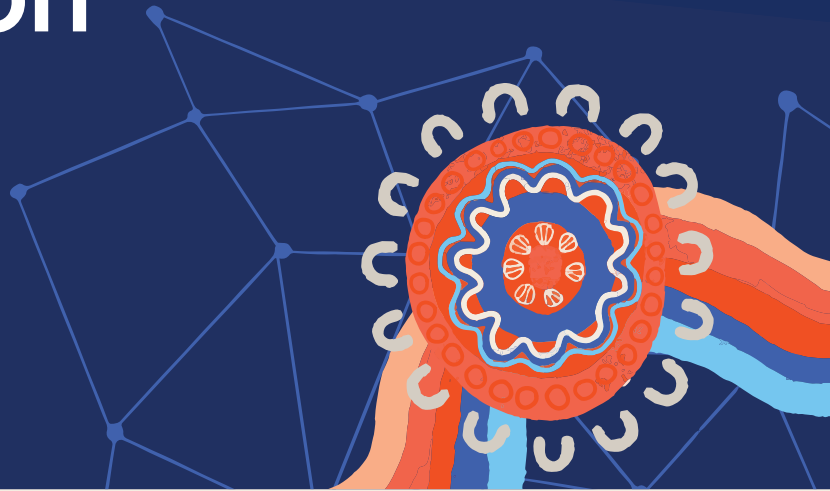


Telstra Reconciliation Action Plan

Year 2 Report
July 2024



Acknowledgement of Country

We recognise and acknowledge the existing, original, and ancient connection Aboriginal and Torres Strait Islander peoples have to the lands, waterways, and sky country 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.

Warning

Aboriginal and Torres Strait Islander people should be aware that this report may contain images or names of people who have passed away.

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 2 of our RAP, including the completion of 19 actions (14 of which were completed in Year 1). 67 actions are on-track, and seven actions are expected to be completed before the conclusion of our RAP, but outside the original timeline.

Terms used

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

This Report covers outcomes in our FY23-25 Stretch RAP for the year ending 30 June 2024.

Telstra's artwork

About the artist, Bobbi Lockyer

Bobbi Lockyer, a passionate Aboriginal artist hailing from Kariyarra Country in Port Hedland, is a visionary creator known for her love of rainbows, vibrant colours, and out-of-the-box artistry. Embracing her identity as a proud Ngarluma, Kariyarra, Nyulnyul, and Yawuru woman, Bobbi infuses her artwork with a deep connection to her community and the stunning landscapes of her homeland in the Pilbara region.



