



Telstra Reconciliation Action Plan

Year 1 Report, July 2023

Acknowledgement

We recognise and acknowledge the existing, original, and ancient connection Aboriginal and Torres Strait Islander peoples have to the lands and waterways across the Australian continent. We pay our respects to their Elders past and present.

At Telstra we are enriched by Aboriginal and Torres Strait Islander peoples' contribution to our organisation, and we commit to working with you to build a prosperous and inclusive Australia.

Introduction

Our vision for reconciliation is an inclusive Australia where Aboriginal and Torres Strait Islander peoples are connected and empowered to thrive. Our vision will be achieved by embedding reconciliation outcomes and system changes into our organisation. This involves harnessing the strength of our organisation to build digital futures with Aboriginal and Torres Strait Islander peoples, providing employment opportunities to lift economic participation, and creating a culturally inclusive and engaged organisation.

Our Stretch Reconciliation Action Plan (RAP) is based on a theme of truth telling – recognising our past successes, acknowledging our past failures, and continuing our healing journey. We are proud to have completed Year 1 of our RAP, including the completion of 13 actions. A further 75 actions are on track. Three actions have been identified as not having met the agreed timeline but are expected to be completed before the conclusion of our RAP in FY25.

Terms used

Throughout this Report, the terms Aboriginal and Torres Strait Islander and First Nations are used interchangeably to reference Australia's First Peoples.

Our Stretch RAP covers the period FY23 – FY25. This report covers outcomes for the year ending 30 June 2023.

A message from Vicki Brady

Telstra CEO and Telstra RAP Ambassador



Welcome to this annual report on our progress to deliver actions under our 2022 to 2025 Stretch Reconciliation Action Plan.

On behalf of Telstra, I am pleased to report that 13 actions have been fully completed, and the majority of the 78 actions that remain to be completed are on track.

Many of our actions reach across the organisation and there is a lot of work behind the scenes as we progress activities ranging from internal events and learning opportunities for our people, to delivering on-the-ground digital literacy programs in remote communities across Australia.

It is a privilege to see the organisation rise to the challenge, working together to deliver on our public commitments to First Nations people.

A critical element of our RAP is the vision to see an inclusive Australia where Aboriginal and Torres Strait Islander peoples are connected and empowered to thrive. As you read through our actions you will see how they support this important and consistent vision for Telstra and reconciliation.

My thanks again to all who have been involved with progressing our RAP this year – both within and outside Telstra.

I look forward to updating you again next year.

A handwritten signature in black ink that reads "V. Brady". The signature is fluid and cursive, with a large loop at the end.

Vicki Brady

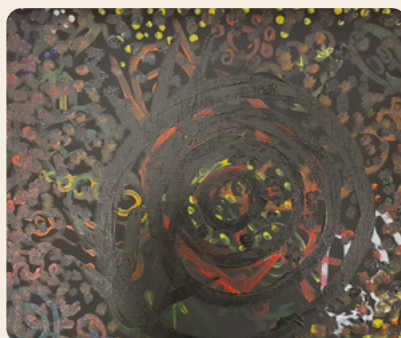


Relationships

- Completed or on track
- At risk or not completed before due date

Engaging with and consulting First Nations peoples is fundamental to everything we do at Telstra.

Action	Timeline	Deliverable	Responsibility	Outcome
1. Establish and maintain mutually beneficial relationships with First Nations stakeholders and organisations	June 2023 June 2024 June 2025	1.1 Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to continuously improve guiding principles for engagement.	Head of First Nations Strategy & Engagement (SEAL)	● Meetings held quarterly with our First Nations Expert Advisory Committee (FNEAC).
	June 2023 June 2024 June 2025	1.2 Review, update and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders.	Head of First Nations Strategy & Engagement (SEAL)	● First Nations Stakeholder Engagement Plan established, including a plan on frequency of engagement with our stakeholders. In addition, we are finalising a framework for how we work with First Nations knowledge at Telstra with First Nations law firm, Terri Janke and Company. This Framework will apply to all Telstra projects, initiatives, or other business activities where Telstra engages with First Nations people, communities and their cultural heritage, traditional knowledge, and traditional cultural expressions.
	June 2023 June 2024 June 2025	1.3 Establish and maintain at least 10 formal two-way partnerships with First Nations communities or organisations in the delivery of our programs and sponsorships.	Head of First Nations Strategy & Engagement (SEAL)	● Established and maintained over 20 two-way partnerships with First Nations communities and organisation through our programs, partnerships, and general collaboration opportunities. Examples include: <ol style="list-style-type: none"> 1. First Nations Media Australia 2. Centre for Appropriate Technology 3. Yothu Yindi Foundation 4. Yirigaa Academy 5. CareerTrackers.
2. Build relationships through celebrating National Reconciliation Week	May 2023 May 2024 May 2025	2.1 Circulate Reconciliation Australia's NRW resources and reconciliation materials to all staff through our internal communication channels.	First Nations Senior Specialist (SEAL)	● Resources and materials circulated to all staff via Corporate News article 20/4/23. A dedicated NRW page with information, guidance and resource materials established for all staff to access.
	May 2023 May 2024 May 2025	2.2 RAP Working Group members to participate in at least two external NRW events each year.	First Nations Senior Specialist (SEAL)	○ 14 of 21 (67%) of RAP Working Group members attended two or more external 2023 NRW events.
	May 2023 May 2024 May 2025	2.3 Encourage and support staff and senior leaders to participate in at least one external event each year to recognise and celebrate NRW.	First Nations Senior Specialist (SEAL)	● All staff encouraged to participate in NRW events through: <ul style="list-style-type: none"> • Corporate News article (20/4/23) • Yammer Post promoting companywide NRW competition (20/4/23) • Dedicated intranet page • Intranet homepage banners linking to Reconciliation Australia website.

