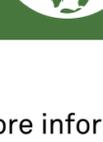# Communities

Even before COVID-19 turned the world upside down, connected digital technologies were rapidly changing the way we live and work. Forced isolation and social distancing during the pandemic further accelerated the shift to telehealth, online learning, working from home and e-commerce, and these enablers will be very much part of the new normal. While the digital economy is generating social, cultural and economic benefits for many Australians, we know these benefits are not equally shared.

Digital inclusion is based on the premise that everyone should be able to make full use of digital technologies and the benefits they bring. At Telstra, digital inclusion is our core business We are focused on supporting those on low-incomes, people living with disability, older Australians, those living in regional and remote communities, First Nations peoples, and people who are experiencing

unemployment, homelessness or family violence. We partner with government and community organisations so that those in vulnerable circumstances can not only participate, but also benefit from the digital economy. This means enhancing digital capability within our communities, ensuring our products, services and information are accessible and easy to use, and keeping people connected, especially when they are doing it tough.

The Digital inclusion pillar of our Responsible Business Strategy reflects our commitment to take a leadership role in promoting digital inclusion through programs, products, and services to enhance Access, Affordability and Digital Ability. It also reflects our commitment to enable social change through technology – using digital innovation to increase wellbeing and climate action within our communities.

Key material issues

- Community investment
- Cyber safety
- Digital inclusion
- Digital transformation
- Growing inequality
- Human rights
- Maintaining trust
- Mobile phones, base stations and health
- Privacy and data security
- Product and service innovation
- Product and service responsibility
- Resource efficiency
- Social and environmental innovation
- COVID-19 impacts

Key stakeholders

- Customers
- Employees
- Government
- Local communities
- Regulators

Priority SDGs

Priority SDGs	Targets
5 GENDER EQUALITY	• 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 • Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation
8 DECENT WORK AND ECONOMIC GROWTH	• Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms • By 2030, achieve full and productive employment and decent work for all women and men including for young people and persons with disabilities, and equal pay for work of equal value
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	• 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
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	• By 2030, achieve the sustainable management and efficient use of natural resources • By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse
13 CLIMATE ACTION	• 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 2021 Sustainability Report:

- Trusted operations
  – Demonstrating responsible digital citizenship
  – Delivering the right customer experience
- Digital inclusion
  – Caring for customers in vulnerable circumstances
  – Building connected communities
  – Developing digital ability
  – Telstra Foundation
  – Social and environmental innovation
- Environmental action
  – Climate change and energy use
  – Resource efficiency