The artwork, Connection

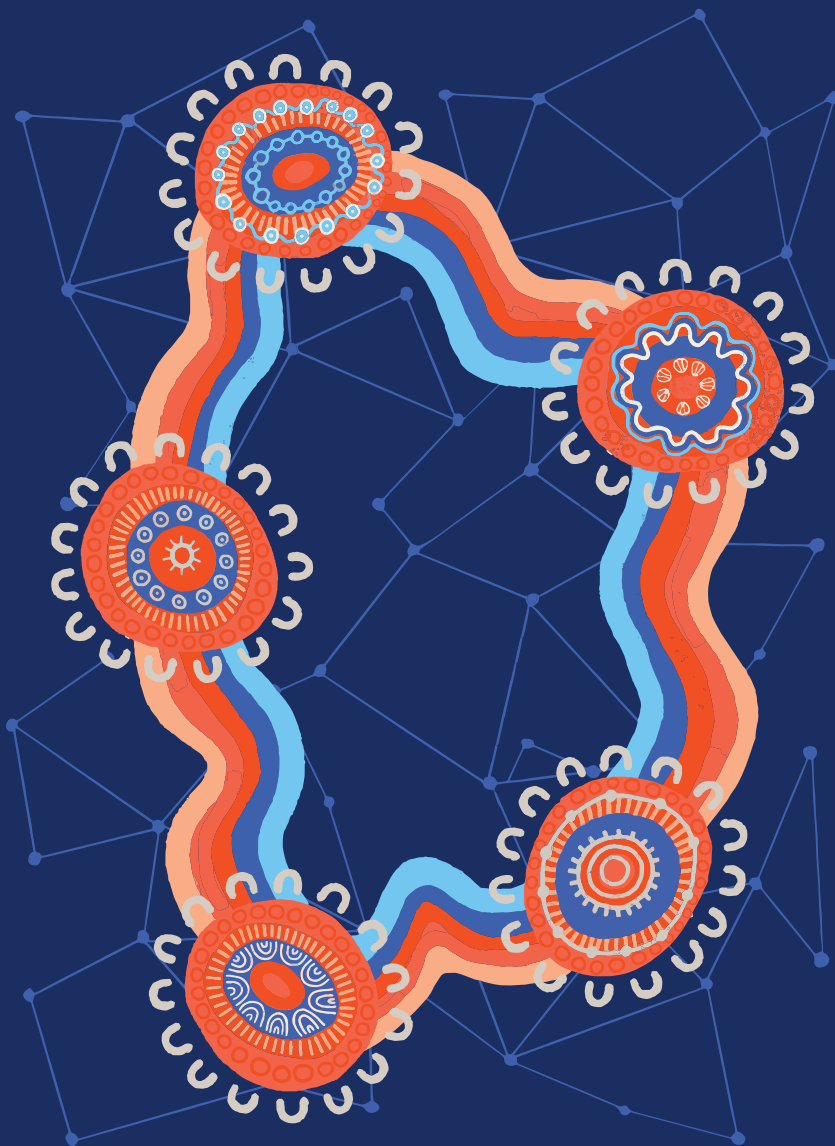
With the blue as the backdrop reminiscent of the boundless sky that arches over Australia with symbols of stars, these resemble both the constellations that have guided generations and the satellites that now facilitate modern communication.

Five circular symbols each represent a distinct Aboriginal country: saltwater, rainforest, desert, sky, and freshwater. The colours within these circles – blue for the sky, orange for the earth, and cream for the sand – echo the natural elements that define each region.

Interwoven between them are connecting lines, symbolising Telstra's network connecting communities across the nation. Surrounding the circles are symbols of people, reflecting Australia's multicultural community.

The artwork combines the hand painting storytelling and symbols of the oldest continuous culture in the world with the modern digital graphic design of the satellite sky.

This artwork represents Telstra's commitment to its customers, community, and the power of connection.



For more information about our artwork, visit:

<https://www.telstra.com.au/first-nations-australians/artwork>

A message from Vicki Brady

Telstra CEO and Telstra RAP Ambassador



Welcome to our second Annual Report which outlines our progress with our 2022-2025 Stretch Reconciliation Action Plan (RAP).

On behalf of Telstra, I'm pleased to report we have completed 19 actions, with the remaining 74 actions on track to be completed by the conclusion of the RAP in June 2025.

Key highlights include delivering on our support and commitment to the Uluru Statement from the Heart, reaching our highest level of overall spend with First Nations suppliers and businesses, and the roll-out of a new cultural learning program which has achieved overwhelmingly positive feedback from our employees.

As with previous years, a critical element of our RAP is focussed on digital inclusion; addressing access, affordability and digital ability. While some measures haven't progressed as much as we would like, we are continuing to invest to ensure Aboriginal and Torres Strait Islander communities are connected and empowered to thrive.

I would like to thank everyone involved in progressing our RAP actions this year, both within and outside Telstra. In particular I would like to acknowledge the role of our First Nations Expert Advisory Committee who continue to provide expert guidance.

I look forward to providing a final update on the completion of our RAP next year.

A handwritten signature in black ink that reads "Vicki Brady". The signature is fluid and cursive.

Vicki Brady



Relationships

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

- ✔ Completed
- On track
- Action will be completed by conclusion of the RAP but outside the original due date

