

WHEN TECH TURNS TOXIC

CASE STUDIES IN DIGITAL COERCION AND EXPLOITATION

The background features a gradient from red to blue with various circular and semi-circular patterns, some with arrows and a scale from 140 to 260. The text is centered in white.

ALWAYS WAS, ALWAYS WILL BE, ABORIGINAL LAND

*ACKNOWLEDGE THAT WE LIVE AND WORK ON UNCEDED SOVEREIGN
ABORIGINAL LAND. WE PAY OUR RESPECTS TO ELDERS PAST AND PRESENT
AND CELEBRATE FIRST NATIONS' CONTINUATION OF A LIVING SPIRITUAL,
CULTURAL AND SOCIAL CONNECTION WITH THE LAND, SEA AND SKY*

OVERVIEW



Setting the Scene



Understanding Tech
Harm



Key Areas of Concern
(Case Studies)



Practical Strategies
for Workers



SETTING THE SCENE

Online vs Offline



UNDERSTANDING TECH HARM

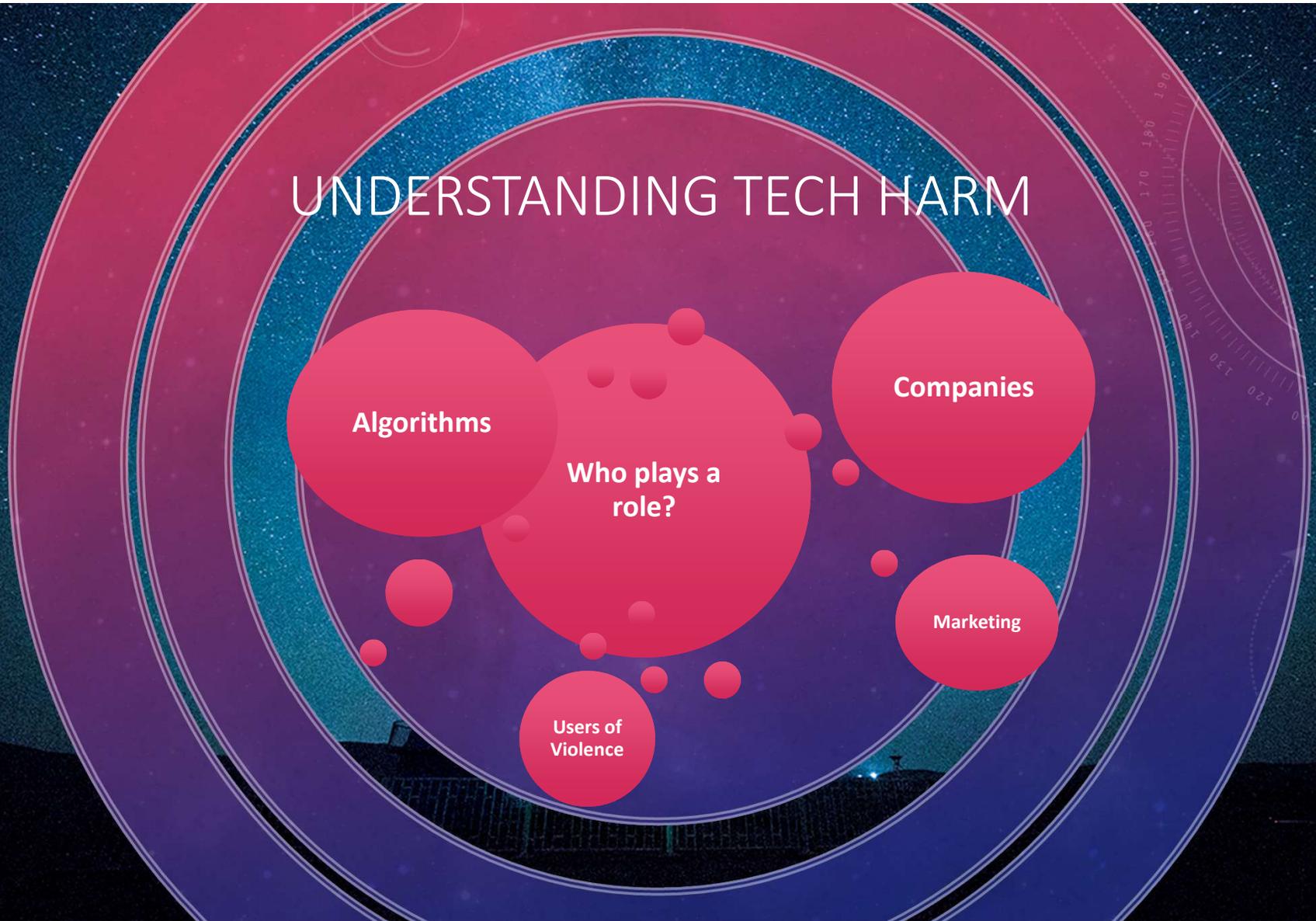
Algorithms

Who plays a role?