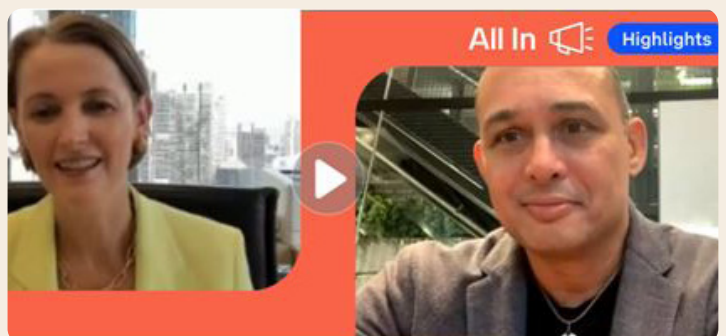
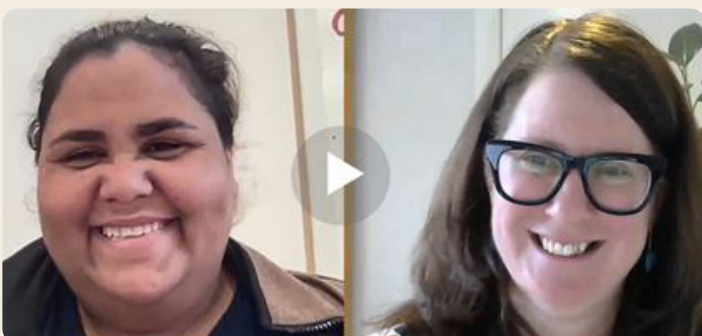




Relationships

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Action	Timeline	Deliverable	Responsibility	Outcome
2. Continued	May 2023 May 2024 May 2025	2.4 Organise one internal NRW event at each capital city office (eight) to celebrate NRW each year.	First Nations Senior Specialist (SEAL)	<ul style="list-style-type: none"> ● A virtual internal company-wide event held during NRW with Telstra CEO and Managing Director Vicki Brady, and special guest Thomas Mayo. Theme: reconciliation and the connection to a Voice to Parliament. The live audience numbered 1,150. ● One internal competition during NRW to encourage staff/team participation. Seven teams were awarded up to \$1,500 each for their NRW team celebration. A combination of virtual and in-person events were held in Sydney, Melbourne and Darwin.
	May 2023 May 2024 May 2025	2.5 Register all NRW events via Reconciliation Australia's NRW website.	First Nations Senior Specialist (SEAL)	<ul style="list-style-type: none"> ● NRW celebrations were internal events.
	May 2023 May 2024 May 2025	2.6 Implement a program to engage our customers and other external stakeholders during NRW.	First Nations Senior Specialist (SEAL)	<ul style="list-style-type: none"> ● Reconciliation Australia's NRW was promoted on the Telstra.com homepage banner.
3. Promote reconciliation through our sphere of influence	June 2023	3.1 Prepare and implement an engagement strategy and communications plan to facilitate awareness and engagement of Telstra employees on the importance and process of reconciliation.	Head of First Nations Strategy & Engagement (SEAL)	<ul style="list-style-type: none"> ● Communications Engagement Plan developed (as it is at beginning of each year) and reviewed quarterly by our Communications team to ensure focus on delivering initiatives and events that engage employees on the importance of reconciliation.
	June 2023	3.2 Prepare and implement a communications plan for Telstra employees to engage all staff on the organisational support of Uluru Statement from the Heart (USFH).	Head of First Nations Strategy & Engagement (SEAL)	<ul style="list-style-type: none"> ● Communications Plan prepared and implemented through the First Nations Directorate and Communications teams, including how we are engaging staff on our organisational support of the Uluru Statement from the Heart and a Voice to Parliament (see Action 3.3). The plan was endorsed by the Telstra Board, CEO Leadership Team, and internal Steering Committee.
	June 2023 Dec 2023	3.3 Deliver an USFH education series (including webinars, yarning circles, panels, use of our digital channels) to amplify USFH messaging.	Head of First Nations Strategy & Engagement (SEAL)	<ul style="list-style-type: none"> ● Hosted two of five storytelling livestreams in FY23. Each session featured a special external guest to talk about what a Voice to Parliament means to them. <ol style="list-style-type: none"> 1. Vicki Brady (Telstra CEO) and Thomas Mayo - 'Learning about reconciliation and the Voice to Parliament' - 31/05/2023. 2. Jo Knox (Group Owner, Product Excellence & Incubation, Telstra) and Sally Scales - 'When Jo met Sally' - 22/06/2023.



Storytelling sessions

- Completed or on track
- At risk or not completed before due date

Action	Timeline	Deliverable	Responsibility	Outcome
3. Continued	June 2023 June 2024 June 2025	3.4 Host or facilitate half yearly roundtables or thinktanks to positively influence our external stakeholders to drive reconciliation outcomes.	Head of First Nations Strategy & Engagement (SEAL)	● Roundtable held in March 2023 with Telstra's First Nations Expert Advisory Committee and our RAP Executive Group, with a key focus on technology solutions for remote connectivity.
	June 2023 June 2024 June 2025	3.5 Collaborate at least annually with Elevate and Stretch RAP partners and other like-minded organisations to promote ways to advance reconciliation.	Head of First Nations Strategy & Engagement (SEAL)	<ul style="list-style-type: none"> ● Participated in events with corporate peers, including: <ul style="list-style-type: none"> • Quarterly RAP Leadership Gatherings – Sept 2022, Dec 2022, April 2023, June 2023. • RAP Network and Voice Briefing – February 2023. • BCA Indigenous Leadership Group meetings – March 2023, April 2023. • Reconciliation Australia Community of Practice – June 2023. <p>Other non-formal meetings were held during the year with corporate peers including Westpac, Lendlease, Wesfarmers, ABC, NRL, Australia Post, Swinburne University of Technology, Microsoft, and the AFL.</p>
4. Promote positive race relations through anti-discrimination strategies	June 2023 June 2024 June 2025	4.1 Continuously review and improve HR policies and procedures concerned with anti-discrimination.	HR Executive Wellbeing Digital and Data (PC&C)	<ul style="list-style-type: none"> ● Activities completed during the year: <ul style="list-style-type: none"> • Annual compliance review of Discrimination, Bullying, Harassment and Victimization Policy (February 2023). • Update to the Management Guidelines (for people leaders) around discrimination. • Introduction of a substitute day for Australia Day public holiday. • Update to the Family and Domestic Violence Support Policy in accordance with legislation. • Update to the Compassionate / Bereavement Policy to remove barriers for First Nations people. Now includes flexibility in approving additional compassionate / bereavement leave to consider cultural beliefs, needs or protocols. • Review of the Personal Leave Policy to align definition of immediate family consistent with Compassionate / Bereavement Leave Policy.
	June 2023 June 2024 June 2025	4.2 Engage with our First Nations employees and our First Nations Expert Advisory Panel to continuously improve our anti-discrimination policies and procedures.	HR Executive Wellbeing Digital and Data (PC&C)	● Ongoing and regular engagement with First Nations employees through our First Nations Employee Representative Group.