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 our guiding principles for engagement.	Head of First Nations Strategy & Engagement (SEAL)	<ul style="list-style-type: none"> ● Meetings held quarterly with our First Nations Expert Advisory Committee (FNEAC). <p>Other engagement during the year included:</p> <ul style="list-style-type: none"> • First Nations partners delivering digital literacy training • Mapping the Digital Gap research team • Land Councils and Traditional Owners on land access • Community engagement through remote community visits • First Nations leaders on the Voice Referendum. • Local and Federal Members of Parliament.
	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)	<ul style="list-style-type: none"> ● Engagement with First Nations groups remained extensive during the year and occurs under several actions under this RAP. See Actions 1.1, 1.3 and 3.4, 3.5, 18.1 and 21.4.
	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)	<ul style="list-style-type: none"> ● Established and maintained more than 30 two-way partnerships with First Nations communities and organisations through our programs, partnerships, and collaboration opportunities. Examples include: <ol style="list-style-type: none"> 1. First Nations Media Australia 2. Yothu Yindi Foundation 3. Kooya Fleet Solutions 4. CareerTrackers 5. Indigenous Desert Alliance.



Garma Festival 2023



- ✓ Completed
- On track
- Action will be completed by conclusion of the RAP but outside the original due date

Action	Timeline	Deliverable	Responsibility	Outcome
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)	<ul style="list-style-type: none"> ● Resources and materials were circulated to all staff via the daily all-company newsletter throughout NRW. A dedicated NRW page with information, guidance and resource materials was established for staff.
	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)	<ul style="list-style-type: none"> ● 75% of the RAP Working Group members attended two or more external NRW events in 2024, with an additional 18% attending one external event.
	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)	<ul style="list-style-type: none"> ● All staff encouraged to participate in NRW events through: <ul style="list-style-type: none"> • Daily internal news updates via Telstra Today • A dedicated intranet page available to all staff • Intranet homepage banners linking to Reconciliation Australia website.
	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"> ● Multiple events were held throughout the week, supported by an internal company-wide competition held to encourage participation. Thirteen teams were awarded up to \$1,250 each for their NRW team celebration. A combination of virtual and in-person events were held across Sydney, Melbourne, Perth, Tasmania, 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"> ● Telstra NRW events were internal only.
	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 banner was promoted via a digital display in 121 Telstra stores across Australia. We also sponsored a community table at Reconciliation SA's annual NRW breakfast.



National Reconciliation Week 2024



- ✔ Completed
- On track
- Action will be completed by conclusion of the RAP but outside the original due date

Action	Timeline	Deliverable	Responsibility	Outcome
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 for Telstra employees on the importance and process of reconciliation.	Head of First Nations Strategy & Engagement (SEAL)	✔ Completed 2023. Refer to RAP Year 1 Report .
	June 2023	3.2 Prepare and implement a communications plan to engage all staff on the organisational support of Uluru Statement from the Heart (USFH).	Head of First Nations Strategy & Engagement (SEAL)	✔ Completed 2023. Refer to RAP Year 1 Report .
	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)	✔ During the Voice Referendum campaign, six company-wide storytelling livestreams were held, featuring special external guests to talk about what a Voice to Parliament means to them, and its role in reconciliation. Guest speakers included Thomas Mayo, Senator Patrick Dodson, Sally Scales, Ming Long, and Julian Leaser. Five virtual yarning circle sessions were held, each focusing on an individual topic, providing an opportunity for staff to listen, learn, understand, and share their thoughts and views in a safe environment.
	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)	● A roundtable was held in March 2024 with our First Nations Expert Advisory Committee and our internal First Nations Engagement Committee, focussing on digital inclusion, racism, and Telstra's future First Nations programs.
	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)	● Events with our corporate peers included: <ul style="list-style-type: none"> • Quarterly RAP Leadership Gatherings – December 2023, June 2024 • RAP Network and Voice Briefing – September 2023 • BCA Indigenous Leadership Group meetings – July 2023, September 2023, March 2024, April 2024 • RAP Leadership Forum – February 2024 • RAP Leaders Yarning Circle – February 2024 • Reconciliation Australia Community of Practice – February 2024. Other formal collaborative meetings were held during the year with various corporate peers including Wesfarmers, ABC, Westpac, Microsoft, and Apple.



