





Cover Artwork

The Telstra Reconciliation Action Plan artwork has been a feature on all three Telstra Reconciliation Action Plans and represents connection.

Each circle on the perimeter represents different Country, connected by the three pillars of Telstra's original approach to reconciliation – Customers, Communities, and People. These pillars merge at the centre point of the artwork, the place of ceremony.

Three coolamon lie side by side. These are wooden vessels carrying artefacts of the celebration: seeds and yams, ochre and paint, or even a new born baby. These three pieces represent the core values of Reconciliation Action Plans – Opportunities, Relationships and Respect.

At the centre of the piece, a man hurls a bull roarer - a traditional device used to hail people far and wide to join the celebration. Telstra's Reconciliation Action Plan is like that bull roarer; it calls for connection, it calls for celebration, and it calls for action.

This artwork can also be found in all Telstra retail outlets as an acknowledgement of the Traditional Owners of the land where our retail stores and business centres are located.



This original artwork was produced for Telstra by Gilimbaa.

Gilimbaa is an Indigenous creative agency accredited by Supply Nation.

In this document Telstra has at times used the term Indigenous Australians to reference Aboriginal and Torres Strait Islander peoples, the First Peoples of Australia.

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ABOUT TELSTRA



Telstra is Australia's leading telecommunications and information services company, offering a full range of communications services and competing in all telecommunications markets.

We employ over 36,000 people which includes 161 employees who self-identify as Aboriginal and/or Torres Strait Islander.

We facilitate access to more than 2,000 points of presence across the globe and have one of Australia's largest shareholder bases with 1.4 million shareholders.

In Australia, we provide 16.7 million domestic retail mobile services, 7.3 million fixed voice services and 4.0 million fixed data services.

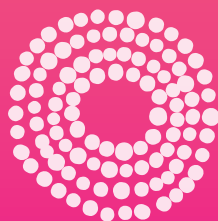
We have a diverse range of retail, small business, large enterprise and government customers, and we strive to put them at the centre of everything we do.

In Australia, our services are offered through 362 Telstra-branded retail stores, 90 Telstra Business Centres, 127 Telstra business and enterprise partners and are distributed by over 15,000 retail points of presence managed by our partners.

We have an international presence spanning 20 countries, including China, Philippines, India, Indonesia and Singapore.

TELSTRA'S VISION FOR RECONCILIATION

Telstra's Purpose is 'to create a brilliant connected future for everyone'. Our vision for reconciliation is to see our Purpose come to life for Aboriginal and Torres Strait Islander peoples. Through connection we can create the necessary social, economic and cultural change and achieve a brilliant connected future for Australia.



MESSAGE FROM RECONCILIATION AUSTRALIA CEO, JUSTIN MOHAMED

On behalf of Reconciliation Australia, I congratulate Telstra on the launch of its third Reconciliation Action Plan (RAP).

In implementing an Elevate RAP, Telstra joins an elite group of organisations that have taken reconciliation beyond business as usual and embedded reconciliation in the delivery of their business.

This RAP builds on valuable learnings from Telstra's reconciliation journey to date and extends its commitment as a key part of our community of 600 RAP organisations creating social change in workplaces around Australia.

Telstra's Elevate RAP represents a significant step forward in its action to improve the social and economic wellbeing of First Australians. By committing in this RAP to double the number of Aboriginal and Torres Strait Islander employees; to develop a culturally aware workforce and to expand supplier diversity, Telstra has cemented its place as a leader in this space and sets a fine example to others.

It is clear that Telstra has a vision for how telecommunications can benefit all Australians and seeks to fulfil this through innovative partnerships and programs. It is particularly pleasing to see the digital literacy programs Telstra is embarking upon and its partnerships with governments to improve access to telecommunications for Aboriginal and Torres Strait Islander communities, particularly in remote areas of the country.

I commend Telstra for its ongoing commitment to our Reconciliation Action Plan program and for its leadership in helping to build a reconciled, just and equitable Australia.

We look forward to following the company's progress as it implements the actions in this Elevate RAP and to being a part of Telstra's evolving and impressive reconciliation journey.

Justin Mohamed
Chief Executive Officer
Reconciliation Australia

MESSAGE FROM TELSTRA CEO, ANDREW PENN

For as long as Telstra has existed we have had a special on-the-ground relationship with Aboriginal and Torres Strait Islander people.

It is a special relationship that has changed over time, as technology has changed, and our connection (in every sense of the word) has deepened.

In some ways our links can be traced back to the laying of the overland telegraph from Adelaide to Darwin in 1872. Today it is fibre optic cable that we are laying, and transmission towers and base stations we are installing, to connect the remotest parts of Australia and the people who have lived there for millennia.

In that context we have, in one way or another, been working together for more than 140 years.

Telstra's Purpose – *to create a brilliant connected future, for everyone* – puts simply why we do what we do. It gives our work meaning and guides our actions and our future direction. The words 'for everyone' are crucial

and given special meaning by the challenges often faced by many Aboriginal and Torres Strait Islander people.

According to the Australian Bureau of Statistics around one-third of households identified as having Aboriginal and Torres Strait Islander residents have no internet access, compared to 17% for non-Indigenous households. Around half of all low-income Aboriginal and Torres Strait Islander households also have no internet connection at all.

These are sobering statistics that mean many First Australians are simply missing out on the exciting, empowering opportunities and possibilities of being connected through mobile and digital services.

The time to address that is right now.

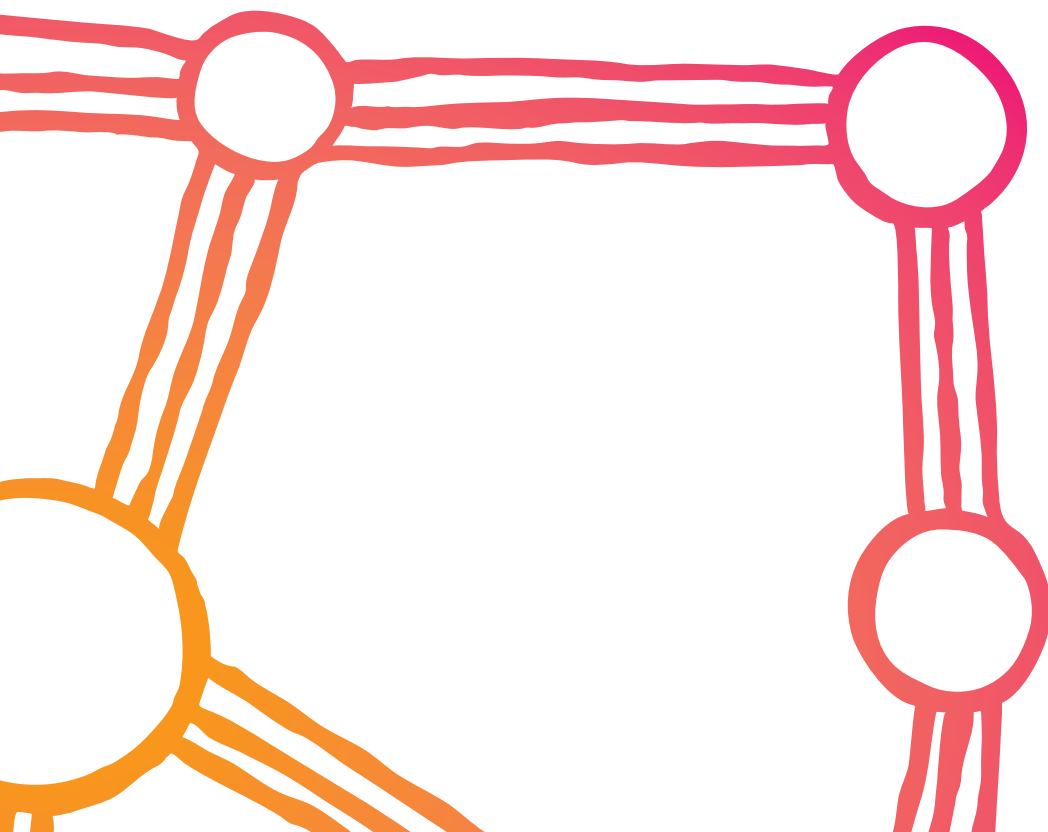
Telstra's capabilities and history mean we will play a key role in addressing the digital exclusion of many Aboriginal and Torres Strait Islander people.

