

# UNITING TELCOS IN SUPPORT OF AUSTRALIAN COMMUNITIES

ANNUAL REPORT 2019

**Telco**  
*Together*  
FOUNDATION



## TELCO TOGETHER FOUNDATION PROVIDES A UNIFIED PLATFORM ENABLING THE TELECOMMUNICATIONS INDUSTRY TO MAKE A SIGNIFICANT SOCIAL CONTRIBUTION WITHIN AUSTRALIA.

### Our two key streams of work are:

- > Creating community projects that build on telecommunications technology, reach and resources to support the community.
- > Promoting community engagement through the industry by increasing social awareness and creating more opportunities for volunteering, fundraising and workplace giving.



### OUR IMPACT SINCE 2012



OVER **\$2.4 MILLION**  
RAISED FOR  
COMMUNITY PARTNERS



**20 MEMBER**  
ORGANISATIONS UNITED  
FOR SOCIAL GOOD



OVER **100 CHARITIES**  
SUPPORTED THROUGH  
OUR VOLUNTEERING,  
TEXT GIVING AND SKILLS  
EXCHANGE PROGRAMS



MORE THAN  
**5100 HOURS**  
DONATED BY TELCO  
VOLUNTEERS

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## CHAIRMAN'S LETTER

The last year has been one of great change for Telco Together Foundation as we continue to mature as an organisation.

In many ways, FY19 was a transitional year for the Foundation, with the appointment and departure of a new CEO, and founding CEO Renee Bowker stepping into an Executive Director role. In early 2019, with the support of fellow director Michael Stanley, we began a search for a General Manager for TTF. Warren Sainsbury was appointed in June as General Manager.

The new management structure has settled well. That said, the changes of 2018 did inevitably lead to a slowing in the momentum of previous years. We are encouraged by the early indicators for FY20, with Warren overseeing the hard-working TTF team in their focus on delivering strategic growth initiatives for TTF to deliver greater social outcomes.

A major success of FY19 was the continued rollout of the Small Change Big Change program, with Aussie Broadband joining the program and Commander continuing their support of the on-bill fundraising platform. The team are working towards expanding the Small Change Big Change brand beyond solely on-bill donations, to incorporate all fundraising and volunteering activities of the Foundation. This expansion will enable us to spend significantly more effort on building the brand and cause recognition, making it truly an industry wide movement towards social change.

We have also used the last year as an opportunity to reflect on our strategic focus. The appetite for the industry has never been stronger for working

collectively on cause areas that affect both customers and staff. In response to this, we have developed a new initiative - the Industry Impact Hub - with a focus on tackling the issues of Domestic and Family Violence, and the reduction of Modern Slavery within telco supply chains. You can read more on the Industry Impact Hub on page 8.

Our contributions to the charity sector have continued to be significant, with over \$200,000 donated to our Community Partners who are working to support Australians experiencing disadvantage. Volunteering has continued to be a strong focus for TTF, with several Skills Exchange sessions connecting skilled telco employees with charities seeking IT help, and over 200 staff from our member organisations contributing over 1100 hours of volunteering time.

We are truly humbled by the support and generosity of our members and supporters, and are looking forward to continuing our growth and momentum in FY2020.



Vaughan Bowen,  
Chairman

**“The industry appetite has never been stronger for working collectively on cause areas that affect both customers and staff.”**



## OUR YEAR IN REVIEW

### July 2018

#### SKILLS EXCHANGE EVENTS

Over 2018-2019, three successful Skills Exchange events were held in Melbourne, giving charities the opportunity to connect with skilled volunteers to help solve IT challenges.



### August 2018

#### ACOMM AWARDS

Telco Together was invited once again to be the official charity partner at the ACOMM Awards in Sydney, raising over \$58,000 for our Community Partners.



### November 2018

#### END OF YEAR CELEBRATION, AGM

Telco Together's AGM and annual celebration event was held in Melbourne.



### January 2019

#### AUSSIE BROADBAND

Telco Together welcomed Aussie Broadband as a new member and partner in the Small Change Big Change program.



## OUR YEAR IN REVIEW

### February 2019

#### COMMANDER CONFERENCE

Commander invited Telco Together to hold a fundraising dinner at their Partner Conference in Manila. Over \$44,000 was raised.



### April 2019

#### COMMSDAY SUMMIT

Telco Together was once again the official charity partner at the CommsDay Summit dinner, with Executive Director Renee Bowker the MC for the two-day event. Thanks to generous support from attendees and sponsors, almost \$7000 was raised.



### May 2019

#### INDUSTRY IMPACT HUB ROUND TABLES

The first Round Tables were held in Melbourne, giving members the opportunity to discuss collaborative industry responses to Modern Slavery and Domestic and Family Violence.



### June 2019

#### WARREN SAINSBURY APPOINTED

Telco Together welcomed Warren Sainsbury as the new General Manager. Warren is an experienced senior executive from the data and communications industry. He is keen to develop and deliver strategic growth initiatives to have a greater impact.