Senator Patrick Dodson talking at one of our Storytelling series



Garma Festival 2023

- ✔ Completed
- On track
- Action will be completed by conclusion of the RAP but outside the original due date

Action	Timeline	Deliverable	Responsibility	Outcome
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 related to 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 review of Discrimination, Bullying, Harassment and Victimisation Policy (February 2024) • Cultural Leave Policy reviewed November 2023 to ensure support for employees to attend NAIDOC Week and other events. This was undertaken in consultation with the First Nations Employee Representative Group • Personal Leave Policy updated to include an extended definition of ‘immediate family’, including guidance that ‘immediate family’ may differ based on an employee’s cultural beliefs or protocols (November 2023).
	June 2023 June 2024 June 2025	4.2 Engage with our First Nations employees and our First Nations Expert Advisory Committee to continuously improve our anti-discrimination policies and procedures.	HR Executive Wellbeing Digital and Data (PC&C)	<ul style="list-style-type: none"> ● Ongoing and regular engagement with First Nations employees through our First Nations Employee Representative Group.
	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)	<ul style="list-style-type: none"> ● Telstra’s Discrimination, Bullying, Harassment and Victimisation Policy undergoes an annual review (February 2024). The policy is supported by an annual mandatory online training module, which was updated February 2024 to include First Nations examples of racism.
	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)	<ul style="list-style-type: none"> ● Senior leaders continue to undertake face-to-face cultural learning provided by Everywhen. The face-to-face cultural learning experience has a focus on intergenerational trauma, truth telling and privilege. 551 leaders have completed the course with a further 550 enrolled. It is anticipated that 1500 leaders will attend this course during the three year period of our RAP. We hosted an event with internal and external panellists on the International Day for the Elimination of Racial Discrimination and executed a 4-week racism awareness campaign following the event.
	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)	<ul style="list-style-type: none"> ● Activities included posting personal reflections and reasons for supporting a Voice to Parliament on LinkedIn by Telstra’s Group General Counsel and Group Executive, Sustainability, External Affairs and Legal.



Respect

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

- ✔ Completed
- On track
- Action will be completed by conclusion of the RAP but outside the original due date

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)	● A review of cultural learning needs was completed by June 2024. Additional training has been added for specific areas such as land access and communications.
	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)	● A biennial reporting requirement (next reporting date June 2025).
	June 2024	5.3 Implement and communicate a cultural learning strategy for our staff.	HR Executive People & Practices (PC&C)	● A learning strategy for all employees has been developed, including mandatory online self-paced learning as part of employee induction from September 2024, and hybrid learning opportunities for senior leaders through face-to-face cultural learning training (see Action 4.4).
	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)	● Face-to-face cultural learning is being rolled out to 1,500 staff, including members of the RAP Working Group, HR managers and Executive Leadership Group members (see Action 4.4). We are mandating e-Learning training for all new and existing staff. From September 2024 all new staff will be required to complete the mandatory training within 28 days.
	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)	● E-learn modules: 24,930 staff members (~74% of Telstra's total direct full time equivalent workforce) completed the 2024 Our Mob online training during the year. Our Mob online training is mandatory for all retail staff, front-of-house staff, and contact centre staff. 7,234 staff (~22% of the total Australian based workforce) completed our Aboriginal and Torres Strait Islander Cultural Competency training. This non-mandatory 60-minute course is central to understanding First Nations culture as it applies to the workplace. 3,297 (~10% of the total Australian based workforce) completed Aboriginal and Torres Strait Islander Cultural Heritage Land Access training. This is a non-mandatory 30-minute course central to understanding environmental, heritage and cultural considerations when undertaking land access work. Face-to-face cultural learning: <ul style="list-style-type: none"> 551 staff have completed in-person cultural learning (see Action 4.4).

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 of 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"> ● Our Acknowledgement of Country and Welcome to Country guidelines were reviewed and updated in October 2022. These include 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 sit on our internal First Nations Directorate intranet site for all staff to access.
	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"> ● A Welcome to Country was provided at 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"> ● Our Welcome to Country and Acknowledgement of Country Guidelines stipulates that "an Acknowledgement must be made at the start of all important meetings, including internal events of 50+ attendees". We continue to raise awareness of this across the company. A plan has been developed to ensure Acknowledgements are informative, meaningful and respectful.
	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"> ✔ Completed 2023. Refer to RAP Year 1 Report.
	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"> ✔ All Telstra Retail Stores display an Acknowledgement of Country plaque or have an Acknowledgement on a digital board.
	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"> ● We are finalising our framework for how we work with First Nations knowledges at Telstra through First Nations law firm, Terri Janke and Company. This Framework will apply to all Telstra projects, initiatives, and other business activities where Telstra engages with First Nations people, communities and their cultural heritage, traditional knowledge, and traditional cultural expressions. This is expected to be completed before June 2025.
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"> ● 65% of the RAP Working Group members attended one or more external NAIDOC Week events in July 2023.
	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"> ● Consultation and research was undertaken into best practice approaches for 'Cultural Leave' for First Nations employees. Telstra's Cultural Leave Policy was reviewed to ensure support for staff to attend NAIDOC and other cultural events. Work was completed to support understanding of our Cultural Leave policy among staff and People Leaders.

