser's ability to turn these everyday devices into surveillance tools.</p>
3:30 – 3:40PM	Short break <i>Move to Royal Poinciana, Level 1</i>		
3.40 – 3.50PM	Driving Change <i>Royal Ponciana</i> <i>Susan Anderson, General Manager, Australia & New Zealand, Uber</i>		
3:50 – 4:20PM	International Keynote <i>Royal Poinciana</i> <i>Cindy Southworth, Founder of Safety Net and Executive Vice President, NNEDV, (US)</i>		
4:20 – 4:50PM	Plenary Session <i>Royal Poinciana</i> Kylie Brosnan, Director of Ipsos <p>In 2017, the Queensland Government engaged, Indigenous owned, Winangali Pty Ltd. and Global Research Consultancy – Ipsos (Australia) to explore and consider culturally suitable “Safe at Home” security options or solutions, that would expressly benefit Aboriginal and Torres Strait Islander women experiencing domestic and family violence, specifically those living in remote areas of the state. The project was funded through the Commonwealth Government's Women's Safety Package.</p> <p>The presentation will cover the use and abuse of technology in Indigenous Communities through the use of social platforms. We will also look at the community generated ideas currently being implemented in one community in North Queensland to address family violence.</p>		
4:50 – 5:00PM	Summary & Wrap <i>Royal Poinciana</i>		

Morning

Breakout sessions on Ground Floor			
9:30 – 10:30AM	<p>Investigating Technology Facilitated Abuse <i>Jacaranda</i> Bryan Franke</p> <p>When perpetrators misuse technology to stalk, harass, and intimidate victims, law enforcement often find it challenging to investigate. This session will discuss strategies and tips when investigating technology-facilitated domestic violence in order to hold offenders accountable.</p>	<p>Combating Image-based Abuse in Australia <i>Karrie Webb</i> Rosalie O'Neale & Jessica Di Blasio</p> <p>The Office of the eSafety Commissioner has been helping victims of image-based abuse since October 2017.</p> <p>This session will include an overview of existing and proposed laws to address image-based abuse in Australia and guidance on how best to assist victims. As well as outlining recent research findings, we will explore the role of the Office in providing victims with ways to report image-based abuse, with helpful advice and pathways to obtaining support.</p>	<p>Helping Us Help You: Working with diverse survivors of TFA <i>Norfolk</i> Kaofeng Lee & Heidi Guldbaek</p> <p>In autumn of 2018, WESNET conducted a listening tour across Australia to learn how technology-facilitated abuse impacts survivors from culturally and linguistically diverse (CaLD) and Aboriginal and Torres Strait Islander communities. This session will reveal the findings from the listening tour and discuss what workers told us they need in order to support CaLD and Aboriginal and Torres Strait Islander survivors experiencing technology-facilitated abuse.</p>
10:30 – 11:00AM	<p>Morning tea <i>Prince Foyer</i></p>		

FRIDAY 7 SEPTEMBER

<p>11.00AM – 12:00PM</p> <p>Choose one of these concurrent sessions</p>	<p>1800RESPECT: Designing Technology for People With Disabilities <i>Jacaranda Libbi Cunningham & Rosanna Smith</i></p> <p>Designing an app for women with disabilities so they can recognise and respond to violence and abuse can be challenging. 1800RESPECT will discuss how they navigated these challenges, beginning with pulling together a diverse advisory group to support the entire process, to making careful and thoughtful decisions about language, images, and design. This is session sponsored by</p> 	<p>Mobile Spyware: What's out there, what's new, and what we can do <i>Karrie Webb Robert Merkel & Diarmaid Harkin</i></p> <p>Researchers from Monash and Deakin Universities have been investigating mobile spyware: from how spyware can be captured on a mobile device to understanding the commercial landscape of mobile spyware. Presenters will discuss their latest research.</p>	<p>Players Gonna Hate: The patriarchy of online dating and gaming <i>Norfolk Heidi Guldbaek</i></p> <p>This session will explore the gendered experience of dating and gaming on the internet. We will look at some of the challenges of being a woman in these spaces as well as privacy and safety tips for anyone wishing to “play the game”.</p>
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Afternoon