## SUPPORTING AUSTRALIANS IN NEED COMMUNITY PARTNERS

During FY2019, Telco Together raised over \$200,000 for our four Community Partners, bringing the total amount since 2012 to over \$2.4 million. ReachOut, SecondBite, Red Dust Role Models and the Beacon Foundation are innovative Australian charities that work towards long-term solutions that create social change. We are proud to support their important contribution to helping Australians in need.



### Beacon Foundation

The Beacon Foundation helps disadvantaged communities and those living in areas of high youth disengagement and unemployment.

#### Spotlight: Industry Live

Industry Live is one of Beacon Foundation's online career awareness programs. It consists of a series of 12 events over a year, delivered via videoconferencing. Industry panellists share their stories, top tips for success and answer questions from school students.

After a pilot series in 2018, Industry Live has been in full swing. In 2019:

- > 8 sessions held
- > 1,570 students have taken part
- > From 52 schools around Australia

Topics covered include careers in emergency and armed services, jobs in the arts and creative fields, those that require STEM education, and varied roles in health. Other topics provided information on surviving the first year of TAFE and university, being your own boss, and trades, traineeships and apprenticeships.



### ReachOut

Together with their partners, sponsors and volunteers, ReachOut were able to help more than 2.4 million young people and their parents. They are getting close to reaching their three-year goal of helping 1 million more young people and their parents by the year 2020.

#### Jasmine's Story on Anxiety

My journey began when I went into Year 7. I started to experience what I now know is anxiety. I'd find myself constantly worrying about things, whether it was my homework or what people thought of me. I didn't know I could do something about it because I'd never been taught how to reach out. I became quite sad and depressed. Some days I no longer wanted to go to school, and I no longer wanted to do the things I enjoyed. A teacher let me know that she was concerned about me and had noticed some changes in me – that I wasn't smiling much anymore. She suggested I look at a website called ReachOut. She knew other students had used it and that it helped them. I went to the site and read all this information and it was just great to have a name to put to what I was feeling. I first heard the term 'anxiety' on ReachOut. Before that I didn't think there was something that 14-year-old girls could get because they were worried about school.

Thank you to everybody who supports ReachOut because they couldn't do the things they've done for me and other young people without that support. It's wonderful to know that there's this service out there.



"We work with Red Dust because they sit down with us and listen to us. They will come and sit around the fire, and tell stories and they don't talk too much, but they listen. They can be funny, but they are serious about helping us and our community, so we welcome them here" -

Lorna Nangala Jackson, Teacher's assistant, Walungurru School – Community Elder



### Red Dust Role Models

Red Dust is a health promotion charity with over 20 years' experience partnering with remote Indigenous communities to deliver health and wellbeing programs. Their unique 'community-as-family' model of health programming is helping to close the gap by walking alongside and empowering community leaders and elders to create a stronger future for youth and their families. They draw on the strengths of all the worlds that surround young people in community and utilise positive role models and engaging, high impact programs, to inspire youth to identify and pursue their dreams.

#### Spotlight: Healthy Living Program, Yuendumu

Red Dust embarked on one of their biggest missions to date when they conducted a week long Healthy Living Program in Yuendumu with almost 40 volunteers. In partnership with the community and local organisations Red Dust facilitated visits from comedians, musicians, artists, AFL& AFLW stars, nutritionists, public speakers, TV hosts, and health professionals.

It was a week full of activity including footy clinics for the kids, a community concert featuring local talent and a set by Dan Sultan, Triple M broadcasts, and country visits where local elders shared their stories. Role models delivered in class lessons on teamwork and leadership drawing from their own experiences. Closing out the week was a great night of local footy involving the whole community.



### SecondBite

SecondBite has been a proud partner of Telco Together since 2012. SecondBite was an idea of Ian and Simone Carson who decided they could no longer watch good food go to waste while people went hungry. SecondBite redistributes surplus fresh food around Australia which is donated by supermarkets, farmers, wholesalers, and markets. This high-quality surplus food is redistributed to over 1,300 community agencies who provide food programs that support people in need.

FY2019 saw an amazing 19.4 million kilograms of food rescued from landfill. This equates to over 38.8 million meals to people who need it most. SecondBite has warehouse locations across Australia, operates with 90 staff and continues to provide its service completely free of charge thanks to its fundraising programs and generous donations.

In FY2019 Telco Together's support ensured that SecondBite continued what they do best in collecting food and re-distributing to their agency partners. The donation enabled SecondBite to provide 250,000 meals into the community to help feed those who would have otherwise gone without.





## WHAT WE DO: INDUSTRY IMPACT HUB

### Industry Impact Hub

In FY2019, Telco Together formed the Industry Impact Hub – a platform for creating industry-wide initiatives that leverage the industry's technology, reach and resources.

After consultation with our members, we identified Domestic and Family Violence and Modern Slavery as the first two issues for collective action.