- ✓ Completed
- On track
- Action will be completed by conclusion of the RAP but outside the original due date

Action	Timeline	Deliverable	Responsibility	Outcome
7. Continued	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"> ● All staff were encouraged to participate in NAIDOC Week events through: <ul style="list-style-type: none"> • Internal email correspondence with information about NAIDOC Week, and • Stories shared on Viva Engage (internal employee engagement platform).
	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)	<ul style="list-style-type: none"> ● Telstra sponsored two NAIDOC Week events in 2023: <ul style="list-style-type: none"> • Sponsorship of the 2023 National NAIDOC Awards (table hosted with our First Nations Expert Advisory Committee) and • Sponsorship of the Larrakia Nation NAIDOC Awards in Darwin.
	July 2023 July 2024 July 2025	7.5 Organise one internal NAIDOC Week event each year.	First Nations Senior Specialist (SEAL)	<ul style="list-style-type: none"> ● A company-wide virtual NAIDOC Week panel discussion was held during the week, including guest speakers from our First Nations Employee Reference Group and Aboriginal education organisation Deadly Ed.
8. Progress a Truth Telling project as a demonstratable 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)	<ul style="list-style-type: none"> ✓ Completed 2023. Refer to RAP Year 1 Report.
	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)	<ul style="list-style-type: none"> ● The Overland Telegraph Line project has been completed with a short film "The Truth about the Telegraph" to be launched by the National Communications Museum in November 2024.



NATSIAA Awards 2023

Opportunities

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.

- Completed
- On track
- Action will be completed by conclusion of the RAP but outside the original due date

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 continues to be developed in consultation with First Nations employees. The strategy is expected to be completed by June 2025.
	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 by June 2025. See Action 9.1.
	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 engages with five First Nations recruitment agencies to support recruitment. We have also advertised through job boards with Indigenous Employment Australia and Koori Mail. We identify First Nations roles in recruitment advertisements.
	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)	● In the year to June 2024, 97% of all First Nations candidates 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)	● A desktop review of HR and recruitment procedures was completed by a First Nations consulting firm to inform a Workforce Action Strategy.
	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 (from 4 nominations) in a leadership course. The course is expected to be completed by June 2025.
	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 2024, there were 322 Aboriginal and/or Torres Strait Islander employees at Telstra. This represents 1.2% of our total Australian workforce. We continue to work towards our target of 1.5% by June 2025.



NATSIAA Awards 2023

- ✔ Completed
- On track
- Action will be completed by conclusion of the RAP but outside the original due date

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)	● We sponsored 19 First Nations interns through CareerTrackers during the year. The intake of First Nations employees entering the 2025 Graduate Program reached 4% of total graduates. Four CareerTrackers' interns will convert to full-time 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)	● We sponsored two awards with the Northern Territory Board of Studies - the 2023 Telstra Remote Aboriginal Male Student award, and the 2023 Telstra Remote Aboriginal Female 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)	● Our Indigenous Workforce Program (IWP) delivered grounds maintenance at 2,630 Telstra sites in the year to June 2024. This created 253 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 commenced with external partner, Centre for Appropriate Technology, in Alice Springs.
	June 2025	11.3 Expand the RTSP program to NT and Qld.	Business Specialist, Change Management (GBS)	● The expansion will be assessed following the pilot program (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)	✔ Completed 2023. Refer to RAP Year 1 Report .
	June 2023 June 2024 June 2025	12.2 Maintain Supply Nation membership and sponsor a category award.	Head of First Nations Strategy & Engagement (SEAL)	● We fulfilled our 3-year (2022-2024) membership of Supply Nations and sponsorship of the Certified Supplier of the Year Award.
	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)	● We achieved over \$42.5M spend with First Nations suppliers (Supply Nation certified) and ~\$930K 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)	● We worked with 33 Supply Nation certified businesses during the year, including five businesses for the first time. Further introductions were made with First Nations suppliers that will potentially lead to procurement opportunities in the coming year.

