



Miriwoong Forum – Kununurra

Financial Counsellors' Association of Western Australia

27 - 28 June 2023

Resilient | Connected

Digital Inclusion

Teresa Corbin – Telstra's Chief Customer Advocate



Acknowledgement of Country

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



Digital Inclusion

1. **Telstra's Digital Inclusion Strategy**
2. **Australian Digital Inclusion Index**
3. **School Student Broadband Initiative**
4. **Building Digital Capability**



Vision

Help Bridge Australia's Digital Divide

Principles

Protect vulnerable customers

Drive change from the inside out

Innovate for the future

Lead the Digital Inclusion agenda in Australia

Deliver impact through collaboration

Pillars

Access

Affordability

Ability

Goals

Telstra will influence greater network access where it is needed most and raise awareness of the importance of accessibility and affordable devices to digital inclusion

OKR Telstra will help keep 1m vulnerable customers connected to essential communications services each year, from FY22

OKR Telstra will increase digitally active customers by 2m, including building digital skills for 500k Australians, by FY25

Activities

Government Co-Investment

Telstra accessibility plan

Device and connectivity options

Affordable Options

Concessional Broadband

Low Income Package Refresh

Customer Ability

Demonstration Programs

First Nations Ability

Leadership

Research & Insights

Advocacy

Partnerships & Collaboration

Engagement

Awareness

Our Principles

Examples

Support vulnerable customers

Preserve and enhance initiatives that support our most vulnerable customers who are more likely to be digitally excluded

Refresh our Low-Income Package; implement accessibility improvements

Drive change from the inside out

Prioritise digital inclusion for our C&SB customers, and partner with our enterprise customers and suppliers

Utilise our expanded Telstra (owned) Shop Network; Influence the introduction of values based funding into procurement

Innovate for the future

Invest in research led demonstration projects, share insights, but leave it to others to deliver at scale in local communities

BIGhART Project O in Tasmania; Shepparton High School Connected Students project; The Salvation Army and D&FV refuges nationally, Tech Savvy Communities

Lead the conversation

Use our standing and voice to influence and advocate for change at a national scale in service of greater digital inclusion outcomes

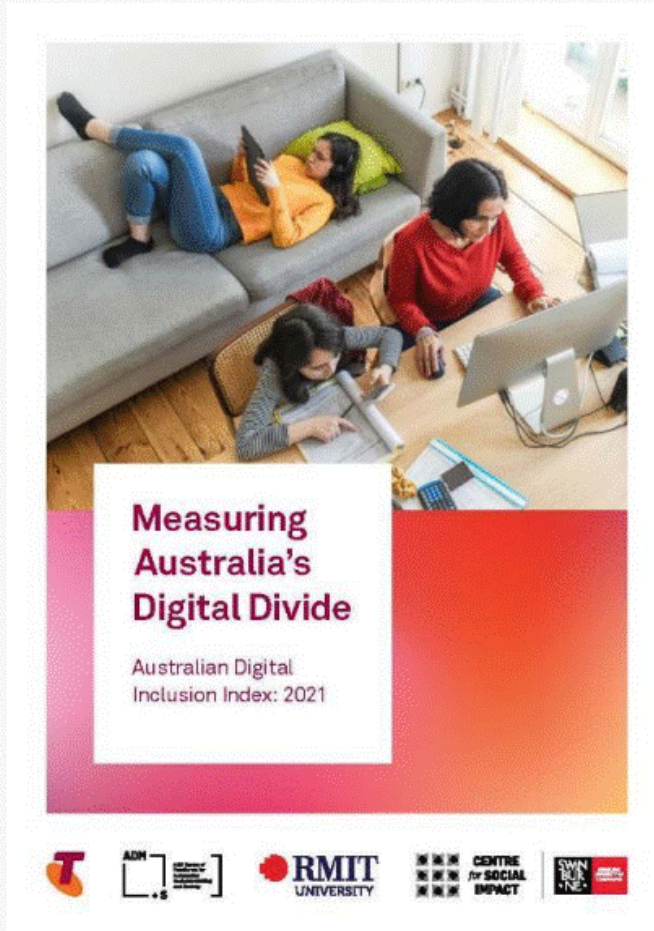
Nbn co and wholesale pricing; RTIRC and regional affordability; Australian Digital Inclusion Index

Deliver impact through collaboration

Invest in partnerships, and work closely with program partners, customers, government and communities to drive impact

Australian Digital Inclusion Alliance; Thriving Communities Partnership

Pillars that respond to the key barriers to Digital Inclusion



The Australian Digital Inclusion Index is central to our Digital Inclusion strategy.

It underpins our action and investment in digital inclusion and contributes to the work of governments, community organisations and others.

The research is based on three key barriers to digital inclusion:

- **Access**, which covers the intensity and frequency of use, how it is accessed, data allowance and speed, and devices used. It reflects quality and reliability-barriers to effective internet usage.
- **Affordability**, which looks at the ratio of household income to the median cost of an internet bundle that provides quality and reliable connectivity. It reflects the cost-barriers to digital inclusion
- **Digital Ability**, including attitudes, basic skills and activities. It reflects the skills-barriers to effective access and use of the internet.
- In addition to access, affordability and digital ability as generally understood, the **accessibility** of ICT devices and online services can also be a key barrier for people with disability.

School Student Broadband Initiative

Government commmits to free BB for 30,000 Families



The screenshot shows a webpage with a dark blue header. On the left, the word 'BELONG' is written in white, followed by 'Get connected' and a dropdown arrow. On the right, there are links for 'Sustainability', 'Support & contact', and 'Log in' with an external link icon. Below the header, a breadcrumb trail reads 'Home > nbn plans > SSBI'. The main content area has a large white heading 'School Student Broadband Initiative' and a paragraph of text. To the right of the text is a graphic of three glowing blue hearts of varying sizes stacked on top of a large, rounded pink shape.

BELONG Get connected ▾ Sustainability Support & contact ↗ Log in

Home > nbn plans > SSBI

School Student Broadband Initiative

We're as happy as a kid with fast internet to be part of this Australian Government initiative. The School Student Broadband Initiative (SSBI) is designed to deliver an nbn® service at no cost to 30,000 eligible families who don't have home internet.



Thank you

Find out more

<https://exchange.telstra.com.au/digital-inclusion/>

 [Student Broadband Initiative | Belong](#)