Larrakia Nation Aboriginal Corporation



Yirigaa



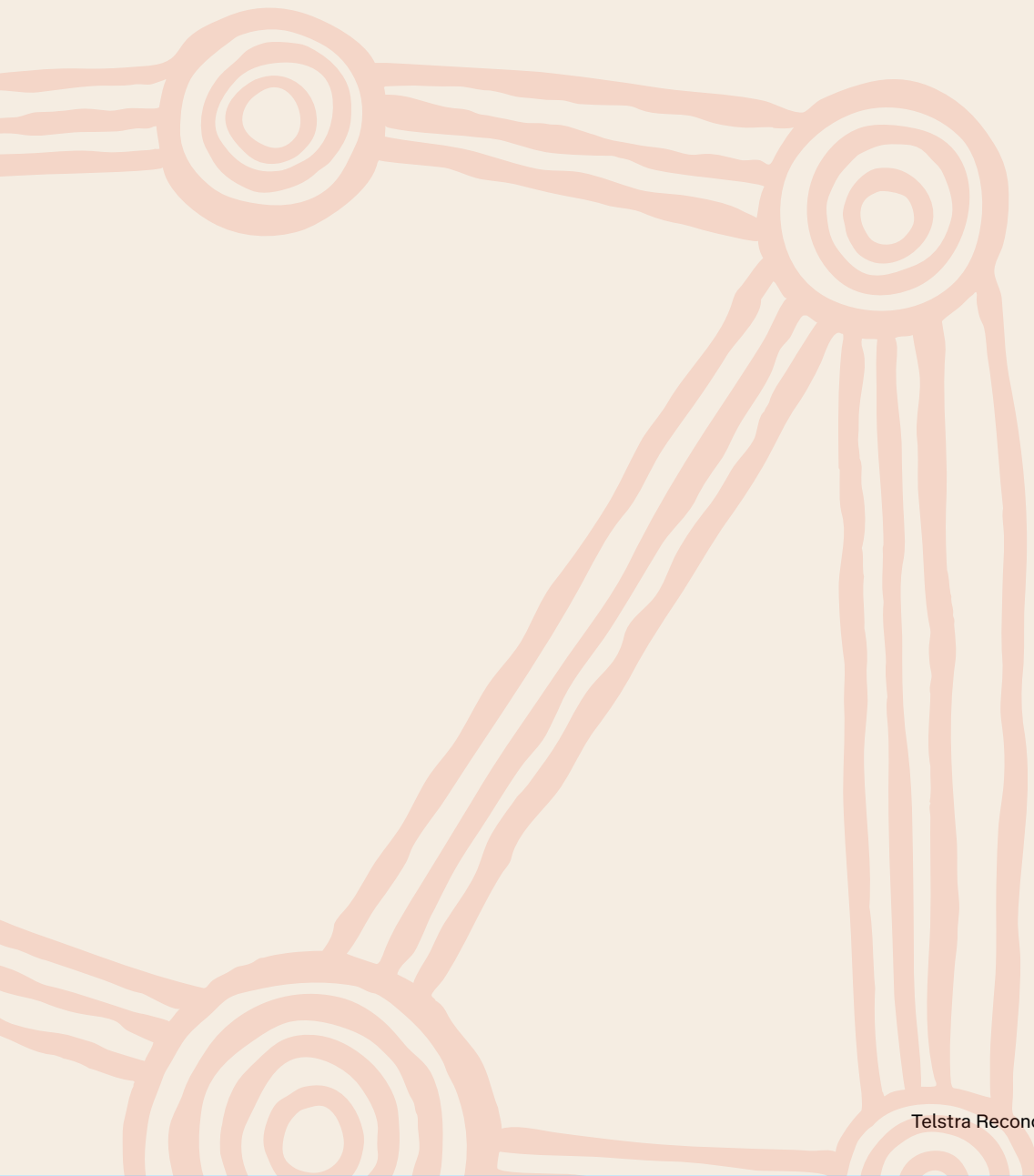
2022 Garma Corporate Dinner



Relationships

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4. Continued	June 2023 June 2024 June 2025	4.3 Implement and communicate an anti-discrimination policy for our organisation.	HR Executive Wellbeing Digital and Data (PC&C)	● Telstra has in place a Code of Conduct and a Discrimination, Bullying, Harassment and Victimization Policy and Guidelines. The policy and guidelines are reviewed annually (last reviewed February 2023).
	June 2023 June 2024 June 2025	4.4 Provide ongoing education opportunities for senior leaders and managers on the effects of racism.	HR Executive People & Practices (PC&C)	● 1600 senior leaders are undertaking an in-person cultural learning experience during the RAP period, including a focus on intergenerational trauma, truth telling and privilege.
	June 2023 June 2024 June 2025	4.5 Senior leaders to publicly support anti-discrimination campaigns, initiatives, or stances against racism.	Communications Executive (PC&C)	● Actions include: <ul style="list-style-type: none"> • RAP Ambassador and Telstra CEO Vicki Brady posted Telstra's approach to Australia Day (including new flexible public holiday option) on her personal LinkedIn. • Employee engagement plan for support of the Voice referendum (see Action 3.3) • Launch of new Diversity Equity & Inclusion Strategy.



Ensuring our people have the skills and knowledge to build respectful two-way relationships with Aboriginal and Torres Strait Islander customers, businesses and communities.