<p>12:00 – 1:00PM</p> <p>1:00 – 2:00PM</p>	<p>Lunch <i>Prince Foyer</i></p> <p>Privacy, Safety, and Women: Perspectives from leading technologists <i>Prince</i></p> <p>Facilitator: <i>Cindy Southworth</i></p> <p>Panellists: <i>Sami Makelainen (Telstra), Travis Bright (Thorn), Kara Hinesley (Twitter), Susan Anderson (Uber) and Amazon Web Services</i></p> <p>A conversation with leading technologists in Australia and the United States. Learn about what major technology companies are doing on privacy, security, and women's safety.</p>	<p>This session is sponsored by</p> 
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FRIDAY 7 SEPTEMBER

2:00 – 2:15PM	Move to Concurrent Sessions		
<p>2:15 – 3:15PM</p> <p>Choose one of these concurrent sessions</p>	<p>There's an app for that! <i>Jacaranda</i> Kaofeng Lee</p> <p>As more and more apps are developed for survivors of abuse, it can be difficult to know which one to choose. This session will provide an overview of safety apps and what you need to know when using these apps.</p>	<p>Technology and the Law: What you need to know <i>Karrie Webb</i> Helen Campbell & Angela Lynch</p> <p>This session will cover the legal implications and remedies relating to technology-facilitated abuse in the Commonwealth, Queensland, and New South Wales jurisdictions, including harassment via technology, non-consensual sharing of images/image-based abuse, and stalking/surveillance.</p> <p>Participants will gain a deeper understanding of the laws applicable to people experiencing technology-facilitated abuse; get a sense of practical strategies for evidence collection and reporting; and have an opportunity to ask questions of experienced lawyers.</p>	<p>Managing Your Tech: Everyday security and privacy <i>Norfolk</i> Travis Bright</p> <p>Sometimes, it can be hard to know where to start when you want to take control of your tech. This session will walk through basic controls and simple steps you can take to increase the security and privacy of your various everyday technology.</p>
3:15 – 3:45PM	Afternoon tea <i>Prince Foyer</i>		
3:45 – 4:15PM	International Keynote <i>Prince</i> Erica Olsen, Director Safety Net, NNEDV		
4:15 – 5:00PM	Closing <i>Prince</i> Julie Oberin		

PRESENTERS

SUSAN ANDERSON

Uber

www.uber.com

Susan is General Manager for Uber, responsible for leading Uber's ridesharing business across Australia & New Zealand.

With a diverse background spanning marketing, strategy consulting, retail, tech and startups in Australia and the UK, Susan is a proven global leader with a passion for innovation.

Susan joined Uber in late 2016 as General Manager for Uber Eats Queensland, spearheading the company's rapid ANZ expansion strategy and launching 10 cities in nine months. Most recently she has been Uber Eats General Manager, ANZ Cities, delivering exceptional growth, enhancing customer experience plus building an engaged and high-performing team.

Prior to joining Uber, Susan was UK Country Leader for Amazon Prime Now where she was responsible for launching and overseeing Amazon's one hour delivery service. She also led a number of senior roles in Amazon's Consumables business, including Baby Category Leader and Subscribe & Save program lead. Before a period at Bain & Company in both UK and Australia, Susan started her career in the UK in consumer finance marketing.

Susan holds a Bachelor of Arts majoring in Economics and Management from New College, University of Oxford.

KAREN BENTLEY

WESNET

www.wesnet.org.au & techsafety.org.au

Karen Bentley is the National Director of Safety Net Australia, WESNET, which examines the intersection between domestic violence and technology. Karen

helped establish the program in Australia in 2011 by working with the US-based Safety Net program. A tech enthusiast and strong women's advocate, she combines both passions to lead and manage WESNET's work on technology safety. Major projects include the WESNET-Telstra Safe Connections program, which provides smartphones to women impacted by domestic and family violence, and the Safe Technology for Women project that provides advanced technology safety training to frontline agencies.

