



Communities

Digital technologies and high-speed broadband are making lives simpler and quicker, while also unlocking opportunity. Yet there remain thousands of people who risk missing out on the education, health, social and financial benefits that come with the online world.

At Telstra, we want everyone in Australia – and beyond – to enjoy the benefits of being connected. Through our digital inclusion programs, we're focused on supporting those in our community most at risk of digital exclusion. This includes people living with disability, older Australians, remote Indigenous communities, those on low incomes, and people

who are unemployed or homeless, as well as communities in times of natural disasters. Our approach is to integrate digital inclusion into our core business operations and to partner with governments and community organisations to achieve genuine reach and scale.

Our strategic priorities are focussed around affordability, accessibility and ability. This means keeping people connected, especially when they're doing it tough; ensuring our products, services and information are accessible and easy to use; and, building the digital skills and confidence of our vulnerable customers and communities.

Key material issues

- Community investment
- Cyber safety
- Digital inclusion
- Mobile phones, base stations and health (EME)
- Social and environmental innovation

Key stakeholders

- Customers
- Employees
- Government
- Local community

Priority SDGs



Targets

- Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.
- End all forms of discrimination against all women and girls everywhere.



- Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020.



- Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

For more information on Telstra's approach please refer to the following sections of the Bigger Picture 2020 Sustainability Report:

- Responsible Business
 - Our customers
 - Mobile phones, base stations and health (EME)
 - Product and service responsibility
- Digital Futures
 - Everyone connected
 - Nurturing social and environmental innovation
 - Telstra Foundation
 - Keeping safe in a digital world
- Environment Solutions
 - Environment and resource efficiency