Action	Timeline	Deliverable	Responsibility	Outcome
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning	June 2023 June 2024 June 2025	5.1 Conduct a review of cultural learning needs within our organisation.	HR Executive People & Practices (PC&C)	<ul style="list-style-type: none"> ● Recommendations from a 2022 cultural learning needs review are currently being considered and progressed. In-person cultural learning experience embedded in new Leadership Mastery Program.
	June 2023 June 2025	5.2 Consult First Nations Learning and Development delivery partners to advise on the implementation of a cultural learning strategy.	Head of First Nations Strategy & Engagement (SEAL)	<ul style="list-style-type: none"> ● First Nations learning and development delivery partners consulted to advise on the implementation of a cultural learning strategy.
	June 2024	5.3 Implement and communicate a cultural learning strategy for our staff.	HR Executive People & Practices (PC&C)	<ul style="list-style-type: none"> ● A learning strategy has been developed – including online self-paced learning, and hybrid learning for senior leaders – through the Leadership Mastery Program.
	June 2023 June 2024 June 2025	5.4 Commit all RAP Working Group members, HR managers, Executive Leadership Team, and all new staff to undertake formal and structured cultural learning.	HR Executive People & Practices (PC&C)	<ul style="list-style-type: none"> ● In-person cultural learning piloted in FY23 reaching 125 people including some RWG members, HR managers and executives. Remaining RWG members and HR managers will complete training during FY24-FY25. Aboriginal and Torres Strait Islander cultural online training (SBS Training) undertaken by all new staff.
	June 2025	5.5 Staff to undertake formal and structured cultural learning by 2025, including: <ul style="list-style-type: none"> ● 100% staff complete e-learn module ● 1,500 staff undertake face-to-face cultural learning workshops and visits. 	HR Executive People & Practices (PC&C)	<ul style="list-style-type: none"> ● E-learn modules Our Mob (online training) is mandatory for all retail staff, front-of-house staff, and contact centre staff. Outcomes include: <ul style="list-style-type: none"> ● 22,234 staff members (~70% of the total Australian workforce) completed the 2023 Our Mob online training between December 2022 and June 2023. ● 3,835 staff members (~12% of the total Australian workforce) completed the 2022 Our Mob online training between July 2022 and December 2022. Aboriginal and Torres Strait Islander Cultural Competency is a non-mandatory 60-minute course central to understanding First Nations culture as it applies to the workplace - 4,402 staff members (~14% of the total Australian workforce) completed the training. Work continues to mandate this for all staff. Face-to-face cultural learning <ul style="list-style-type: none"> ● 125 staff completed in-person cultural learning.



Our Mob culture online training



Action	Timeline	Deliverable	Responsibility	Outcome
6. Demonstrate respect to First Nations peoples by observing protocols	June 2023 June 2024 June 2025	6.1 Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols, by promoting our policy regularly and providing digital and interactive resources.	First Nations Senior Specialist (SEAL)	<ul style="list-style-type: none"> ● Acknowledgement of Country and Welcome to Country guidelines reviewed and updated October 2022. Includes guidance around the purpose and significance of cultural protocols, how to engage an Elder or Traditional Owner to perform a Welcome, and how to deliver a meaningful Acknowledgement of Country. The guidelines were extensively promoted through our First Nations intranet site.
	June 2023 June 2024 June 2025	6.2 Invite a local Traditional Owner to provide a Welcome to Country at 10 significant events each year.	HR Executive People & Practices (PC&C)	<ul style="list-style-type: none"> ● Welcome to Country performances were provided by an Elder or Traditional Owner at more than 10 significant internal and external events throughout the year.
	June 2023 June 2024 June 2025	6.3 Include an Acknowledgement of Country or other appropriate protocols at the commencement of all important meetings, including internal events of 50+ attendees.	HR Executive People & Practices (PC&C)	<ul style="list-style-type: none"> ● Welcome to Country and Acknowledgement of Country Guidelines adopted widely at all such events. We are also developing an approach that supports Acknowledgements to be informative about place, history, and truth-telling.
	June 2023	6.4 Staff and senior leaders to provide an Acknowledgement of Country or other appropriate protocols at all public events.	HR Executive People & Practices (PC&C)	<ul style="list-style-type: none"> ● Welcome to Country and Acknowledgement of Country Guidelines adopted as business-as-usual at important public events.
	June 2023 June 2024	6.5 Display Acknowledgement of Country signs in 400 Telstra Retail Stores around Australia.	Retail Executive (C&SB)	<ul style="list-style-type: none"> ● Telstra Retail Stores display an Acknowledgement of Country plaque or on digital boards.
	June 2023	6.6 Implement and communicate a cultural protocol document (tailored for all local communities we operate in) including protocols for Welcome to Country and Acknowledgement of Country.	Head of First Nations Strategy & Engagement (SEAL)	<ul style="list-style-type: none"> ● Developing a framework for how we work with First Nations knowledge at Telstra with First Nations law firm, Terri Janke and Company. This Framework will apply to all Telstra projects, initiatives, or other business activities where Telstra engages with First Nations people, communities and their cultural heritage, traditional knowledge, and traditional cultural expressions.
7. Engage with First Nations cultures and histories by celebrating NAIDOC week	July 2023 July 2024 July 2025	7.1 All RAP Working Group members to participate in at least one external NAIDOC Week event each year.	First Nations Senior Specialist (SEAL)	<ul style="list-style-type: none"> ● On track for completion in NAIDOC Week 2023 (2 – 9 July).
	July 2023 July 2024 July 2025	7.2 Review HR policies and procedures to ensure staff are supported in attending NAIDOC Week and other cultural events.	HR Executive People & Practices (PC&C)	<ul style="list-style-type: none"> ● Telstra's Cultural Leave Policy reviewed to ensure staff are supported to attend NAIDOC Week and other cultural events. Research completed into best practice approaches for 'Culture Leave' for First Nations employees. Review underway to assess an amendment to the existing policy or to introduce a new policy.
	July 2023 July 2024 July 2025	7.3 Encourage and support all staff to participate in at least one external NAIDOC Week event each year.	First Nations Senior Specialist (SEAL)	<ul style="list-style-type: none"> ● On track for completion in NAIDOC Week 2023 (2 – 9 July).