Karen has been working with the violence against women sector for over 20 years. Her career began in the Australian Public Service where she worked in different departments over 14 years, including as a senior executive in the Department of Prime Minister and Cabinet where she managed the Partnership Against Domestic Violence program. She went on to run a successful management consultancy business for 10 years, working predominantly with government and NGOs. She has held board positions in domestic/family violence or Sexual Assault Services. Between 2008-2012 she also worked in a high security women's refuge in Victoria.

ELLA BOURKE

WESNET

www.wesnet.org.au & techsafety.org.au

Ella is a member of the WESNET Safety Net Australia Team, where she contributes to program design, delivery and management, and provides tech-safety advice to front line workers and survivors via 1800 WESNET. Over the last two years, she has played a key role in growing the reach and impact of the Telstra Safe Connections smartphone program and managing the national network of participating organisations.

In addition, Ella holds a Bachelor of Laws/ Bachelor of International relations and supports the

National Director with stakeholder engagement, communications, and strategy. Ella has also led the development of WESNET's research project with the University of Melbourne examining the extent to which family violence practitioners believe abusive technology behaviours are fear and distress inducing, and indicators for physical relationship violence or partner homicide.

Before joining WESNET, Ella worked in competition regulation and consumer protection for over five years, including as a senior investigator in enforcement operations.

TRAVIS BRIGHT

Thorn

wearethorn.org

Travis leads Thorn's (wearethorn.org) work focused on building safety systems to help apps and services find and remove child exploitation content. He worked as a PM at Microsoft and Amazon, and more recently at Facebook and Google, where he created anti-abuse systems with a focus on protecting vulnerable groups. He believes technology can make the world safer with a personal goal of creating a "no-fly zone" across the entire Internet to eradicate child sexual exploitation.

KYLIE BROSANAN

Ipsos

www.ipsos.com

Kylie Brosnan an independent social researcher for Ipsos who spends lots of time listening to people who have experienced violence in their homes, within their families or communities. Kylie has designed and managed complex data collection methodologies using innovative, technological solutions and in particular has used digital technologies to overcome language and literacy barriers with Humanitarian Migrants, Prisoners and Remote Aboriginal and Torres Strait Islander people to enable them to have a voice

and have their views considered in Government policy and decision-making. Her research interests include the advancement of knowledge in digital survey research methods and interactive techniques used to collect data from mainstream and vulnerable target audiences. Currently working in remote Indigenous communities in Queensland, Australia to support a community-led research and co-design of a 'Safe at Home' project. This is funded under the Women's Safety Package of the Australian Government, a program to help reduce domestic and family violence across the Nation, commissioned by the Queensland Department of Child Safety, Youth and Women. Kylie has an undergraduate degree in business and is currently a PhD candidate with the University of Queensland.

HELEN CAMPBELL, OAM

Women's Legal Service NSW

www.wlsnsw.org.au

Helen Campbell is the Executive Officer of Women's Legal Service NSW, a statewide specialist community legal centre for women. She is a lawyer with over 20 years' experience in the community and public sectors. In addition to her legal qualifications, she is a Master of Women's Studies and holds a Diploma in Frontline Management.

In 2011, she obtained funding to establish an online legal support service for community workers assisting women escaping domestic violence. This innovative model, now known as Ask LOIS, is now an effective way of connecting with workers in rural regional and remote areas, with over 200 active members. Ask LOIS is free to join here: <http://www.asklois.org.au>

In 2014, she received a grant from the Australian Communications Consumer Action Network to research and produce information guides, training and resources to assist women experiencing technology-

PRESENTERS

facilitated stalking and abuse. These resources can be accessed at www.smartsafe.org.au/legal-guides

Previously, Helen managed Redfern Legal Centre and has also held a wide range of voluntary appointments including Chair of Community Legal Centres NSW, Director of NCOSS and consumer representative on the Council of the Energy and Water Ombudsman.