Companies

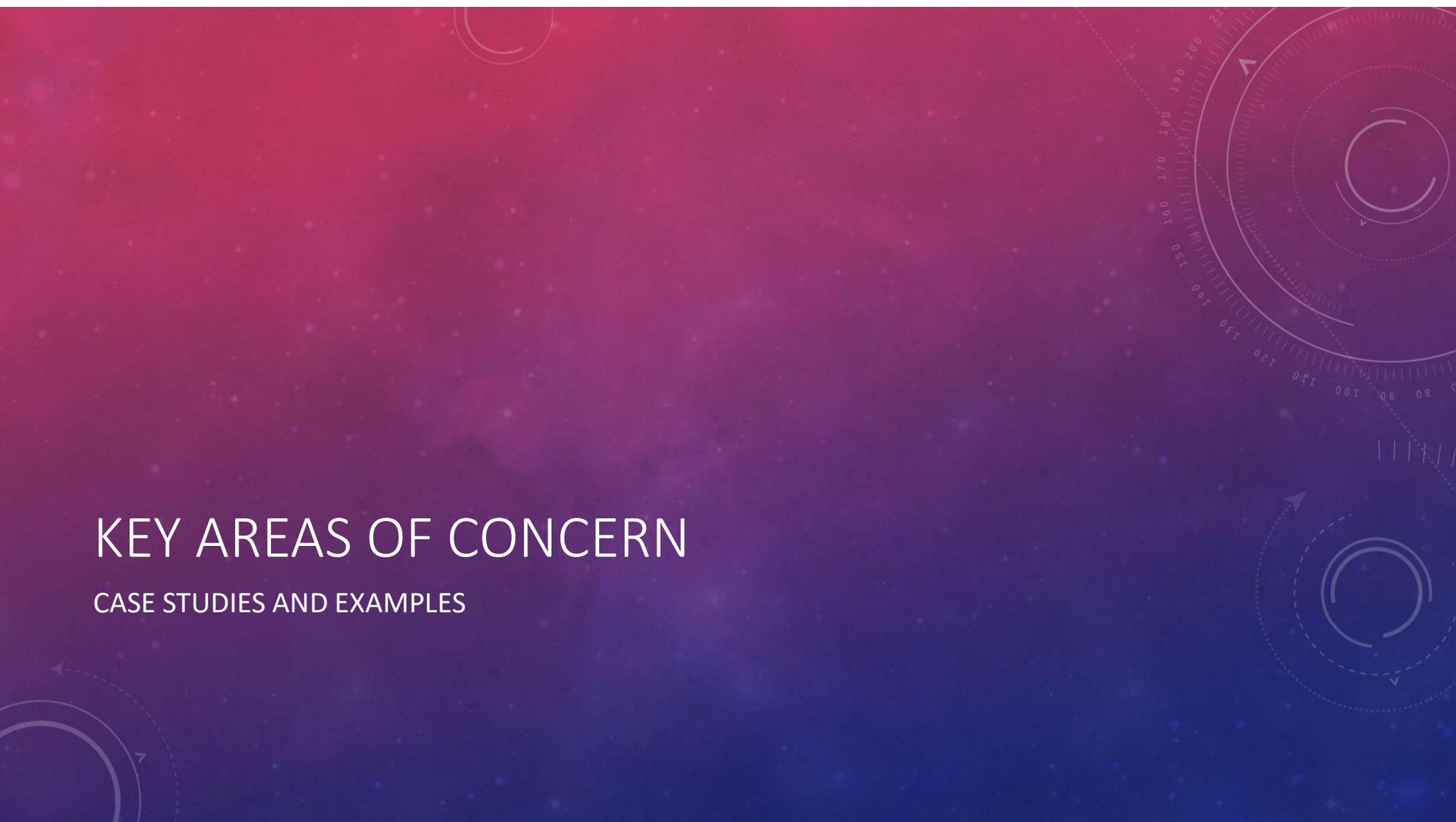
Marketing

Users of
Violence



KEY AREAS OF CONCERN

CASE STUDIES AND EXAMPLES



DISABILITY AND INTERSECTIONALITY

- Targeted calls to women with disabilities
- High prevalence in remote areas and communities
- Intersection with domestic and family violence
- Cross-sector collaboration and respecting agency



DOMESTIC AND FAMILY VIOLENCE & TECH-FACILITATED ABUSE

- Tech-facilitated abuse: using technology to harass, stalk, impersonate or threaten
- *“If you didn’t have something to hide from me, you wouldn’t care about me reading your messages...”?*
- *“I’d just feel more relaxed if I could check where you are at any time – there’s some scary people out there!”?*
- *“If you don’t let me do this, I’ll send that video of you to everyone...”?*
- If these statements put you on your guard – trust those feelings. These are examples of tech abuse.
- <https://www.respectvictoria.vic.gov.au/news/red-flags-what-tech-abuse-and-what-should-you-look-out>

RESOURCES

- **Resources:**

- Screen shot and have TFA on file even if not lodging any legal protection
- Ask: has phone been shutting down randomly or twitching? Have phone screened or reset at phone centres
- Have safe phones available through initiatives (WESNET)
- When separating encourage change of passwords
- Phone companies have DFV policies
- E-Safety Commissioner – getting photos/harassing and threatening posts taken down (when people do not want to engage police)
- Report to police

E-SAFETY COMMISSIONER

● Image-based abuse