Our Reconciliation Action Plan 2015-18 sets out what we are committed to doing to bring reconciliation and create social, economic and cultural change. It is a plan broad in scope and targeted in actions.

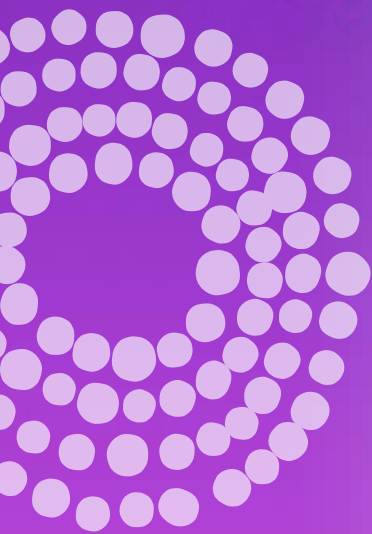
There is much to do if we are to create a brilliant connected future for Aboriginal and Torres Strait Islander peoples but we have begun that journey and I look forward to reporting on the progress.

Andrew Penn

**Chief Executive Officer
Telstra**



HOW OUR RAP WAS DEVELOPED



In 2014 Telstra initiated a comprehensive review of its Indigenous Affairs strategy. The review focused on what would constitute an ambitious organisation-wide uplift in our commitment to Australia's First Peoples with actions consistent with our Purpose 'to create a brilliant connected future for everyone.'

The review followed wide-ranging stakeholder research on the digital exclusion faced by Aboriginal and Torres Strait Islander peoples completed in 2013.

A strategy to guide Telstra's programs with Aboriginal and Torres Strait Islander peoples received input from all key areas of the company including Human Resources, Telstra Retail, Global Enterprise and Services, Telstra Health, Telstra Operations, the Telstra Foundation and the Chief Sustainability Office. Three core areas of focus emerged: Connection & Capability; Employment; and Employee Engagement.

The strategy and an operational plan were approved by Telstra's CEO Leadership Team in mid-2015. Actions arising out of the plan were formulated into this Reconciliation Action Plan for 2015 to 2018.



TELSTRA'S APPROACH TO RECONCILIATION

The new Telstra Indigenous strategy seeks to invest in three high-impact priorities. These priorities align with our Purpose, leverage our organisational strengths, and hold strong relevance for our employees.

Priority areas of focus for Telstra's 2015–2018 Reconciliation Action Plan:

- I. **Connection & Capability** – addressing barriers to digital inclusion.
- II. **Employment** – a vital priority for improving the wellbeing of Australia's First Peoples.
- III. **Employee Engagement** – opportunities to engage with Aboriginal and Torres Strait Islander peoples as a fundamental basis for reconciliation.

OVERVIEW OF ACTIONS 2015–2018



Our 2015–2018 Reconciliation Action Plan comprises 23 new actions and four ongoing actions from our previous RAP.

Under the priority area of **Connection & Capability**, we will be working with State and Territory governments to roll-out mobile base stations and broadband for remote communities. Our infrastructure plans will be complemented by a digital mentorship program to provide digital literacy and technical support in both remote and high Aboriginal and Torres Strait Islander population areas. We also have actions around cyber safety, expansion of our eHealth strategy, and our continuing partnership with the National Centre of Indigenous Excellence.

In terms of **Employment**, Telstra's aim is to double the number of Aboriginal and Torres Strait Islander employees at Telstra over the next three years. We plan to do this by hiring additional

recruitment managers, extend our regional marketing campaigns, increasing our mentoring and engagement programs, and provide centralised support for business units taking on new Aboriginal and Torres Strait Islander employees. We also plan to extend our successful Indigenous Workforce Program which oversees basic maintenance at over 500 remote Telstra sites.

To support our goals on **Employee Engagement** we will double the number of cultural 'immersion' experiences for employees, increase our employee events to celebrate and recognise National Reconciliation Week and NAIDOC Week, and further increase our support and promotion of the RECOGNISE campaign.

OUTCOMES FROM OUR RAP: 2011–2014

Our 2011–2014 Reconciliation Action Plan was based on three core pillars: Customers, Community and People. In total, 50 actions were identified across these areas of which 78% were achieved, 18% saw measurable progress and 4% required review and re-targeting.

A full breakdown of our achievements against individual actions can be found at the end of this document.

Improving infrastructure and access to telecommunications in remote communities was a large focus of our commitment to customers during the period. This involved a \$39 million Regional Mobile Communications Project in Western Australia, the delivery of high speed broadband to 15 Torres Strait Islands and the completion of a \$5.76 million joint investment with the Northern Territory Government which improved coverage in 13 remote communities.

Our work under 'Community' has been wide-ranging and was significantly extended through a \$5 million, multi-year partnership with the National Centre of Indigenous Excellence to create the Indigenous Digital Excellence Initiative (IDX). IDX aims to strengthen Aboriginal and Torres Strait Islander participation, practice and entrepreneurship in the digital economy. We have also increased our spend with Aboriginal and Torres Strait Islander contractors and suppliers, and worked to grow the Telstra National Aboriginal and Torres Strait Islander Art Award into a nationally recognised program.

Our Indigenous Employment Plan was launched in 2012 with 37 employees (who voluntarily disclose their Aboriginal and/or Torres Strait Islander identity) joining Telstra over the period.

Our cultural engagement program has provided 'immersion' experiences for over 80 employees during the 2011 to 2014 period.

Key lessons from previous Telstra RAPs

1. Focus on strengths and capabilities already within the organisation.
2. Locate employment initiatives direct within business units with Human Resources support.
3. Provide a wide range of opportunities for employees to get involved.
4. Complete a full planning process – from research to strategy to an operational plan and budget.
5. Make sure initiatives are properly resourced.
6. Experiment, innovate and learn.



CONNECTION & CAPABILITY

Our aim is to address the barriers to digital inclusion and ensure all Aboriginal and Torres Strait Islander communities have the access and capabilities to benefit from modern telecommunications. Telstra believes that improved connection helps drive education, employment, health and economic opportunity.

CONNECTION & CAPABILITY



Over one-third of households with Aboriginal and Torres Strait Islander residents have no internet access. This compares with 17% for non-Aboriginal and Torres Strait Islander households (2011 Australian Bureau of Statistics data). Further, around half of low income Aboriginal and Torres Strait Islander households have no internet connection. Many First Australians are simply missing out on modern telecommunications. Telstra has an important role to play in addressing this gap.

Through stakeholder interviews Telstra has identified five barriers to improving digital inclusion across Aboriginal and Torres Strait Islander communities (see box). These have been used to inform a new 'Connection & Capability' agenda in our 2015–18 RAP.

Key action areas to address Connection & Capability

Infrastructure for remote

Australia: Telstra will work with State and Territory governments under a matched funding model to install mobile base stations and broadband for remote communities. This program has commenced with a \$15 million infrastructure commitment from Telstra over three years in the Northern Territory with an additional \$1.35 million per annum commitment to other digital inclusion based programs (see below). **OPPORTUNITIES, ACTIONS 1, 2, 3**

Digital mentors: Commencing with a pilot program in the Northern Territory, this partnership-based program will deliver on the ground training and support for digital literacy and cyber safety programs as well as technical support in remote and high Aboriginal and Torres Strait Islander population areas. The program will directly address critical barriers to the take up and use of technology and will be extended to 13 locations over the period of our RAP.