In 2011, Helen was awarded a medal in the Order of Australia for services to the law and to the community of Redfern.

LIBBI CUNNINGTON

1800RESPECT

www.1800respect.org.au

Libbi Cunnington is the Disability Project Manager for 1800RESPECT and has been responsible for developing an app for women with disabilities to respond, recognise and seek assistance for violence and abuse. Libbi has an extensive background in the not for profit sector, have managed a community legal service, and large family violence project in the housing estates in Melbourne's inner north, and was Regional Manager for The Big Issue Street Soccer for half the nation's street soccer programs.

Over the last three years, Libbi managed AAPLAY a referral service that links people with disabilities into sport and recreation programs through web, social media and chat options and over the last twelve months worked in collaboration with Women with Disabilities Australia, WWILD an expert advisory group of women with disabilities and the digital agency Tigerspike.

Libbi is passionate about identifying best practice and inclusive engagement with women with disabilities to deliver tech products that can increase women with disabilities safety, independence and connectedness

and encouraging women with disabilities to take on their own careers in the tech and IT sector.

JESSICA DI BLASIO

Office of the eSafety Commissioner

www.esafety.gov.au

Jessica is from the Office of the eSafety Commissioner, which launched an image-based abuse portal in mid-October last year. Jessica is in the Image Based Abuse team as a Senior Investigator. This team receives reports about image-based abuse from Australians and endeavours to quickly remove intimate images that have been shared online without consent. Jessica previously worked for a period in the U.K. investigating complaints about the condition of social housing and in a similar role back in Sydney, registering Native Title claims. Jessica is legally qualified.

BRYAN FRANKE

2C Solutions, LLC

2csolutions.org

Detective Bryan Franke is a 30-year veteran of the Longmont Police Department, Colorado. He is currently assigned to, and was instrumental in forming, the Cyber Crimes Unit, as well as the development of the Boulder County Computer Forensics Lab, a combined computer forensics lab made up of personnel from four agencies. He has been qualified as an expert witness multiple times. Detective Franke has performed forensic examinations on computers, cell phones, GPS units and other portable devices such as tablets, external HDD and various types of flash storage. He is the President and Founder of 2C Solutions, LLC, an organisation dedicated to training other professionals on how to investigate, prosecute, and proactively monitor the use of technology by probation clients, as well as how to deal with various digital crime/technology based investigations.

GINGER GORMAN

www.gingergorman.com

Ginger Gorman is a fearless and multi award-winning social justice journalist. She has an innate ability to connect and communicate with some of the most interesting and marginalised people in our community. Ginger works hard to translate those untold stories into powerful and insightful journalism.

As a result of a story she published via the ABC back in 2010, Ginger and her family became the subject of an international online hate campaign.

Once the stream of cyberhate – and the fear – died down, she decided to find and interview serious Internet trolls. Ginger was shocked to discover the ways in which cyberhate can wreck women's lives.

This strange journey into the underbelly of the Internet has made her in-demand as an expert on the topic. Not only has Ginger written extensively about trolling and social media self-defense – especially for women – last year she presented a TEDx talk on the subject. She also featured in Tara Moss' "Cyberhate" series on the ABC.

Ginger's most recent four-part investigation into cyberhate and online misogyny for Fairfax mastheads was published to a hail of media and public commentary, firmly focusing the Australian public's attention on cyberhate and how to stop it. She's now writing a book on the topic, which will be published by Hardie Grant in 2019.

HEIDI GULDBAEK

WESNET

www.wesnet.org.au & techsafety.org.au

Heidi Guldbaek is a National Trainer for the Safety Net Project at WESNET, where she provides education and expert consultation to practitioners on technology-safety issues that impact survivors of domestic violence

and sexual assault. She contributes to technology safety curriculum and content, and advocates for the needs of survivors in policy development and legal reform.