Action	Timeline	Deliverable	Responsibility	Outcome
7. Continued	July 2023 July 2024 July 2025	7.4 In consultation with First Nations stakeholders, support at least one external NAIDOC Week event each year, including the annual NAIDOC Awards which recognise the outstanding contributions made by First Nations Australians.	Head of First Nations Strategy & Engagement (SEAL)	● On track for completion in NAIDOC Week 2023 (2 – 9 July).
	July 2023 July 2024 July 2025	7.5 Organise one internal NAIDOC Week event each year.	First Nations Senior Specialist (SEAL)	● On track for completion in NAIDOC Week 2023 (2 – 9 July).
8. Progress a Truth Telling project as a demonstrable commitment of acknowledgment and respect for what has happened in the past	Dec 2022	8.1 Commission a Truth Telling project with the National Communications Museum to tell the complete story of the Overland Telegraph Line (OTL), with specific focus and care toward First Nations' contexts and experiences.	Head of First Nations Strategy & Engagement (SEAL)	● In progress - research project commissioned August 2022 to tell the full story of the construction of the OTL through the eyes of Australia's First peoples. The project aims to uncover truths through archival material and community consultation and engagement.
	Dec 2023	8.2 Release and promote the outcomes from the Truth Telling project to the public along with lessons learnt during the project.	Head of First Nations Strategy & Engagement (SEAL)	○ The OTL project field research and stakeholder engagement has been extended with a new delivery date of April 2024. Deliverables include a short-film and a comprehensive documented guide to the way the film was made.



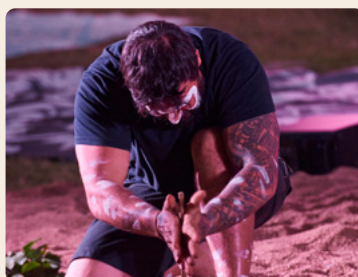
NATSIAA 2022



Larrakia Nation NAIDOC Awards 2022

Aboriginal and Torres Strait Islander peoples, organisations and businesses make valuable contributions to Australia's economy. Opportunities for economic participation through employment and in the supply of goods and services lifts living standards, supports families and promotes self-determination.

Action	Timeline	Deliverable	Responsibility	Outcome
9. Improve employment outcomes by increasing First Nations recruitment, retention and professional development	June 2023	9.1 Engage with and consult First Nations employees on our recruitment, retention, and professional development strategy.	HR Executive People & Practices (PC&C)	● A recruitment, retention, and professional development strategy is currently being developed. First Nations employees have been and will continue to be engaged with and consulted. The strategy is due for completion June 2024. The Minderoo Foundation, Generation One, have been engaged to assist with developing the strategy.
	June 2023 June 2024 June 2025	9.2 Review and update First Nations recruitment, retention, and professional development strategy.	Head of DE&I (PC&C)	● The strategy will be completed June 2024 (see Action 9.1). A new First Nations Senior Recruitment Specialist role at Telstra has been created and advertised.
	June 2023 June 2024 June 2025	9.3 Advertise job vacancies effectively, to reach First Nations stakeholders, by partnering with First Nations recruitment agencies.	Recruitment Principal (PC&C)	● Telstra engaged with First Nations recruitment firms during the year and is engaging with new recruitment agencies (including First Nations recruitment agencies). New roles are communicated through personal First Nations networks.
	June 2023 June 2024 June 2025	9.4 Accelerate First Nations applicants through the recruitment process by progressing 100% of all shortlisted First Nations candidates to an interview with the hiring manager (the First Nations Interview Guarantee).	Recruitment Principal (PC&C)	● We are reviewing our training of hiring managers, including awareness of our First Nations Interview Guarantee and inclusive practices. 86% of all First Nations candidates were progressed to interview stage.
	June 2023 June 2024 June 2025	9.5 Review HR and recruitment procedures and policies to remove barriers to First Nations participation in our workplace.	HR Executive Wellbeing Digital and Data (PC&C)	● We are nearing completion of the Minderoo Foundation employment index maturity assessment to identify barriers and areas to improve First Nations participation in the workplace.
	June 2023 June 2024 June 2025	9.6 Ensure at least 2 First Nations employees are supported to take on management and senior level positions through participation in the talent program.	HR Executive People & Practices (PC&C)	● Two First Nations employees have been listed (out of 4 nominations) in the Leadership Mastery Program this year.
	June 2023 June 2024 June 2025	9.7 First Nations employee growth from 1% to at least 1.5% of Telstra's total Australian workforce at the end of each financial year.	Head of DE&I (PC&C)	● As at 30 June 2023, there were 297 identified Aboriginal and/or Torres Strait Islander employees directly employed at Telstra. This represents 1.2% of our total Australian workforce. Work continues to reach our target of 1.5% by June 2025, including the development of our recruitment, retention and professional development strategy.