OPPORTUNITIES, ACTION 2

Cyber Safety: Telstra will support cyber safety research as it relates to Aboriginal and Torres Strait Islander peoples to identify effective, appropriate and sustainable approaches to this challenge and to inform future program development.

OPPORTUNITIES, ACTION 3

Telehealth: This initiative will see the extension of Telstra Health's strategy to address levels of healthcare access in rural and remote communities through the extension of pilot sites in the Northern Territory to new locations.

OPPORTUNITIES, ACTION 4

Indigenous Digital Excellence (IDX): This ongoing partnership with the National Centre of Indigenous Excellence will build on the newly formed Indigenous Digital Excellence hub in Redfern, Sydney. The IDX Initiative is about building Indigenous digital capabilities to support longer-term, self-determined and innovative outcomes.

OPPORTUNITIES, ACTION 5

The five barriers to improved digital inclusion in Aboriginal and Torres Strait Islander communities

1. **Infrastructure:** Essentially about internet and communication 'pipes' to the home, community or organisation office.
2. **Hardware in the home:** The logistics and support that is necessary to get modems, computers or Wi-Fi into the home or in the provision of community services such as community Wi-Fi or hubs.
3. **Affordability:** People's ability and willingness to pay for data and other digital services and devices.
4. **Propensity:** The ability and desire of individuals to take up and use digital services and technology.
5. **Appropriate web based services:** Created when websites are not tailored to Aboriginal and Torres Strait Islander audiences.

Telstra stakeholder research 2013

CONNECTION & CAPABILITY

Connectivity in remote Northern Territory

Telstra has worked closely with the Northern Territory Government for many years to identify, plan and roll-out communications infrastructure to remote communities.

Our most recent collaboration, commencing mid-2015, is a three-year \$30 million infrastructure co-investment. Supporting this new infrastructure is a \$1.35 million per annum capability investment to improve health, education and community outcomes in the Northern Territory.

Previous successful collaborations with the Northern Territory Government have included a \$5.76 million project to deliver mobile phone coverage and internet access to 13 bush communities.

Telehealth for remote communities

Telstra has partnered with the Northern Territory Government to build a National Telehealth Connection Service including quality and secure video conferencing to bring specialist medical care to some of Australia's most remote communities.

The service has established connectivity between the Northern Territory Government network and two Aboriginal Medical Service partners - Anyinginyi Health Aboriginal Corporation and the Santa Teresa Health Centre, run by the Central Australian Aboriginal Congress.

The Telstra Health service makes it possible for patients to access healthcare locally rather than travelling to distant hospital locations. Telstra Health plans to expand the reach of this program by connecting at least five new communities each year for the next three years.

Making the Connection: Essays on digital excellence

In December 2014, Telstra released a series of essays examining the challenges, opportunities and pathways to digital excellence with Aboriginal and Torres Strait Islander peoples.

Commissioned by the Telstra Foundation, 'Making the Connection' records a range of perspectives from the social media practitioner to Telstra's CEO; from Aboriginal and Torres Strait Islander stakeholders in remote areas to city locations; from the academic perspective to those who will make change happen.

The essays are available online as an ebook (www.vividpublishing.com.au/makingtheconnection) and have been important in informing Telstra's work with the National Centre of Indigenous Excellence and several actions in this RAP.



01 & 02

Telstra's partnership with the MJD Foundation is helping overcome the challenges of Machado Joseph Disease through the use of technology in the Northern Territory (see page 26).

03

Cover of the Telstra essays on Indigenous Digital Excellence which looks at the challenge of digital inclusion from a range of perspectives.

CONNECTION & CAPABILITY

Indigenous Digital Excellence (IDX)



Leading the way with Indigenous Digital Excellence (IDX)

What happens when digital technology is embraced by the world's oldest living continuous culture? We believe the answer is IDX.

In January 2013, the Telstra Foundation and the National Centre of Indigenous Excellence (NCIE) forged an innovative, five-year, \$5 million partnership to grow IDX across the country.

Our partnership aims to support Aboriginal and Torres Strait Islander people to leverage digital opportunities that improve wellbeing for themselves and their communities. We believe that digital tools provide new platforms and opportunities to deliver programs, achieve individual and community goals and spark ideas.

To understand this opportunity, we started with a wide-ranging research, consultation and collaboration project including a two-day summit and seven-week social media conversation. Together we engaged more than 1,000 Indigenous people from Redfern to the Torres Strait.

Part of what inspired the partnership was the digital excellence we were seeing within Indigenous communities and a shared desire to amplify it. The 'IDX' term was coined and a National IDX Strategy developed.

Both the Telstra Foundation and the NCIE recognise we are not creating something 'from scratch' but are developing, strengthening and supporting something that is already happening in communities across the country.

Key achievements

In 2014, the IDX Hub became operational and able to host and support a range of experiences.

Key achievements include:

- Developing the IDX Vision discussion paper, which provides real life examples and a detailed articulation of what IDX is and how we can create the conditions for IDX to thrive (<http://idx.org.au/get-involved/national-strategy>).
- Delivering prototype robotics and basic coding workshops to over 55 young people.
- Supporting the ideation phase of a digitally-centric social venture.
- Strengthening connections with other NCIE Programs (e.g. the After School Program) and local community organisations to deliver learning experiences.
- Delivering and maintaining an IDX microsite, which remains a key engagement tool.
- Developing relationships with 15 new organisations in support of IDX.

- Hosting over 27 events at the Hub involving approximately 380 people (including 230 Aboriginal and Torres Strait Islander participants).

- Hosting a two-day workshop with Telstra's start-up accelerator, muru-D, to explore lean start-up methods to turn a great digital start-up idea into reality.

Key learnings

The priority to date has been to establish a strong platform for the future of IDX—creating the right environments, activities, networks and support to ensure that it continues to flourish.

There has been a strong focus on 'learning by doing', taking risks and being innovative.

Fundamental to IDX is embedding inclusive community consultation and cultural perspectives into program design.

The experience so far shows that there is no shortage of ideas within the Indigenous community about how digital technology can be used to deliver positive social change.



We learnt that to be successful, Indigenous Digital Excellence demanded an Indigenous-led movement, a purpose-built home, a co-created strategy and a national voice.

CONNECTION & CAPABILITY

Indigenous Digital Excellence (IDX)

Ideas need a place to grow to realise their possibilities. This is the thinking behind the Indigenous Digital Excellence partnership.

The IDX Hub is about putting together a group of designers, thinkers, facilitators and mentors who will not only incubate digital ideas, but nurture entrepreneurs and digital makers who will create Indigenous digital enterprises, platforms and applications.

The IDX Hub is very much about liberating digital possibilities. We will partner with the best people we can find. We will develop competency around digital literacy for Indigenous people and communities, and we will create and promote opportunities for emerging Indigenous leaders and makers through the digital space.



Telstra's partnership with the National Centre of Indigenous Excellence is forging digital projects across the country: an Indigenous-led movement delivering Indigenous digital excellence.



EMPLOYMENT

Over the next three years Telstra aims to double the number of Aboriginal and Torres Strait Islander employees across the organisation. Telstra believes that employment is an essential pathway to improved community wellbeing.

EMPLOYMENT

When it comes to employment of Aboriginal and Torres Strait Islander peoples Telstra has the advantage of a wide geographical footprint and a range of career opportunities.

Over the period of our first two RAPs we have also gained a clear understanding of what is required to lift Aboriginal and Torres Strait Islander employment. Dedicated recruitment strategies, mentoring and support, and a focus on traineeships, internships and practical work experience are all essential to attract and retain Aboriginal and Torres Strait Islander employees.