Heidi has worked in the anti-violence against women sector as an educator, advocate and activist since 2007. Prior to joining WESNET, Heidi worked towards overcoming women's structural oppression and injustice in her role as the National Law Reform Coordinator for Women's Legal Service Australia. She has extensive experience in working with victims and victim advocates to ensure that the voices of women escaping violence are heard in policy, program and legislation development.

Heidi is also a member of the Everywoman Everywhere Coalition, an international coalition of practitioners and survivors. She serves on the Mandatory Training and Prevention Education Sub-Committee, working to advance a grassroots-driven international convention on the prevention violence against women.

Heidi has a Bachelor Degree in Behavioural Science and a Masters Degree in Human Rights.

DIARMAID HARKIN

Deakin University

www.deakin.edu.au

Dr Diarmaid Harkin is a criminologist and Alfred Deakin Postdoctoral Research Fellow at Deakin University. Dr Harkin is currently investigating the consumer spyware industry with Dr Adam Molnar (Deakin University) in a project funded by the Australian Communication Consumer Action Network (ACCAN) and partnered with WESNET. This project explores the emerging world of consumer spyware with a goal of developing counter-spyware strategies to ensure digital privacy and autonomy. His other research projects include an investigation into the work of private security

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companies with family violence services. Since 2015, Dr Harkin has been cataloguing and examining the various collaborations between security companies and family violence services across Australia, inquiring as to whether these experimental new partnerships improve the safety and security of victims/survivors of family violence. Dr Harkin also has an active project exploring the challenges and difficulties facing police organisations when responding to cyber-crime.

KARA HINESLEY

Twitter

www.twitter.com

As Twitter's Head of Public Policy, Government, and Philanthropy for Australia and New Zealand, Kara Hinesley works with government policymakers, regulators, and civil society groups on a diverse range of tech and digital issues. She holds legal credentials in the United States and Australia, is an accredited mediator, and was previously a media and policy adviser with over ten years of experience working within the digital start-up and technology sector before joining the team at Twitter.

KAOFENG LEE

WESNET

www.wesnet.org.au & techsafety.org.au

Kaofeng Lee is a National Trainer for WESNET Safety Net Australia, where she provides education and expert consultation to practitioners on technology-safety issues that impact survivors of domestic violence and sexual assault. Kaofeng develops technology safety curriculum, writes resource guides for practitioners and survivors of abuse, and has trained more than 10,000 practitioners in the United States, Australia, and internationally on issues of technology abuse, privacy, and victim safety.

Prior to joining WESNET, Kaofeng was a Deputy Director of the US NNEDV Safety Net Project. In her 9½ years with

NNEDV, Kaofeng worked with victim service providers, technology companies, and policymakers to improve safety and privacy for victims of intimate partner abuse. She has written Congressional testimony, administrative regulatory comments, and participated on committees that address privacy, technology, and safety.

Kaofeng's previous professional experience included working as a bilingual advocate for a local domestic violence program, editing for a publications and design agency, and providing project management for a top 5 accounting firm, where she learned that listening is most important, the Oxford comma reigns supreme, and obsessing over details is totally okay. Kaofeng has a Masters in International Relations from American University and a Bachelor of Arts in Journalism and Communication from Iowa State University.

ANGELA LYNCH

Women's Legal Service Queensland

www.wlsq.org.au

Angela is the CEO of Women's Legal Service in QLD a statewide specialist legal service that provides legal advice, information and advice to women concerning issues of domestic violence, family law, child protection and sexual violence matters. Across her 24 year career at Women's Legal Service (WLS) Angela Lynch has made significant front-line contributions to the prevention of domestic violence.

Angela is a member of the Domestic and Family Violence Death Review and Advisory Board that makes recommendations to the QLD Government about systemic issues concerning domestic violence deaths and is on the current Australian Law Reform Commission advisory panel assisting with their inquiry into family law in Australia.