Action	Timeline	Deliverable	Responsibility	Outcome
10. Support education and career development for First Nations peoples through traineeships, internships, and graduate opportunities with the support of our community partners	June 2023 June 2024 June 2025	10.1 Continue our ongoing partnership (ten-year agreement 2020-2030) with CareerTrackers Indigenous internship program, sponsoring 20 First Nations interns each year.	Group Owner People & Workplace Services (PC&C)	● In FY23 we sponsored 24 CareerTracker interns, 3% of our graduate intake. Ten Careertracker interns converted to full Telstra Graduates.
	June 2023 June 2024 June 2025	10.2 Sponsor the Northern Territory Board of Studies Remote Student Award, recognising high achievement by a First Nations male and female student studying in a remote location.	First Nations Senior Specialist (SEAL)	● Two awards were sponsored with the Northern Territory Board of Studies - the 2022 Telstra Remote Male Aboriginal Student award, and the 2022 Telstra Remote Female Aboriginal Student award.
11. Provide employment opportunities for First Nations peoples in regional and remote communities	June 2023 June 2024 June 2025	11.1 Support the Indigenous Workforce Program (IWP), a partnership with North Queensland Commercial Consulting Services (NQCCS), to engage First Nations businesses and contractors, across Queensland, the Torres Strait Islands, the NT & WA to manage the grounds maintenance of more than 2,000 remote sites.	Business Specialist, Facilities Services (InfraCo)	● The Indigenous Workforce Program increased the number of Telstra sites to 2551. This created 256 employment positions through IWP Contractors.
	June 2023	11.2 Pilot the Remote Technical Support Project (RTSP) in WA - engaging local people in community to support basic maintenance.	Business Specialist, Change Management (GBS)	○ The Remote Technical Support Project pilot was planned for Fitzroy Crossing, however due to flooding, the pilot is now planned for Alice Springs commencing September 2023.
	June 2025	11.3 Expand the RTSP program to NT and Qld.	Business Specialist, Change Management (GBS)	● Proposed expansion following the delivery and learnings from the pilot in September 2023 (refer to Action 11.2).
12. Increase First Nations supplier diversity to support improved economic and social outcomes	June 2023	12.1 Develop and implement a First Nations Procurement Strategy.	Senior Specialist, Supplier Governance (GBS)	● A First Nations Procurement Strategy has been developed and implemented with the following initiatives: <ul style="list-style-type: none"> • A review of prior year spend and future underlying projections. • Identification of expiring contract opportunities. • Identification of a Telstra representative within each major supply category. • Engagement with each Telstra Business Function to scope ongoing opportunities.
	June 2023 June 2024 June 2025	12.2 Maintain Supply Nation membership and sponsor a category award.	Head of First Nations Strategy & Engagement (SEAL)	● A 3-year (2022-2024) agreement is in place including sponsoring the Supply Nation Certified Supplier of the Year Award. All sponsorship terms and requirements were fulfilled.
	June 2023 June 2024 June 2025	12.3 Achieve \$15M spend with First Nations suppliers per year (previous RAP target \$1.5 to \$2M).	Senior Specialist, Supplier Governance (GBS)	● Achieved over \$20M spend with First Nations suppliers (Supply Nation certified), and ~\$750K with First Nations businesses or Land Councils who are not Supply Nation Registered.
	June 2023 June 2024 June 2025	12.4 Develop and communicate opportunities for procurement of goods and services from First Nations businesses to staff.	Senior Specialist, Supplier Governance (GBS)	● Worked with more than 30 Supply Nation certified businesses, including 12 businesses for the first time. New introductions made to First Nations suppliers that will potentially lead to procurement opportunities.

Action	Timeline	Deliverable	Responsibility	Outcome
12. Continued	June 2023 June 2024 June 2025	12.5 Review and update procurement practices to remove barriers to procuring goods and services from First Nations businesses.	Senior Specialist, Supplier Governance (GBS)	● Procurement practices were reviewed in the development of our First Nations Procurement Strategy. This included working with Telstra teams at a Business Function level to identify new procurement opportunities and through expanding our relationships with First Nations businesses.
	June 2023 June 2024 June 2025	12.6 Maintain commercial relationships with at least five First Nations businesses.	Senior Specialist, Supplier Governance (GBS)	● Maintained commercial relationships with 35 First Nations businesses.
	June 2023 June 2024 June 2025	12.7 Train all relevant staff in contracting First Nations businesses through Supply Nation or an equivalent organisation.	Senior Specialist, Supplier Governance (GBS)	● Ten staff attended training in supplier diversity, including First Step and Next Step training through Supply Nation, and Supplier Diversity Training (internal to Telstra).
	Aug 2022 Aug 2023 Aug 2024	12.8 Continue sponsorship of the National Aboriginal & Torres Strait Islander Art Awards (NATSIAA) to recognise First Nations artists.	Media Sponsorship Lead (C&SB)	● Continuation of sponsorship as the naming rights partner of the National Aboriginal & Torres Strait Islander Art Awards (NATSIAA).
	June 2024	12.9 Sponsor the biennial NT Indigenous Economic Development Forum, committed to fostering collaboration between First Nations entrepreneurs and the private sector, government, and non-government organisations.	Head of First Nations Strategy & Engagement (SEAL)	● On track for November 2023.
	June 2023 June 2024 June 2025	12.10 Sponsor the annual Indigenous Emerging Business Forum (IEBF), focussed on employment and business development opportunities for First Nations peoples.	Head of First Nations Strategy & Engagement (SEAL)	● Sponsorship committed with attendance at the 2022 forum (held in September 2022).
	April 2023 April 2024 April 2025	12.11 Host First Nations stakeholders at the Telstra Best of Business Awards to celebrate, inspire, and encourage nominations.	Head of First Nations Strategy & Engagement (SEAL)	● Hosted First Nations stakeholders at each State award ceremony and the National Awards. First Nations business, Winyama Digital Solutions, won the National 2023 Telstra Best of Business Awards 'Business of the Year'.



Kooya Fleet Solutions



2023 Telstra Best of Business Awards



Digital inclusion is inextricably linked to economic, community and individual prosperity. The benefits of the digital economy cannot be fully realised when there are barriers to online participation. Aboriginal and Torres Strait Islander peoples score well below the national average when it comes to measures of digital inclusion, a problem that is more pronounced in remote areas.

Action	Timeline	Deliverable	Responsibility	Outcome
13. Improve the digital, social and economic inclusion of remote First Nations communities through co-investment with governments to build or upgrade communications infrastructure	June 2024	13.1 Deliver 72 projects under Round 1 of the Regional Connectivity Program (RCP1) through co-investment with the Federal Government and third-party stakeholders. 30 of these projects are located in First Nations communities across the NT, QLD, WA, and SA. Total investment is \$17.3M. These projects include transmission upgrades for Palm Island, Gununa and Arnhem Land.	Networks Principal (GN&T)	● On track for completion in June 2024.
	June 2025	13.2 Deliver 93 projects under Round 2 of the Regional Connectivity Program (RCP2) through co-investment with the Federal Government and third-party stakeholders. 10 of these projects are located in First Nations communities across the NT, QLD, and WA. Total investment is \$19.7M. These projects include new macro sites in Doomadgee, Alyangula and Milyakburra.	Networks Principal (GN&T)	● On track for completion in June 2025.
	June 2025	13.3 Deliver mobile connectivity to 20 Homelands across East Arnhem Land through co-investment connectivity project with the Northern Territory Government. Total investment is \$5.8M.	Networks Principal (GN&T)	● On track for completion in June 2025. Site design is underway, first sites expected to be delivered in early 2024.
	June 2024	13.4 Deliver enhanced communication services to 12 Communities in the Northern Territory through the Regional Telecommunications Co-Investment Program (RTCP). Total investment is \$28M.	Networks Principal (GN&T)	● On track for completion in June 2024. Six of 12 communities have been completed to date, with the remaining projects on track for early delivery.
14. Partner to deliver culturally appropriate and place-based digital skills and capability programs to improve digital inclusion of First Nations Australians	June 2023 June 2024 June 2025	14.1 Expand our partnership with First Nations Media Australia to deliver inDigiMOB in eight new locations across SA, WA, and NT each year.	First Nations Senior Specialist (SEAL)	● inDigiMOB was delivered in seven new locations - Ceduna, Port Lincoln, Meningie, Alice Springs, Meekatharra, and Mt Magnet, Karalundi College.
	June 2023	14.2 Deliver Deadly Digital Communities in four regional and remote First Nations communities in Queensland in partnership with the State Library of Queensland.	Senior Specialist, Strategy & Inclusion (SEAL)	● Deadly Digital Communities was delivered in four regional and remote First Nations communities - Aurukun, Mount Isa, Townsville and Douglas (Mossman).