Sharing (or threatening to share) an intimate image or video without the consent of the person shown. 'Intimate' means showing a person's private body parts, private activity, or a person without clothing of religious or cultural significance.

 |  eSafety Commissioner

How can we help you?

- 1 Image-based abuse report
- 2 How can we help you?**
- 3 Australian Connection
- 4 What happened?
- 5 Confirmation
- 6 Existing actions taking place
- 7 Your details

Submit a report

Help with an intimate image or video that has been posted

Help with threats to post an intimate image or video

[Next >](#)

ELDER ABUSE AND FINANCIAL SAFETY

- 6 in 10 Australians are worried that someone they know will experience elder financial abuse
- 87% of Australians wanting their government to do more to stop elder financial abuse
- 57% of Australians are worried about a loved one experiencing financial abuse
- It's estimated that up to 1 in 10 Australians will be affected by elder abuse each year
- Exact numbers are hard to come by as it often goes unreported
- The most common form of elder abuse is financial
- By 2050 those over 65 will make up around 25% of the population
- <https://www.ausbanking.org.au/priorities/financial-elder-abuse/>



DO NOT CALL REGISTER

DONOTCALL.GOV.AU

Register yourself

Register family or friends' number/s

Registered numbers can still be contacted by exempt organisations (registered charities, research companies, registered political parties and educational institutions)

Telemarketers and fax marketers have 30 days from the date you register to check their lists and stop calling you