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Angela has a passion for law reform and making the legal system more responsive to issues of domestic violence and sexual violence.

SAMI MAKELAINEN

Technology Insights Manager, Telstra
www.telstra.com

Sami Makelainen has been involved in building the online and mobile worlds since the mid-1990's. Having participated in design and development of one of the first full-service online banking platforms, Sami spent a number of years hands-on with various aspects of the mobile business, from developing mobile payment solutions in North America to defining network systems architectures for Nokia in Finland. Since 2009, Sami has been at Telstra Corporation in Australia, currently in charge of Technology Foresight at the Chief Technology Office. Sami holds an MSc degree in Computer Science from the University of Helsinki and lives with his family in Melbourne.

ROBERT MERKEL

Monash University
www.monash.edu.au

Dr Robert Merkel is a Lecturer in Software Engineering at Monash University. He has appeared on ABC TV and radio, as well as other national media outlets, as an expert on technology security and privacy issues. He has advised WESNET on technology safety issues. He is currently conducting research on spyware detection.

JULIE OBERIN

Annie North Inc & WESNET
www.wesnet.org.au & techsafety.org.au

Julie Oberin is the CEO of Annie North Women's Refuge and Domestic Violence Service in regional Victoria, Australia. She has worked in the domestic and family violence sector for more than 25 years. Julie has published and delivered conference papers nationally and internationally on domestic and family violence

and homelessness, and undertaken important research on women's domestic and family violence services across Australia. She is an experienced practitioner both working with women and children who have experienced violence, and also with men who have used violence against family members.

Julie is the National Chair of WESNET (the Women's Services Network), Australia's National peak women's organisation working on the elimination of domestic and family violence and strengthening responses to victim/survivors. She is also the contract manager of AWAVA, the Australian Women Against Violence Alliance. Julie currently chairs or sits on a range of other committees and boards including Regional Integration Committee Chair representative on the Victorian state-wide Family Violence Steering Committee; the Victorian Diverse Communities and Intersectionality Working Group; Chair of the Loddon Regional Integration Committee; and Australian Interim Board member of the Global Network of Women's Shelters. Julie is also a member of the Australian Bureau of Statistics Personal Safety Survey Specialist Advisory Group and the National Community Attitudes Survey Advisory Group.

She was a member of the COAG Advisory Panel on Preventing Violence Against Women and their Children, and co-chaired the Technology Round Tables. Julie also regularly attends the Commission on the Status of Women at the United Nations and has presented at several side and parallel events on technology-facilitated abuse and its intersection with violence against women as well as violence against women policy framework in Australia, violence against women and children, and human rights defenders in rural and regional settings.

PRESENTERS

ERICA OLSEN

National Network to End Domestic Violence
www.nnedv.org & techsafety.org

Erica Olsen is the Director of the Safety Net Project at the National Network to End Domestic Violence (NNEDV). Since joining NNEDV in 2007, Erica has advocated on behalf of survivors of intimate partner violence by educating and advocating victim service providers, policy makers, and technology companies on issues of technology abuse, privacy, and victim safety. She has provided trainings to technologists, attorneys, law enforcement, victim advocates, and other practitioners in the United States and internationally. Erica leads the team's ongoing efforts to address how technology impacts survivor's safety and privacy.

Erica's prior work at the NYS Coalition Against Domestic Violence included writing curriculum and training statewide on a project focusing on the intersection of domestic violence and disabilities. She also worked in local domestic violence and homeless shelter/housing programs, conducted research on welfare reform initiatives, taught GED classes for individuals who were court ordered into a mental health facility, and participated in several international social work programs. Erica has a Masters in Social Work from SUNY Albany and a Certificate in Non-Profit Management from the Center for Women in Government and Civil Society.