One hundred and sixty-one (0.4%) of Telstra employees self-identify as Aboriginal and/or Torres Strait Islander. Since 2012 we have seen the engagement of Indigenous employees lift by 8%. Ninety percent of Aboriginal and Torres Strait Islander employees who

have joined Telstra since 2012 are still employed with Telstra.

Key action areas to lift Aboriginal and Torres Strait Islander employment

Recruitment boost: To facilitate recruitment, additional recruitment managers will be appointed to focus on Queensland and Victoria to complement current resources looking after national and NSW programs.

OPPORTUNITIES, SUPPORT ACTIVITY FOR ACTION 9

Marketing support: Our renewed focus on recruitment will be supported by Telstra's successful regional recruitment marketing campaigns to reinforce Telstra's employee value propositions for Aboriginal and Torres Strait Islander employees. OPPORTUNITIES, SUPPORT ACTIVITY FOR ACTION 9

Mentoring & engagement: To support Aboriginal and Torres Strait Islander employees across the company we will increase our mentoring and engagement programs to support retention and career development at Telstra.

OPPORTUNITIES, ACTION 10

Business support: This program will see centralised support for business units taking on new Aboriginal and Torres Strait Islander employees to support the successful expansion of traineeships, internships and work experience placements.

OPPORTUNITIES, ACTION 10

Indigenous Workforce Program: An extension of this successful pilot program which accesses a workforce in Aboriginal and Torres Strait Islander communities to deliver regular upkeep of more than 500 remote Telstra sites.

OPPORTUNITIES, ACTION 11



Kerri Rodwell, Customer Trainer

I have been working at Telstra for more than 20 years, having originally joined in 1994.

As a Customer Trainer based in Brisbane, I provide onsite customer training to our Telstra Enterprise Customers and Business Customers. At the moment I am providing telephony training at my customers' premises and I love it.

I think it is important for Telstra to acknowledge the importance of Indigenous staff and maintain Indigenous staff in HR. In terms of community involvement, we should be encouraging Indigenous staff to participate in cultural and other events in the communities.

I also think it's important for Telstra to be working with schools to encourage school based traineeships and encourage both young people and older Aboriginal and Torres Strait Islander people to join Telstra. This would create a bond and a sense of being and belonging to a great work team.

To Aboriginal and Torres Strait Islander people looking to build their career, I would say network as much as you can and don't be afraid to ask to shadow a Telstra technician for a day to see what happens out in the field.



EMPLOYMENT

Aboriginal and Torres Strait Islander employment at Telstra

Our Indigenous employment strategy and actions are coordinated through Telstra's Diversity & Inclusion team in Human Resources, in partnership with business units and the Telstra Careers Centre.

In 2015 we established Aboriginal and Torres Strait Islander recruitment specialists in the Telstra Careers Centre to provide specific support for Aboriginal and Torres Strait Islander candidates pre and post the recruitment process.

Key initiatives of our Indigenous employment strategy:

- Telstra's Indigenous Trainee program which provides participants with certificates in business administration following the completion of either a 12 month full-time traineeship or a 24 month school-based traineeship.

- An Indigenous Internship program for Year 12 graduates through our partnership with the Yalari Foundation.
- A 'Career Trackers' program enabling Aboriginal and Torres Strait Islander tertiary students to map their path to a career at Telstra as they complete their studies.
- An Indigenous Workforce Program which engages local Aboriginal and Torres Strait Islander communities to manage the ground maintenance of our facilities in remote parts of Australia (see page 20).
- Our internal network for Aboriginal and Torres Strait Islander employees, launched in 2013.

In 2014 we piloted the 'Telstra Indigenous Experience' job-ready program for Telstra Retail, a ten-day work experience program, including tablet-based training, buddy support and family involvement. This program

aims to improve Aboriginal and Torres Strait Islander employment in Telstra Retail locations.

We also implemented ongoing marketing activities to reach potential trainees and candidates and reinforce our employee value proposition for Aboriginal and Torres Strait Islander peoples. As part of this strategy, our Indigenous Employment Ambassadors are promoted on our website, in the media and at significant community events.

Telstra currently has 161 employees who self-identify as Aboriginal and/or Torres Strait Islander which equates to about 0.4% of our workforce.

Elijah Tibbett, Customer Service Consultant

I joined Telstra in 2011 and my role is varied and evolving. At the moment I am in the Business NBN team working as front-of-house support. I am also a Telstra Indigenous Employment Ambassador.

In only a few years and all under the banner of my official position as a Customer Service Consultant, I have completed a wide range of training and customer support from technical case management to complaints handling and dealer support.

I believe that there are real advancement opportunities at Telstra for Aboriginal and Torres Strait Islander people, but it is up to the individual to make their desire for progress known and then follow-up on the request. I think clear progression paths at Telstra would be a huge help to those looking for progress within the company.

My advice to other Aboriginal and Torres Strait Islander people is to take the opportunities that present themselves because if not for any other gain, you will learn more skills that will be able to be applied to any job.

Sometimes hard work alone isn't enough to get the progress you desire. As Telstra is such a large company there are always internal openings, so it is about keeping an eye out for a role that suits you, aside from the succession opportunities within your own centre.

Telstra has an Aboriginal and Torres Strait Islander network and honestly cares about Aboriginal and Torres Strait Islander peoples' issues - take advantage of these networks to meet mob and make new friends within the company.



EMPLOYMENT

Regional and remote employment

Telstra has a significant number of network assets in regional and remote areas across Australia, including radio towers, mobile base stations and exchanges. Uncontrolled vegetation growth can impact the reliability and servicing of such sites.

Telstra's Indigenous Workforce Program commenced in 2013 and is based on accessing a workforce in Aboriginal and Torres Strait Islander communities close to many of our remote and regional sites to deliver regular upkeep of our sites.

From two pilot programs and 30 sites in 2013, we now have 528 remote sites being maintained throughout Far-North Queensland, the Torres Strait Islands, the Northern Territory and Western Australia. All sites are maintained through contracts with Aboriginal and Torres Strait Islander businesses.

The businesses comply with Telstra's procurement, governance and OH&S guidelines and are commercially robust. The pilot programs have been an outstanding success on a number of levels including better property maintenance and positive employment outcomes for Aboriginal and Torres Strait Islander businesses and their staff. Telstra plans to extend the program, both in reach and the type of maintenance activities.



Priscilla West, Senior Service Executive with Telstra Business

I moved to Brisbane to play basketball in 1984/85 and at that time completed a Telecom Australia Administration Traineeship. Then after ten years at one of the big four banks I came to work at Telstra and have now been here more than 20 years.

There are a lot of success stories from Aboriginal and Torres Strait Islander people at Telstra and I think it would be great to create a regular leadership forum using our technology for our staff to share how we've mapped our careers and to connect with each other and share stories. This would be particularly useful for new Aboriginal and Torres Strait Islander employees.

I think it is really important that all Aboriginal and Torres Strait Islander people recognise that they are in charge of their own career path, no one else. You need to block out the negative feedback when looking at a change in your career path and remember that you are capable of anything – you just have to back yourself!



EMPLOYMENT

Q&A with Jen Day, Telstra's first Indigenous MBA Scholarship recipient

Tell us about yourself and why you applied for the scholarship?

I was born and raised in Perth, WA. My Grandma and her siblings were born on Wongawol station which is about 300km north-east of Wiluna in the Central Desert. They were part of the Stolen Generation and were raised at Sister Kate's near Perth.

I am a qualified veterinarian and worked as a vet for a number of years. During this time I also vice-captained the National Indoor Women's Volleyball Team. In 2009 I chose to go into the social sector and worked in a not-for-profit until early 2015 when I began my MBA at Melbourne Business School.