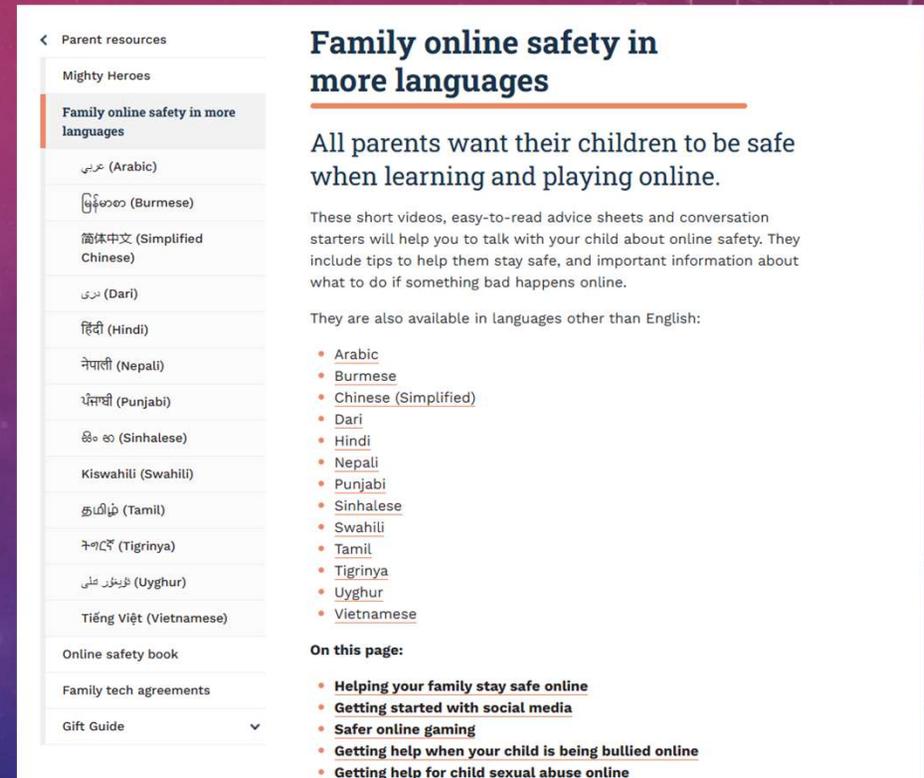
The screenshot shows the 'do not call register' website. At the top left is the logo. The main heading is 'Register your numbers'. Below this, there is a paragraph: 'If you have already registered your number you do not need to reregister. Check [here](#) to see if your number is already registered.' This is followed by an 'Important' note: 'You cannot register your number if it is used or maintained primarily for business purposes (unless it is a fax number).' Another paragraph states: 'Registered numbers can still be contacted by exempt organisations. These include registered charities, research companies, registered political parties and educational institutions.' A final paragraph says: 'Telemarketers and fax marketers have 30 days from the date you register to check their lists and stop calling you.'

The registration process is divided into sections. The first section is '1. Start', which has a green header. Below it, a note says 'All fields marked with * are mandatory'. A paragraph explains: 'To register a number you must be the account holder, a nominee, or be authorised to act for the account holder.' Under the heading 'I wish to register:*', there are four radio button options: 'my own number/s' (which is selected), 'family or friends' number/s', 'government number/s', and 'business fax number/s'. At the bottom of this section, it says: 'If you would like to register more than 20 numbers, please go to [Bulk Registration](#).'

On the right side of the page, there is a 'FAQs' section with several expandable questions, each marked with a '+' icon. The questions are: 'Why should I register my number with the Do Not Call Register?', 'After registering, how soon will I notice a reduction in calls?', 'Why do you need my email address?', 'Can I register my business number or fax?', 'What happens when a number is registered but is ineligible?', 'What are the contact centre hours?', and 'Will registering my number stop me from receiving SMS Marketing?'. Below the FAQs is a link for 'More FAQs'.