ROSALIE O'NEALE

Office of the eSafety Commissioner
www.esafety.gov.au

Rosalie O'Neale manages the eSafetyWomen program for the Office of the eSafety Commissioner.

eSafetyWomen aims to empower Australian women to manage technology risks and abuse and take control of their online experiences. It provides practical information, advice and tools, as well as training for

frontline domestic and family violence specialist and support staff.

Rosalie has many years' experience in the development and delivery of online safety education programs. Her work has included the development of major content-rich websites and teaching resources. She has also a long-standing involvement in the conduct of research into how children and adults use technology, and how they perceive and manage the risks associated with it.

Most recently Rosalie managed development of eSafetyWomen-online training for frontline workers, to facilitate greater access for frontline workers who may not be able to attend in-person training, particularly those in rural and remote areas. Rosalie has a particular interest in the development of programs addressing online behavioural issues, the role played by peers and by bystanders, and the development of digital literacy and digital citizenship skills.

Rosalie has on many occasions represented the Office (and its predecessors) in the media, and at conferences in Australia and internationally.

ROSANNA SMITH

Expert Advisory Group member 1800RESPECT
www.wwild.org

Rosanna Smith lives in Brisbane and is a client at WWILD (Working alongside With Women with Intellectual and Learning Disabilities) and has been involved with WWILD for 6 years. Rosanna has a son who is 7 who is her most important focus.

Rosanna's passion is to help advocate for people with disabilities to speak up and to have a voice. Sexual assault and violence is Rosanna's main concern when it comes to women with disabilities and she has been able to use this focus to contribute to this new

PRESENTERS

digital product for 1800RESPECT. Rosanna has been an integral part of the project as a member of Expert Advisory Group and has enjoyed being a part of the strong group of women with disabilities.

This new app is to help those women with disabilities who are at risk or have been sexually assaulted to understand that violence and abuse is never ok and to give these women options for safety. The app is available to many women with disabilities whether they have a vision impairment, learning disability, brain injury, or physical disabilities. Rosanna is looking forward to a future as an advocate and dedicates her life to help others in need.

CINDY SOUTHWORTH

National Network to End Domestic Violence
www.nnedv.org & techsafety.org

Cindy Southworth is Executive Vice President at the U.S. National Network to End Domestic Violence (NNEDV). She joined NNEDV in 2002 after founding the Safety Net Project in 2000 to address technology and violence against women. Cindy has worked closely with over 30 corporate leaders including 3M, Airbnb, Avon, Facebook, Google, Twitter, and Verizon. She has presented internationally in Australia, Austria, Canada, Denmark, Finland, Ireland, Lithuania, Mexico, the Netherlands, Portugal, United Kingdom, and at the United Nations. She makes frequent media appearances on CNN, MSNBC, and other major radio, television, and print media outlets.

Through the Safety Net Project, Cindy works with private industry, state and federal agencies, and international groups to improve safety and privacy for victims in this digital age. She has presented over 500 trainings to more than 43,000 advocates, technologists, corporate employees, and justice professionals, including over 50 international presentations and keynote addresses. She has testified before Congress

and is on many task forces and committees that address justice, privacy, technology, and safety.

Cindy has a Masters Degree in Social Work and has worked to end violence against women for over 25 years at national, state, and local advocacy organizations. She is a founding board member of the Global Network of Women's Shelters and co-led the 2nd World Conference of Women's Shelters in February 2012. She has spent the past 19 years focusing on how technology can increase victim safety and how to hold perpetrators accountable for misusing technology. Cindy serves on the Trust/Safety Advisory Boards of Facebook, Airbnb, Uber, Pinterest, and Twitter.

ELLY STIRLING

WESNET

www.wesnet.org.au & techsafety.org.au

Elly Stirling is a member of the WESNET Safety Net Australia Team, where she offers advice and information on technology safety issues to front-line practitioners, stakeholders, and survivors of domestic and family violence and sexual assault. Elly advises on a wide range of issues, including account security, location tracking, and mobile spyware. Elly also facilitates in-person trainings on smartphones and safety to organisations working with women experiencing technology facilitated abuse and family domestic violence and sexual assault.