The opportunity to apply for the Telstra MBA scholarship and to work for one of the most successful businesses in Australia was too good to be true. It was going to be a stark change going from an organisation of six to an organisation of over 35,000 however I felt I was up for the challenge. I was successful in receiving the scholarship and

within a few weeks had packed up my belongings and moved to Melbourne.

How have you found the program so far?

What has perhaps been the best part about the MBA combined with my employment at Telstra is the synergies between what we are learning and what I am seeing in the business on an everyday basis. I would never have had this level of exposure if I had stayed in my previous job.

I must admit to having stereotyped large corporations as treating employees like they were a number, however it couldn't be more different at Telstra. People have been so welcoming and even though I haven't been at the company long, people are very interested in my opinions because I provide a unique view of the work that we are doing.

Do you have any advice for Aboriginal and Torres Strait Islander people thinking about furthering their education?

My Grandma always emphasised the importance of education to my brother and I. Even though my family

did not have a lot of money, investing in education was always seen as the most important thing. I thank her for instilling this in me. Furthering my education has given me so many opportunities including this experience at Telstra.

I am a firm believer that you make your own destiny: work hard, show interest and passion in what you do, and look after people you meet along the way. You never know what opportunities will arise and where you will end up, but what you do know is that you've given yourself the best chance for something great to happen.

It is all about looking at the skills you are good at, and those skills that you would like to improve. A mentor is a great sounding board to talk this through. Once you know where you want to build your skills, start looking into courses or opportunities that will help you. They may only be short courses to start with, and it might feel scary and daunting, but just by taking the first step you are giving yourself the best chance to succeed.

Rod Taylor, Silent Line Remediation Consultant

I joined Telstra in 2011. I have been in several roles since, across different parts of the company. Currently I am responsible for reviewing orders where a customer has had a Silent Line in the past and it has come off their account. I need to call my customers to check with them if this is something they have requested and that they are aware of the risks of removing the Silent Line. It is a very important role as we help prevent potential high risk situations.

My advice for Aboriginal and Torres Strait Islander people looking at their career path is to just get out there and go for whatever opportunity takes their interest. Don't wait for opportunities to come to you, you go to them and take hold of what you want to do and make it your own. Be proactive and make as many contacts as you can.

The good thing about working for such a large company like Telstra is that there is room to grow and other areas to expand into. You just need to know where to look and definitely work alongside your Team Leader in formulating a development plan.

Telstra has Aboriginal and Torres Strait Islander employment support and projects in place, but I think these could be further ramped up to get more people into the business for a truly diverse workplace.



EMPLOYEE ENGAGEMENT

Our aim over the next three years is to deliver cultural awareness activities with the potential to reach all employees across Australia. We believe a culturally aware workforce will lead to employees who can actively contribute to a positive future for Aboriginal and Torres Strait Islander peoples.

EMPLOYEE ENGAGEMENT

Engaging with Aboriginal and Torres Strait Islander peoples creates cultural depth and meaning in Telstra – a factor which is important for our employees.

Key action areas to lift employee engagement

RECOGNISE: A continuation of Telstra's support for the RECOGNISE campaign - the people's movement to recognise Aboriginal and Torres Strait Islander peoples in the Australian Constitution. Our activities will see an expansion of internal awareness programs as well as logistical support and leveraging digital assets to support the campaign. **RESPECT, ACTION 3**

Immersion experiences for employees: Over the period of our RAP we will double the number of cultural experiences for employees through our partnerships with

Jawun, Lirrwi Tourism, Pay it Forward and the Garma Festival. This will be complemented with an increase in employee events to celebrate and recognise National Reconciliation Week and NAIDOC Week. **RESPECT, ACTIONS 6 & 7**

Secondments broaden horizons

Telstra PR Brand Manager Bronwyn Winley participated in the Jawun Indigenous Corporate Program in 2015. The secondment was part of Telstra's cultural engagement program providing 'immersion' experiences for employees keen to play an active role in helping support Aboriginal and Torres Strait Islander organisations.

At Jawun, Bronwyn wrote a plan on the impacts of the National Disability Insurance Scheme on a social services organisation and how to future-proof it to ensure ongoing care of their clients.

Following her secondment, Bronwyn was selected as one of three Jawun alumni to represent the program at its 15th anniversary dinner attended by Aboriginal and Torres Strait Islander leaders, senior government representatives and CEOs from corporate Australia.

Speaking about her secondment, Bronwyn says: "It was a complete privilege to participate in events with Jawun. There is a lot of great work being completed by such organisations that largely goes un-noticed. It was great to lend a helping hand."

Activities which have become embedded into Telstra's everyday operations during Telstra's first two RAPs 2010–2014

- Dedicated consumer hotline service for Aboriginal and Torres Strait Islander customers
- Procurement programs with Aboriginal and Torres Strait Islander businesses
- Recruitment, traineeship and mentoring activities for Aboriginal and Torres Strait Islander employees
- Online cultural competency training available for all employees
- Acknowledgement of Traditional Owners at major Telstra events and through plaques at retail outlets and business centres
- Embedded liaison officers to consult with Traditional Owners and custodians for access to traditional lands for the installation, operation and maintenance of Telstra's network
- A range of cultural awareness and secondment programs for employees including events to support NAIDOC and Reconciliation Weeks
- Annual reporting of activities to Reconciliation Australia
- Connections with Aboriginal and Torres Strait Islander peoples and organisations through a dedicated Indigenous Directorate

EMPLOYEE ENGAGEMENT

Onslow Community Development Program

Over the next year Telstra, in partnership with Chevron Australia, will launch an innovative community development program in the small town of Onslow, located in the Pilbara region of Western Australia.

The partnership will see Telstra implement programs to improve digital literacy among small business and the general public, including online safety, and expand WiFi coverage in Onslow. The program will also help increase digital access for the Aboriginal community at Onslow.

Supply Nation

In 2010 Telstra became a founding member of Supply Nation, a business-to-business membership body dedicated to connecting Australian corporate and government organisations with Aboriginal and Torres Strait Islander business suppliers.

Telstra believes that not only does supplier diversity foster a growing, prosperous and vibrant Aboriginal and Torres Strait Islander enterprise sector, it provides niche solutions, encourages innovation, and ensures that our supply chain is a reflection of our customer and employee base.

Since 2013, Telstra has sponsored the 'Up and Coming Certified Supplier' award in Supply Nation's annual awards. This award is about recognising a new (certified in the last 12 months) Supply Nation Certified Supplier which has been proactive in seizing the opportunities that Supply Nation provides.



02



01 & 02

Telstra's Indigenous Workforce Program (page 20) sources Indigenous contractors to provide valuable maintenance services for Telstra facilities in remote locations.

03

Part of a Telstra initiative to support the RECOGNISE campaign featuring dance members from Moorditj Mob and Ernie Dingo.

EMPLOYEE ENGAGEMENT

Telstra National Aboriginal and Torres Strait Islander Art Award

The Telstra National Aboriginal and Torres Strait Islander Art Award is the longest-running art award dedicated to the work of Aboriginal and Torres Strait Islander artists, and is regarded as one of the premier national events in the Australian Aboriginal and Torres Strait Islander art community.

Telstra has sponsored the Award since 1992 and, alongside the Museum and Art Gallery of the Northern Territory, has helped to attract more than 290 entries with five sub-category winners in 2015.

Featuring both established and emerging Aboriginal and Torres Strait Islander artists, the Telstra Art Award is an opportunity for

artists to share their talent and stories on a national stage and promote a greater appreciation and understanding of Aboriginal and Torres Strait Islander culture.

MJD Foundation

Machado Joseph Disease (MJD) is a hereditary disease which affects people of all ages and has no known cure. Those affected progressively lose mobility and speech as their muscles 'shut down'. While MJD is found all over the world, its prevalence amongst Indigenous Australians in the Northern Territory is 100 times higher than the international average.