- ✔ Completed
- On track
- Action will be completed by conclusion of the RAP but outside the original due date

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)	● Our procurement practices are continually reviewed through the delivery of our First Nations Procurement Strategy. During the year this included broader engagement with First Nations suppliers.
	June 2023 June 2024 June 2025	12.6 Maintain commercial relationships with at least five First Nations businesses.	Senior Specialist, Supplier Governance (GBS)	● We maintained commercial relationships with 33 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)	● Fifteen staff attended training in supplier diversity, including First Step and Next Step training through Supply Nation, and internally through Telstra's Supplier Diversity Training.
	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. Annual Event and prizes awarded.	Media Sponsorship Lead (C&SB)	● Our sponsorship as the naming rights partner of the National Aboriginal & Torres Strait Islander Art Awards (NATSIAA) remained in place during the year.
	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)	✔ Sponsorship of the NT Indigenous Economic Development Forum continued, with the Forum taking place in Darwin in November 2023. Telstra representatives attended.
	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 of the WA Indigenous Emerging Business Forum continued with the Forum taking place in Perth in September 2023. Telstra representatives attended.
	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)	● We hosted First Nations stakeholders at the National Telstra Best of Business Awards in February 2024. Two First Nations businesses won National award categories, including Evolve Communities, who won the National 2024 'Building Communities' award, and Eather Group, who won the National 2024 'Indigenous Excellence' award.



2023 Telstra Remote Female Aboriginal Student Award



2023 Telstra Remote Male Aboriginal Student Award



Supply Nation Connect 2023



Digital Inclusion

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 below the national average when it comes to measures of digital inclusion, a barrier that is more pronounced in remote areas.

- ✔ Completed
- On track
- Action will be completed by conclusion of the RAP but outside the original due date

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)	● Forty-four (44) of the 72 Regional Connectivity Program 1 projects have been completed. The program has been extended by the Federal Government.
	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)	● Twenty-two (22) of the 93 Regional Connectivity Program 2 projects have been completed. The program has been extended by the Federal Government.
	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 at all sites by June 2025. The project has extended from 20 Homelands to 22.
	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)	● Nine out of 12 communities have been completed to date, with the remaining projects on track for delivery by December 2024.
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 six new locations during the year - Point Pearce (SA), Port Augusta (SA), Nturiya (NT), Wilora (NT), Jarlmadangah Burru (WA), and Mowantjurn (WA).
	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)	✔ Completed 2023. Refer to RAP Year 1 Report .

- ✔ Completed
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Action	Timeline	Deliverable	Responsibility	Outcome
14. Continued	June 2023 June 2024 June 2025	14.3 Deliver the Community Service Program in 20 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 was delivered in 20 remote communities across the Northern Territory, South Australia, and Western Australia. The program reached over 3,500 First Nations customers. Note this action originally stated 21 locations however only 20 were formally required as part of the program. The action has been updated to reflect this.
	June 2023	14.4 Deliver Mobile My Way in 11 remote locations across the Northern Territory in partnership with the Centre for Appropriate Technology.	First Nations Senior Specialist (SEAL)	✔ Completed 2023. Refer to RAP Year 1 Report .
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)	✔ Completed 2023. Refer to RAP Year 1 Report .
	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)	✔ Completed 2023. Refer to RAP Year 1 Report .
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. Two new micro-call centres were established during the year in Jumbun and Palm Island (QLD).
	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)	● The Hotline was promoted throughout the year via 29 community radio stations; fridge magnets were distributed via our community check-in bus & program partners; and posters have been sent to community stores.