In addition, Elly supports the Telstra Safe Connections Smartphone Program by working closely with Safe Connections local agencies across Australia, ensuring that each agency has smartphones available for their clients and responding to queries relating to the program.

Before joining WESNET, Elly worked within independent financial services and has years of experience helping Australians manage their finances and work toward achieving their financial goals.

TECHSAFETY.ORG.AU/RESOURCES



Visit our website for resources and handouts on technology facilitated abuse and to subscribe to our TechSafety eNews



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A resource for agencies to give to survivors of Domestic Violence, Sexual Assault or Dating Violence. Now in its second edition, it covers how women can protect themselves against unwanted monitoring and other types of online abuse. Technologies covered include:

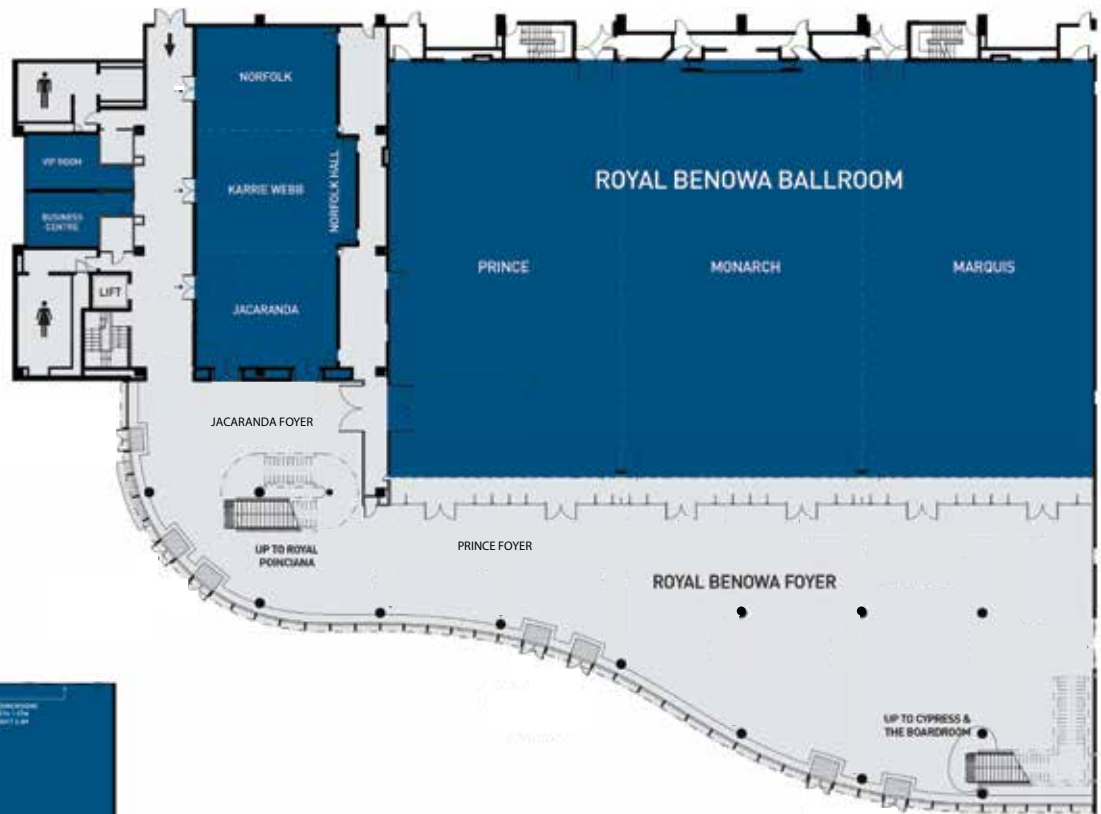
- phones — including smartphones, text messages and voicemails
- GPS and tracking devices
- geotagging and photo sharing
- social media and social networking

It also includes a stalking log for women to use to document abuse.



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