Since 2013, Telstra has partnered with the MJD Foundation (MJDF) to assist its clients to use tablet devices and apps to improve

communication and awareness, enhance social and emotional wellbeing, deliver health services, support education and provide employment opportunities.

Dubbed 'the hardest working devices in Australia', people use the tablets to do everything from delivering speech therapy online to capturing personal stories before the ability to speak or move is lost.

Telstra employees are also working with the MJDF and its clients to build an innovative app that helps people 'bank' their speech for future use, once they have lost their ability to speak.

GOVERNANCE

Telstra will report annually on its progress against actions under this Reconciliation Action Plan to Reconciliation Australia. We will also implement new governance arrangements to oversee our commitments to Aboriginal and Torres Strait Islander peoples across Australia.

To support Telstra's new Indigenous strategy an enhanced governance approach will be implemented at Telstra. This will comprise:

- **Indigenous Steering Group:** This will be a senior cross-business unit working group to provide advice and to review performance against actions in this RAP. This group will have primary carriage for delivering Telstra's Indigenous strategy. Telstra's Indigenous Steering Group will be convened by October 2015.

RELATIONSHIPS, ACTION 1

- **Indigenous Advisory Group:** We will also form an external advisory group. The advisory group will provide expert guidance and counsel in relation to Telstra's Indigenous strategy.

RELATIONSHIPS, ACTION 2

EMPLOYEE ENGAGEMENT



Selected winners of the 2015 Telstra National Aboriginal and Torres Strait Islander Art Awards.

01 Betty Kuntiwa Pumani, winner of the Telstra General Painting Award, *Antara (Maku Dreaming)*.

02 Josh Muir, winner of the Telstra Youth Award, *Buninyong*.

03 Jukuja Dolly Snell, winner of the Telstra Art Award, *Kurtal*.





04 Rhonda Sharpe, winner of the Wandjuk Marika 3D Memorial Award, *Rhonda*.

TELSTRA RECONCILIATION ACTION PLAN 2015–2018



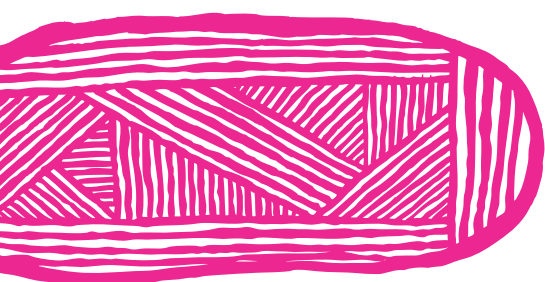
RELATIONSHIPS

Building strong relationships between Aboriginal and Torres Strait Islander peoples and other Australians is important to Telstra. It is through such relationships that we build our understanding of the needs, aspirations and achievements of the First Australians and know where Telstra can make a significant difference.

Action 	Responsibility 	Timeline 	Target 
1. Establish an Indigenous Steering Group to actively monitor and progress actions under this RAP	Chair Indigenous Steering Group	October 2015	<ul style="list-style-type: none"> Indigenous Steering Group established Terms of reference drafted and agreed Aboriginal and Torres Strait Islander peoples represented
		June 2016, 2017, 2018	<ul style="list-style-type: none"> At least three meetings each year to monitor and report on RAP implementation
2. Establish an Indigenous Advisory Group comprising external and internal Indigenous representatives and Telstra executives to provide cultural guidance and advice on Telstra's Indigenous strategy, programs and priorities	General Manager Indigenous Directorate	February 2016	<ul style="list-style-type: none"> Terms of reference and format established First meeting held
		December 2017, 2018	<ul style="list-style-type: none"> At least two meetings each year to advise on Telstra's Indigenous strategy and activities, and to provide cultural guidance and support
3. Facilitate the National Indigenous Corporate Network to share experience with delivering RAP and other activities with Aboriginal and Torres Strait Islander peoples	General Manager Indigenous Directorate	June 2016	<ul style="list-style-type: none"> Co-convene at least three meetings
		June 2017, 2018	<ul style="list-style-type: none"> Participate in at least three meetings





EMPLOYEE ENGAGEMENT

4. Celebrate National Reconciliation Week (NRW) and provide events to build internal employee awareness and relationships with Aboriginal and Torres Strait Islander peoples	General Manager Indigenous Directorate	May 2016, 2017, 2018	<ul style="list-style-type: none"> Organise at least five internal events each year Register the events via the Reconciliation Australia NRW website Encourage staff to participate in external events to recognise and celebrate NRW
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RESPECT

Respect for Aboriginal and Torres Strait Islander peoples, culture, land and history is important to Telstra because through this we will deepen our organisation's understanding and respect for the First Australians and their unique contribution to our organisation.

Action 	Responsibility 	Timeline 	Target 
1. Support and promote Aboriginal and Torres Strait Islander art through the National Aboriginal and Torres Strait Islander Art Award (NATSIAA)	General Manager Indigenous Directorate, Sponsorship Manager Media & Marketing	August 2017	<ul style="list-style-type: none"> Continue the commitment to NATSIAA for a minimum of two years

CONNECTION & CAPABILITY

2. Employ dedicated people to negotiate and consult directly with Traditional Owners and Custodians for access to Traditional Lands for the installation, operation and maintenance of Telstra's network in the Northern Territory	Strategy Specialist Telstra Operations	June 2016, 2017, 2018	<ul style="list-style-type: none"> Team in place with active engagement of Aboriginal communities on land access and permits (Northern Territory), \$200,000 annual commitment
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EMPLOYEE ENGAGEMENT

3. Build employee awareness and expand Telstra's public support of the RECOGNISE campaign	General Manager Indigenous Directorate	October 2015	<ul style="list-style-type: none"> Review and update the communications plan and support program
		June 2016, 2017	<ul style="list-style-type: none"> Continue and expand operational support and employee engagement
4. Celebrate NAIDOC Week and provide opportunities for Aboriginal and Torres Strait Islander employees to engage with culture and community during NAIDOC Week	General Manager Indigenous Directorate	July 2016, 2017, 2018	<ul style="list-style-type: none"> Provide opportunities for all Aboriginal and Torres Strait Islander staff to participate in local NAIDOC Week events Support all staff to participate in NAIDOC Week events in the local community Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC Week Hold internal or public NAIDOC Week events
5. Use protocols for Acknowledgement of Country and Welcome to Country ceremonies	General Manager Indigenous Directorate	October 2015	<ul style="list-style-type: none"> Update and raise internal awareness of Welcome to Country and Acknowledgement of Country Guidelines
		June 2016, 2017, 2018	<ul style="list-style-type: none"> Protocols implemented at relevant Telstra events




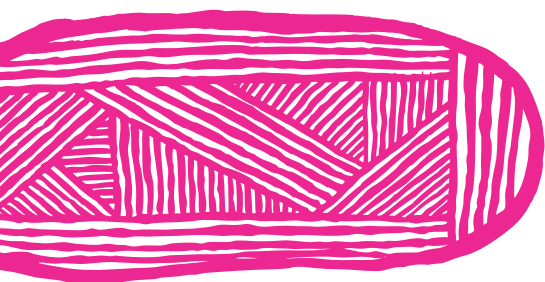
RAP 2011-14

Shaded actions represent ongoing commitments from Telstra's previous RAP

RESPECT

EMPLOYEE ENGAGEMENT

Action 	Responsibility 	Timeline 	Target 
6. Develop and implement a cultural appreciation training strategy for employees which defines the continuous cultural learning needs of employees in all areas of the business	General Manager Indigenous Directorate, Chief Talent Officer Human Resources	June 2016	• Strategy developed and approved
		December 2016	• Strategy implemented
		June 2017, 2018	• Strategy reviewed, updated, approved and implemented
7. Double the number of in-depth opportunities for employees to experience Aboriginal and Torres Strait Islander culture and life	General Manager Indigenous Directorate, Chief Talent Officer Human Resources	June 2016	• Increase participation to 110 employee opportunities
		June 2017	• Increase participation to 130 employee opportunities
		June 2018	• Increase participation to 170 employee opportunities
8. Deliver online cultural appreciation training to employees	Chief Talent Officer Human Resources, General Manager Indigenous Directorate	June 2016, 2017, 2018	• 30% of Australian employees undertaking cultural learning activities each year (approximately 9,000 employees) including all direct managers of Indigenous employees and customer facing employees within a year of joining Telstra







RAP 2011-14

Shaded actions represent ongoing commitments from Telstra's previous RAP

OPPORTUNITIES





Opportunities for Aboriginal and Torres Strait Islander peoples, organisations and communities are important to Telstra because our reach, role and capability in the community demands we do what we can to ensure Aboriginal and Torres Strait Islander peoples can prosper.