YOUNG PEOPLE AND TECH

- Case study: newly arrived families and concerns for what children are viewing
- Supporting with difficult conversations
- Algorithms pushing violent and exploitative material
- Mediation and education > criminalisation



The screenshot shows a webpage with a sidebar on the left and a main content area on the right. The sidebar, under the heading 'Parent resources', lists various categories: 'Mighty Heroes', 'Family online safety in more languages' (which is highlighted), 'Online safety book', 'Family tech agreements', and 'Gift Guide'. The 'Family online safety in more languages' section lists 14 languages: Arabic, Burmese, Simplified Chinese, Dari, Hindi, Nepali, Punjabi, Sinhalese, Kiswahili, Tamil, Tigrinya, Uyghur, and Vietnamese. The main content area features the title 'Family online safety in more languages' in a large, bold font. Below the title is a sub-heading 'All parents want their children to be safe when learning and playing online.' followed by a paragraph explaining that short videos, advice sheets, and conversation starters are available to help parents talk to their children about online safety. A list of available languages is provided, including Arabic, Burmese, Chinese (Simplified), Dari, Hindi, Nepali, Punjabi, Sinhalese, Swahili, Tamil, Tigrinya, Uyghur, and Vietnamese. At the bottom, an 'On this page:' section lists links to 'Helping your family stay safe online', 'Getting started with social media', 'Safer online gaming', 'Getting help when your child is being bullied online', and 'Getting help for child sexual abuse online'.

< Parent resources

Mighty Heroes

Family online safety in more languages

عربي (Arabic)

မြန်မာစာ (Burmese)

简体中文 (Simplified Chinese)

داری (Dari)

हिंदी (Hindi)

नेपाली (Nepali)

ਪੰਜਾਬੀ (Punjabi)

සිංහල (Sinhalese)

Kiswahili (Swahili)

தமிழ் (Tamil)

ጥግርግር (Tigrinya)

ئۇيغۇر تىلى (Uyghur)

Tiếng Việt (Vietnamese)

Online safety book

Family tech agreements

Gift Guide

Family online safety in more languages

All parents want their children to be safe when learning and playing online.

These short videos, easy-to-read advice sheets and conversation starters will help you to talk with your child about online safety. They include tips to help them stay safe, and important information about what to do if something bad happens online.

They are also available in languages other than English:

- Arabic
- Burmese
- Chinese (Simplified)
- Dari
- Hindi
- Nepali
- Punjabi
- Sinhalese
- Swahili
- Tamil
- Tigrinya
- Uyghur
- Vietnamese

On this page:

- [Helping your family stay safe online](#)
- [Getting started with social media](#)
- [Safer online gaming](#)
- [Getting help when your child is being bullied online](#)
- [Getting help for child sexual abuse online](#)

PREDATORY SCHEMES NOW ONLINE

Targeted Gambling

- Easier than ever to gamble
- Tracks your usage and doubles down
- BETSTOP



Consumer Leases

- You do not automatically own the item (complicated T&Cs)
- Lay-by
- Moneysmart

The image shows a 'Rent vs buy calculator' form. The form is titled 'Rent vs buy calculator' and has a 'required field' indicator. It is divided into two main sections: 'Rent details' and 'Buy details'. Under 'Rent details', there is a text input field for 'Item you wish to buy (optional)'. Below that is a dropdown menu for 'Rental payments: (\$ including all fees and extras)' with 'Weekly' selected. Under 'Buy details', there is a text input field for 'Actual cost: (\$ to buy the same item)'. The form is designed to help users compare the costs of renting versus buying an item.

PRACTICAL STRATEGIES

1. Show people what scams look like
2. Encourage clients to ask questions, normalise these discussions & share your own stories
3. Be a trusted person people can go to – workers play a key role in keeping people e-safe
4. Utilise existing services and work collaboratively/cross-sector approaches
5. E-Safety Commissioner – one stop resource