First Nations Connect team in Darwin with Minister Selena Uibo



First Nations Connect team in Townsville

- ✔ Completed
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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).	Head of First Nations Strategy & Engagement (SEAL)	<ul style="list-style-type: none"> ● The Mapping the Digital Gap research team visited 12 remote First Nations communities during the year as part of its research into understanding and measuring the digital inclusion gap. <p>The research project has been extended for a further four years (to June 2028).</p>
	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.	Head of Telstra Foundation (SEAL)	<ul style="list-style-type: none"> ● The Telstra Foundation invested \$1.4M in the Healthy Country AI (HCAI) program to upskill rangers on the use of tech, AI and drones for their Care for Country work. <p>In 2024, the Telstra Foundation committed a new investment of \$1.4M to expand the Indigenous Digital Women Rangers project stream for an additional three years, following its successful pilot as part of the HCAI initiative.</p>



Mapping the Digital Gap team in Wadeye



Mapping the Digital Gap team in Yuelamu



Mapping the Digital Gap researcher, Lala Gutchen, on the water near Erub Island



Governance

Ensuring our RAP is governed and managed effectively.

- ✔ Completed
- On track
- Action will be completed by conclusion of the RAP but outside the original due date

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 were held with our First Nations Expert Advisory Committee (July 2023, December 2023 and March 2024).
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)	✔ Completed 2023. Refer to RAP Year 1 Report .
	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 First Nations Engagement Committee met monthly. Minutes and actions are completed for 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)	● Five members (~26%) of the RAP Working Group are Aboriginal and/or Torres Strait Islander.
	June 2023	20.2 Apply a Terms of Reference to the RWG.	Chair RAP Working Group (SEAL)	✔ Completed 2023. Refer to RAP Year 1 Report .
	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 met three times throughout the year to monitor the RAP actions (September 2023, January 2024, April 2024).
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)	✔ Completed 2023. Refer to RAP Year 1 Report .
	June 2023	21.2 Embed key RAP actions in performance expectations of senior management and all staff.	Chair RAP Working Group (SEAL)	✔ Completed 2023. Refer to RAP Year 1 Report .
	June 2023	21.3 Embed appropriate systems and capability to track, measure and report on RAP commitments.	Chair RAP Working Group (SEAL)	✔ Completed 2023. Refer to RAP Year 1 Report .
	June 2023 June 2024 June 2025	21.4 Maintain an internal RAP Ambassador from senior management.	Chief Executive Officer	● The Telstra CEO fulfilled the role of RAP Ambassador during the year. Our RAP Ambassador raises the profile of reconciliation as an organisational priority internally and externally. Activities included: <ul style="list-style-type: none"> Meeting with the CEO of Reconciliation Australia (October 2023) Attending a First Nations Engagement Committee meeting (May 2024) Posting a company-wide message on Viva Engage (internal platform) during National Reconciliation Week.
	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)	● The First Nations Engagement Committee met monthly.

- ✔ Completed
- On track
- Action will be completed by conclusion of the RAP but outside the original due date

Action	Timeline	Deliverable	Responsibility	Outcome
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)	● RAP Impact Measurement Questions were completed in September 2023 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)	● Our RAP progress reports are made available to all staff on our First Nations Directorate intranet site. Our 6-monthly reports are shared directly with our RAP Ambassador, the First Nations Engagement Committee, and the RAP Working Group.
	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)	● Our Annual RAP Reports are shared publicly on telstra.com
	May 2024	22.4 Participate in Reconciliation Australia’s biennial Workplace RAP Barometer.	Chair RAP Working Group (SEAL)	● We will participate in the biennial Workplace RAP Barometer which is due to be distributed to all staff in September 2024.
	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)	● Telstra representatives met with Reconciliation Australia three times throughout the year to share our RAP progress and provide general updates (September 2023, February 2024, April 2024).
	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)	● Our primary and secondary contacts are 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)	● Not part of this reporting cycle.
23. Continue our reconciliation journey through development of our next RAP	Jan 2025	23.1 Register via Reconciliation Australia’s website to begin developing our next RAP.	Chair RAP Working Group (SEAL)	● Not part of this reporting cycle.



Telstra Landcruiser in Broome



Telstra On-Country Exchange program, Wangkatha Country



Telstra payphone, Morapoi Station