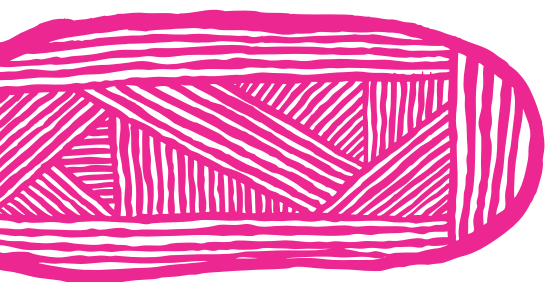
CONNECTION & CAPABILITY

Action 	Responsibility 	Timeline 	Target 
1. In partnership with the Northern Territory Government, expand the network of mobile and broadband infrastructure in the Northern Territory to deliver mobile services to remote communities	Director Telstra Operations, BDM Global Enterprise Services	June 2016	• \$2.5m expenditure (Telstra portion)
		June 2017	• An additional \$7.5m expenditure (Telstra portion)
		June 2018	• An additional \$5m expenditure (Telstra portion)
2. Establish a Digital Mentors program to deliver on the ground training and support to boost digital literacy, cyber safety and technical support in Aboriginal and Torres Strait Islander communities	General Manager Digital Inclusion	June 2016	• Pilot program established and evaluated in two communities in the Northern Territory
		June 2017	• Expansion into eight new communities
		June 2018	• Expansion into three new communities
3. Complete a research program to understand the nature of cyber bullying in an Aboriginal and Torres Strait Islander context and identify and promote effective prevention strategies	General Manager Digital Inclusion	August 2016	• Publish interim report and widely promote findings
		August 2017	• Strategies trialed in communities • Publish final report and widely promote findings
4. Extend Telstra Health's strategy to establish greater access to telehealth services for health providers and patients in remote locations	Senior Health Specialist Telstra Health	June 2016	• Connect the Aboriginal Community Controlled Health sector in the Northern Territory • Connect at least five new communities
		June 2017	• Provide the Aboriginal Community Controlled Health sector in the Northern Territory with connectivity and service availability to all Australian jurisdictions • At least five new Northern Territory communities connected • Promotion of culturally appropriate telehealth use cases as training and education resource material for the health workforce
		June 2018	• Five new Northern Territory communities connected • Evaluation report to articulate use cases and benefits

OPPORTUNITIES

CONNECTION & CAPABILITY

Action 	Responsibility 	Timeline 	Target 
5. In partnership with the National Centre of Indigenous Excellence expand IDX (Indigenous Digital Excellence) to inspire, support and connect the next generation of Indigenous digital makers	General Manager Telstra Foundation	June 2016	<ul style="list-style-type: none"> • IDX resource plan developed and deployed • IDX Hub fully operational, and ongoing engagement of Indigenous communities and digital makers across all program design and delivery • \$1m commitment
		June 2017, 2018	<ul style="list-style-type: none"> • Active engagement of Aboriginal and Torres Strait Islander communities and digital makers across all program design and delivery • \$1m commitment each year
6. Expand our supplier diversity program and organisation wide procurement policies and procedures	Vendor Management Specialist Procurement	June 2016	<ul style="list-style-type: none"> • \$0.5m in supply contracts to Aboriginal and Torres Strait Islander businesses
		June 2017	<ul style="list-style-type: none"> • \$1m in supply contracts to Aboriginal and Torres Strait Islander businesses
		June 2018	<ul style="list-style-type: none"> • \$2m in supply contracts to Aboriginal and Torres Strait Islander businesses • Review and update the Aboriginal and Torres Strait Islander procurement strategy
7. Implement a digital literacy and WiFi community development program in the township of Onslow with a focus on Aboriginal participation	General Manager Digital Inclusion	June 2018	<ul style="list-style-type: none"> • Enhanced digital literacy skills of program participants • WiFi enabled in key communities
8. Increase use of the hotline for Aboriginal and Torres Strait Islander customers in remote Australia to provide advice and information about Telstra products and services	General Manager Digital Inclusion	June 2016, 2017, 2018	<ul style="list-style-type: none"> • Increase in the number of calls to the hotline (2016: 2,600; 2017: 2,900; 2018: 3,100)




RAP 2011-14





Shaded actions represent ongoing commitments from Telstra's previous RAP

OPPORTUNITIES

EMPLOYMENT

Action 	Responsibility 	Timeline 	Target 
9. Double the number of Aboriginal and Torres Strait Islander employees at Telstra from the current base of 161 employees	Chief Talent Officer Human Resources	June 2016	<ul style="list-style-type: none"> • 30% increase in employee numbers to 210 Aboriginal and Torres Strait Islander employees
		June 2017	<ul style="list-style-type: none"> • 60% increase in employee numbers to 260 Aboriginal and Torres Strait Islander employees
		June 2018	<ul style="list-style-type: none"> • 100% increase in employee numbers to 320 Aboriginal and Torres Strait Islander employees • Review and update the Aboriginal and Torres Strait Islander employment, professional development and retention strategy
10. Increase mentoring and engagement programs to support retention and career development	Chief Talent Officer Human Resources	June 2016	<ul style="list-style-type: none"> • Identify and document program support • Support provided for 50 new employees
		June 2017	<ul style="list-style-type: none"> • Support provided for 50 new employees
		June 2018	<ul style="list-style-type: none"> • Support provided for 60 new employees
11. Expand the Northern Territory and Torres Strait pilots of Telstra's Indigenous Workforce Program for the maintenance of Telstra facilities	Property Maintenance Telstra Operations	June 2016	<ul style="list-style-type: none"> • Expand the service of remote Telstra assets by Aboriginal and Torres Strait Islander enterprises to reach an additional 20 facilities (from 528 facilities)
		June 2017	<ul style="list-style-type: none"> • Expand the service of remote Telstra assets by Aboriginal and Torres Strait Islander enterprises to reach an additional 20 facilities • Leverage successful enterprises to develop appropriate Telstra Communication Technician traineeship curriculum as a precursor to a training program in 2018
		June 2018	<ul style="list-style-type: none"> • Expand the service of remote Telstra assets by Aboriginal and Torres Strait Islander enterprises to reach an additional 20 facilities • Pilot a trainee program to provide 'first responder' maintenance at remote Telstra facilities
12. Support an Indigenous MBA scholarship position	Chief Talent Officer Human Resources	June 2016, 2017, 2018	<ul style="list-style-type: none"> • Scholarship filled each year