- Completed or on track
- At risk or not completed before due date

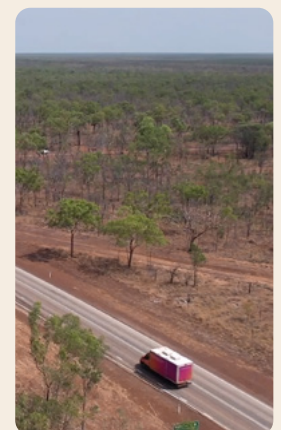
Action	Timeline	Deliverable	Responsibility	Outcome
14. Continued	June 2023 June 2024 June 2025	14.3 Deliver the Community Service Program in 21 remote locations across Australia in partnership with First Nations led delivery partners.	First Nations Senior Specialist (SEAL)	<ul style="list-style-type: none"> ● The Community Service Program (CSP) pilot was delivered in Alice Springs and the surrounding town camps. <p>The CSP will be delivered in the remaining 20 locations across SA, NT and WA by December 2023.</p> <p>In addition, Mobile My Way was delivered by the Centre for Appropriate Technology in 11 remote communities across the Northern Territory in FY23.</p>
15. Reduce the digital divide by addressing affordability for people on low-incomes or who are experiencing financial hardship	June 2023	15.1 Review Direct Debit payment structure and the ability to provide further options for our customers in vulnerable circumstances and low-income customers.	Chief Customer Advocate (SEAL)	<ul style="list-style-type: none"> ● Telstra continues to offer exemptions for alternative payment methods on post-paid mobile plans for: <ul style="list-style-type: none"> • Customers on CentrePay • Where bills are managed by a Trustee • Non-digital (literate) customers • Non-banked customers • Customers with a high risk to safety, and • Customers living in remote communities. <p>We continue to enhance AutoPay for our customers. Most of these improvements are set to take effect in FY24.</p>
	June 2023	15.2 Visit 150 remote communities with our check-in bus and meet with First Nations customers to complete account health checks.	Risk & Compliance Director (C&SB)	<ul style="list-style-type: none"> ● Since 2019, the Telstra check-in bus visited 151 remote First Nations communities throughout WA, NT, SA and QLD, meeting with customers and completing account health checks.
16. Improve the appropriateness of products and services for First Nations customers to make it easier to do business with us and reduce the risk of financial hardship	June 2023 June 2024 June 2025	16.1 Maintain the First Nations Connect Hotline to provide culturally appropriate customer service to our First Nations customers.	Contact Centre Executive (C&SB)	<ul style="list-style-type: none"> ● Telstra's First Nations Connect Hotline continues to provide culturally appropriate customer service to our First Nations customers. <p>We are expanding our Darwin team, and in 2024 will open two new micro-call centres in Jumbun and Palm Island (QLD).</p>
	June 2023 June 2024 June 2025	16.2 Ensure the First Nations Connect Hotline is appropriately promoted both internally and externally through advertising, social media, and internal communications channels.	Risk & Compliance Director (C&SB)	<ul style="list-style-type: none"> ● This action is being met and is audited by an external Compliance Reviewer.



Mapping the Digital Gap: Co-researcher Guruwuy Ganambarr doing survey with Alissia Wirrpanda at Gängan, NT



First Nations Connect Hotline training, Jumbun group



Remote check-in bus



- Completed or on track
- At risk or not completed before due date

Action	Timeline	Deliverable	Responsibility	Outcome
17. Foster leadership for reconciliation, including a particular focus on promoting solutions to First Nations digital exclusion	June 2023 June 2024 June 2025	17.1 Partner with the ARC Centre of Excellence for Automated Decision-Making and Society to deliver the 'Mapping the Digital Gap' project in 12 remote First Nations communities (this project aims to understand and measure digital inclusion, develop local digital inclusion plans and track the change in levels of digital inclusion and media use within the community over a four-year period).	SEAL – Head of First Nations Strategy & Engagement	● The Mapping the Digital Gap research project visited 11 First Nations communities as part of its research into understanding and measuring digital inclusion in remote communities.
	June 2023 June 2024 June 2025	17.2 Contribute \$1.7M to the Healthy Country AI training Initiative through the Telstra Foundation. The program will train Aboriginal and Torres Strait Islander rangers to use AI driven software, drones, and other digital technologies to monitor and adaptively manage their Country.	SEAL – Head of Telstra Foundation	● The Healthy Country AI program is being rolled-out over the next two years across Northern Australia. Traditional knowledge of the five communities of the North Australian Indigenous Land and Sea Management Alliance (NAILSMA) will be embedded in digital tools to enhance land and sea management.



Wardekken Women Digital Rangers



Gawa community and HCRC tower



Mapping the Digital Gap



Mapping the Digital Gap: Simon Butler, Warakurna community, WA



Ensuring our RAP is governed and managed effectively.