TRACKING PROGRESS AND REPORTING

Action 	Responsibility 	Timeline 	Target 
1. Report RAP achievements, challenges and learnings to Reconciliation Australia for inclusion in the RAP Impact Measurement Report	General Manager Indigenous Directorate	September 2016, 2017, 2018	<ul style="list-style-type: none"> • Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia • Participate in the RAP Barometer • Develop and implement systems and capability needs to track, measure and report on RAP activities
		December 2018	<ul style="list-style-type: none"> • Independent measurement of the social, economic and cultural impact of RAP activities, including employment and retention, and procurement outcomes
2. Report RAP achievements, challenges and learnings internally and externally	General Manager Indigenous Directorate	June 2016, 2017, 2018	<ul style="list-style-type: none"> • Publicly report annually including Aboriginal and Torres Strait Islander employment roles and retention rates
3. Review, refresh and update the Telstra RAP	General Manager Indigenous Directorate	December 2018	<ul style="list-style-type: none"> • Review, refresh and update RAP based on learnings, challenges and achievements • Involve Reconciliation Australia for feedback and endorsement

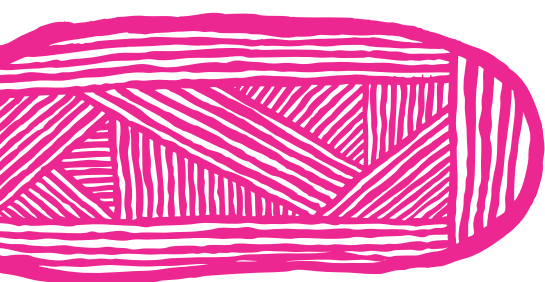
Contact details for enquiries about Telstra's RAP

Lauren Ganley



General Manager Indigenous Directorate

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TELSTRA 2011-2014 RECONCILIATION ACTION PLAN OUTCOMES

Action 	Status 
1. Promote the Indigenous Hotline (1800 444 403) to Indigenous customers in remote Australia to provide advice and information about Telstra's products and services, billing and plans	Achieved
2. Optimise calling and other pre-paid products for remote Indigenous communities	Achieved
3. Improve access to telecommunications in remote Indigenous communities	Achieved
4. Provide appropriate telecommunications solutions to Indigenous organisations so they can deliver better health, education and economic outcomes for their clients	Achieved
5. Continue to serve our Indigenous customers who own and operate businesses	Some progress
6. Work with our customers to support the roll out of new infrastructure to remote Indigenous communities	Achieved
7. Use appropriate negotiation and consultation for access to traditional lands for the installation, operation and maintenance of Telstra's network	Achieved
8. Provide an Indigenous student access to higher education at Southern Cross University	Achieved
9. Recognise excellence and achievement through Telstra's Northern Territory Remote Indigenous Student of the Year	Achieved
10. Help students in remote communities access educational programs through a purpose-built XO laptop by partnering with One Laptop Per Child Australia (OLPCA)	Some progress
11. Help build a critical mass of leaders and advocates in Indigenous education by supporting the Stronger Smarter Institute (SSI)	Achieved
12. Help develop Indigenous leadership by supporting the Australian Indigenous Leadership Centre (AIRC)	Achieved
13. Help Indigenous children improve literacy and numeracy by supporting the La Perouse Youth Haven (LPYH)	Achieved
14. Help Indigenous children develop language and literacy skills by supporting the Catherine Freeman Foundation (CFF)	Achieved
15. Help engage all Australians in Indigenous studies by supporting The Long Walk Trust (TLWT)	Achieved
16. Help build resilience in Indigenous youth by supporting the Broome Aboriginal Media Association (BAMA)	Achieved
17. Help equip Indigenous youth with multimedia resources by supporting the National Centre of Indigenous Excellence (NCIE)	Achieved
18. Help expand Indigenous mentorship by supporting the Australian Indigenous Mentoring Experience (AIME)	Achieved

TELSTRA 2011-2014 RECONCILIATION ACTION PLAN OUTCOMES

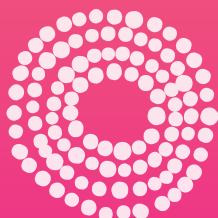
Action 	Status 
19. Help improve Indigenous literacy by supporting SchoolAid	Achieved
20. Promote Telstra's support of RECOGNISE - Constitutional recognition of Aboriginal and Torres Strait Islander peoples	Achieved
21. Incorporate Indigenous suppliers into Telstra's procurement strategy through membership of Supply Nation (formerly the Australian Indigenous Minority Supplier Council)	Achieved
22. Engage an AFL Indigenous Telstra Ambassador as part of the Telstra Ambassador strategy	Achieved
23. AFL Dreamtime at the G – Indigenous All Star Game	Achieved
24. Identify and engage NRL Indigenous Ambassador	Achieved
25. Identify opportunities related to Indigenous Team v NRL All Stars match, pre-season 2010	Some progress
26. In conjunction with First Nations Disability Network (Australia) engage Indigenous people with disability to create innovative telecommunications solutions for these customers	Some progress
27. Grow Telstra Art Award as part of National Aboriginal and Torres Strait Islander Art Award (NATSIAA) into Australia's most significant Indigenous arts program	Some progress
28. Provide Telstra Assistance Fund (TAF) support to communities on NATSIAA Winning Artist tour each year	Not achieved
29. Establish curator Internship with NATSIAA	Not achieved
30. Create and present the inaugural 'Youth Award' as part of the NATSIAA program	Achieved
31. Encourage talented Indigenous artists to be included in the Telstra Road to Discovery program	On track
32. Continue to support the Telstra Road to Discovery Legacy Program – Keep the Music Playing by conducting regional music workshops and providing equipment in the local communities and providing grants of between \$1,500 - \$1,600	Achieved
33. Promote the celebration of Indigenous culture through NAIDOC Grants Program for Telstra teams	Achieved
34. Pilot program in Arnhem Land to engage with Indigenous Ranger groups for the Facility Management of Telstra Network Site maintenance	Achieved
35. Complete Feasibility Study for Indigenous employment at Telstra	Achieved
36. Use results of Feasibility Study to develop and begin implementation of targeted Indigenous Employment Plan	Achieved

TELSTRA 2011-2014 RECONCILIATION ACTION PLAN OUTCOMES

Action 	Status 
37. Establish agreement with Australian Employment Covenant (AEC) to improve sustainable employment for Indigenous people at Telstra	Achieved
38. Explore and determine suitability of Indigenous Cadetships for Telstra	Achieved
39. Support a sustainable increase in traineeships for Indigenous people at Telstra	Achieved
40. Continue support to ensure success for new Indigenous trainees	Achieved
41. Increase the number of Indigenous trainees who move into ongoing employment with Telstra	On track
42. Offer a mentor to all new Indigenous employees as part of Telstra Onboarding and Induction	Achieved
43. Support leadership development for Indigenous employees through external partnerships	Achieved
44. Ensure Indigenous employees with identified potential receive sponsorship opportunities	Achieved
45. Continue sustainable network for Indigenous employees at Telstra	Achieved
46. Continue annual intake of Indigenous students from St Ignatius College for post-secondary work experience in Telstra Wholesale	Achieved
47. Develop a segmented employee value proposition (EVP) for Indigenous employment, connecting more proactively and strongly with this segment	Achieved
48. Present an annual recognition award for outstanding performance by an Indigenous employee at Telstra as part of NAIDOC celebrations	On track
49. Provide access to Indigenous cultural competence training to Telstra employees	Achieved
50. Develop and implement Indigenous Community Leadership and Engagement aspects into Telstra Leadership Development Framework for our executive population	On track

TELSTRA'S VISION FOR RECONCILIATION

Telstra's Purpose is 'to create a brilliant connected future for everyone'. Our vision for reconciliation is to see our Purpose come to life for Aboriginal and Torres Strait Islander peoples. Through connection we can create the necessary social, economic and cultural change and achieve a brilliant connected future for Australia.





CONNECTION & CAPABILITY
EMPLOYMENT
ENGAGEMENT