Action	Timeline	Deliverable	Responsibility	Outcome
18. Establish, maintain, and engage an effective FNEAC to provide guidance, counsel and leadership advice in relation to our RAP.	June 2023 June 2024 June 2025	18.1 Facilitate at least three (3) meetings each year with Telstra's First Nations Expert Advisory Committee, comprising external First Nations leaders, to provide guidance on our strategy, priorities, and programs.	Head of First Nations Strategy & Engagement (SEAL)	● Three meetings held with our First Nations Expert Advisory Committee (July 2022, November 2022 and March 2023).
19. Support the RAP Executive Group (REG) members who have accountability for the successful delivery of the RAP actions.	June 2023	19.1 REG members nominated by Business Function Group Executives.	Head of First Nations Strategy & Engagement (SEAL)	● New RAP Executive Group established including a Chair and nine members representing Telstra's nine business functions. The REG ensures all deliverables and milestones are on track.
	June 2023 June 2024 June 2025	19.2 Quarterly REG meetings chaired by the Head of First Nations Strategy & Engagement.	Head of First Nations Strategy & Engagement (SEAL)	● The RAP Executive Group meet monthly. Minutes are taken and actions are addressed at each meeting.
20. Establish and maintain an effective RWG to ensure delivery of the RAP actions.	June 2023 June 2024 June 2025	20.1 Maintain First Nations representation on the RWG.	Chair RAP Working Group (SEAL)	● Six (~30%) members of the RAP Working Group identify as Aboriginal and/or Torres Strait Islander.
	June 2023	20.2 Apply a Terms of Reference to the RWG.	Chair RAP Working Group (SEAL)	● Terms of Reference for the RAP Working Group were prepared and enacted during the year.
	June 2023 June 2024 June 2025	20.3 Meet at least four times per year to drive and monitor RAP implementations.	Chair RAP Working Group (SEAL)	● The RAP Working Group meet five times to monitor and drive RAP deliverables (November 2022, December 2022, January 2023, February 2023, June 2023).
21. Provide appropriate support for effective implementation of RAP commitments.	June 2023	21.1 Embed resource needs for RAP implementation.	Chair RAP Working Group (SEAL)	● Resources have been embedded, with oversight of requirements by the REG.
	June 2023	21.2 Embed key RAP actions in performance expectations of senior management and all staff.	Chair RAP Working Group (SEAL)	● RAP actions and expectations have been embedded through the Terms of Reference, with the RAP Executive Group (REG) having overall accountability, and the RAP Working Group (RWG) responsible for delivering and reporting.
	June 2023	21.3 Embed appropriate systems and capability to track, measure and report on RAP commitments.	Chair RAP Working Group (SEAL)	● The following systems are in place to track, measure and report on RAP commitments: <ul style="list-style-type: none"> • Software tracking and reporting system (Weavr) for RAP actions • Establishment of the RWG and REG • 6-monthly 'status' report delivered to our RAP Ambassador, REG and published internally.

Action	Timeline	Deliverable	Responsibility	Outcome
21. Continued	June 2023 June 2024 June 2025	21.4 Maintain an internal RAP Ambassador from senior management.	Chief Executive Officer	<ul style="list-style-type: none"> ● RAP Ambassador, Telstra CEO Vicki Brady, completed all relevant duties. The purpose of the RAP Ambassador is to raise the profile of reconciliation as an organisational priority internally and externally, and to lead by example by actioning the commitments in the RAP. <p>Activities by Vicki Brady in her capacity as RAP Ambassador included:</p> <ul style="list-style-type: none"> ● Meeting with CEO Reconciliation Australia ● Attending First Nations Expert Advisory Committee (FNEAC) meeting (March 2023) ● Attending RAP Executive Group (REG) meeting (March 2023) ● Publicly supporting Telstra's substitute day for Australia Day ● Hosting a Voice storytelling session during NRW.
	June 2023 June 2024 June 2025	21.5 Quarterly RAP Executive Group (REG) meetings chaired by the Head of First Nations Strategy & Engagement.	Chair RAP Working Group (SEAL)	<ul style="list-style-type: none"> ● The RAP Executive Group meet monthly.
22. Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally	Sept 2022 Sept 2023 Sept 2024	22.1 Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	Chair RAP Working Group (SEAL)	<ul style="list-style-type: none"> ● RAP Impact Measurement Questions were completed in September 2022 and submitted to Reconciliation Australia.
	June 2023 – June 2025	22.2 Share RAP progress report with all staff and senior leaders on a quarterly basis.	Chair RAP Working Group (SEAL)	<ul style="list-style-type: none"> ● RAP progress reports are made available to all staff through our First Nations intranet site. <p>6-monthly reports are provided to our RAP Ambassador (Telstra CEO Vicki Brady) and shared with the RAP Executive Group and the RAP Working Group.</p>
	June 2023 June 2024 June 2025	22.3 Publicly report against our RAP commitments annually, outlining achievements, challenges, and learnings.	Chair RAP Working Group (SEAL)	<ul style="list-style-type: none"> ● Our Year 1 RAP Summary (this report) will be shared publicly on telstra.com
	May 2024	22.4 Participate in Reconciliation Australia's biennial Workplace RAP Barometer.	Chair RAP Working Group (SEAL)	<ul style="list-style-type: none"> ● Not part of this reporting cycle.
	June 2023 – June 2025	22.5 Meet with Reconciliation Australia quarterly to share RAP progress and report against ACCC commitments.	Chair RAP Working Group (SEAL)	<ul style="list-style-type: none"> ● Telstra representatives meet with Reconciliation Australia quarterly to share our RAP progress and report on our ACCC commitments (August 2022, December 2022, March 2023, June 2023).
	June 2023 June 2024 June 2025	22.6 Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	Chair RAP Working Group (SEAL)	<ul style="list-style-type: none"> ● Primary contact (Lauren Ganley) and secondary contact (Yasmine Gill) are both registered with Reconciliation Australia.
	Aug 2025	22.7 Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP	Chair RAP Working Group (SEAL)	<ul style="list-style-type: none"> ● Not part of this reporting cycle.
	Jan 2025	23.1 Register via Reconciliation Australia's website to begin developing our next RAP	Chair RAP Working Group (SEAL)	<ul style="list-style-type: none"> ● Not part of this reporting cycle.
23. Continue our reconciliation journey through development of our next RAP				