#### *Domestic and Family Violence*

The inaugural Domestic & Family Violence Roundtable was held in May 2019. Members including Telstra, Optus, Vodafone, Vocus, Aussie Broadband and Cisco, were unanimous that industry wide approaches can be undertaken to create positive leadership to support victims of, and reduce incidents of domestic violence.

#### *Modern Slavery*

The Modern Slavery Roundtable was held in June 2019 and was well attended with representatives from Optus, Telstra, Vodafone, Vocus, Aussie Broadband and Amaysim.

Members recognised the need to drive both operational and cultural change to reduce the instances of modern slavery throughout the telco supply chain network, with the potential to increase awareness throughout the business by improving workplace practices, and ultimately make an impact on the pervasive crime that is international slavery.



**Industry Impact Hub – a platform for creating industry-wide initiatives that leverage the industry's technology, reach and resources.**

## WHAT WE DO: SMALL CHANGE BIG CHANGE & SKILLS EXCHANGE

### Small Change Big Change

Small Change Big Change is an innovative on-bill donations program. If every phone user in Australia donated just \$1 per month on their phone bill, what a difference could be made to supporting Australians in need!

Commander were the first member organisation to pilot and then roll out the Small Change Big Change program. Thanks to generous support from Commander customers, Small Change Big Change has raised over \$285,000 through Commander.

In 2019, Aussie Broadband became the next telco to launch Small Change Big Change with their customers.

*"The Small Change Big Change program fits really well with Aussie Broadband's core value of 'be good to people' and it allows us to give back in different ways to the community. The major benefit of Small Change Big Change is in providing steady income to the charities that it supports. It's a relatively small impost on customers to provide the monthly donation, and having that regular income stream means charities are able to provide consistent delivery of their services and programs."* Phil Britt, Managing Director, Aussie Broadband



**SMALL CHANGE  
BIG CHANGE**  
Helping Australians in Need

### The Skills Exchange

Telco Together hosted three Skills Exchange events in FY2019 to connect small non-profits with skilled information, technology and communications (ITC) specialists. We worked with 14 charities who pitched a small ITC challenge to specialists eager to use their skills and volunteer hours to make a difference. Volunteers worked with the non-profits after the event to find phone and internet solutions for old/complex office spaces, design or simplify networks and IT systems, provide database advice and project planning support.

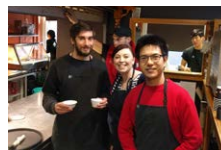




## WHAT WE DO: VOLUNTEERING

We provide employees from our member organisations with practical ways to engage with the community, including workplace giving, fundraising and team volunteering opportunities.

In FY2018, we organised volunteering opportunities for over 200 staff from Vocus, Axicom and Cisco. They contributed over 1100 hours of volunteering time, helping at charities across the country including the Salvos, Foodbank, Homeless Connect, Surf Life Saving Queensland, Collingwood Children's Farm, CERES, and the Dogs & Cats Home.



*"To be able to see how much you have achieved and know it is going to support those in your own community is an amazing feeling. I felt very proud to be a part of this and I thank my team and the coordinators for working so well together, knowing it's for an important cause."*

Axicom volunteer



## MEMBER SPOTLIGHT: COMMANDER

Since the partnership between Commander and Telco Together began in 2013, Commander staff and partners have played an important role in supporting the Foundation and making a significant impact in reducing the disadvantage still experienced by too many Australians.

### Fundraising and Volunteering

Commander were the first member organisation to offer their annual partner conference as a means to fundraise. In February 2019, Telco Together ran a fundraising dinner at the Commander Partner Conference in Manila, raising over \$44,000, bringing the total raised at dealer conferences to over \$910,000.

As part of the Commander Conference in Manila, Commander staff, partners and conference sponsors participated in an outreach day coordinated by Telco Together with Habitat for Humanity Philippines, painting houses for people displaced by extreme weather events.

### Small Change Big Change

Commander also piloted the first telco driven on bill donation initiative. The Small Change Big Change initiative raises a small donation amount per customer (\$1 per month) and over time these small donations accumulate to provide substantial funds for charity. With generous support from Commander customers, the pilot and subsequent rollout of Small Change Big Change has raised over \$413,000.

The Commander team and customers are making an enormous contribution, with 100% of the funds raised going directly to charities working to minimise homelessness, food insecurity, assist in youth mental health and increase the health outcomes of Indigenous communities.



*"Vocus through our Commander business have had a number of 'firsts' partnering with the Telco Together Foundation. The launch of Small Change Big Change is one of the most pleasing and we are proud to have activated the generosity of our small business customers to make regular donations that help disadvantaged Australians. So far over \$400,000 has been raised and more recently we have decided to match customer donations when they purchase online."*

Antony de Jong - CEO Business & Consumer - Vocus Group





# FINANCIAL SNAPSHOT

## \$2.4 Million Raised in 7 Years For Community Partners

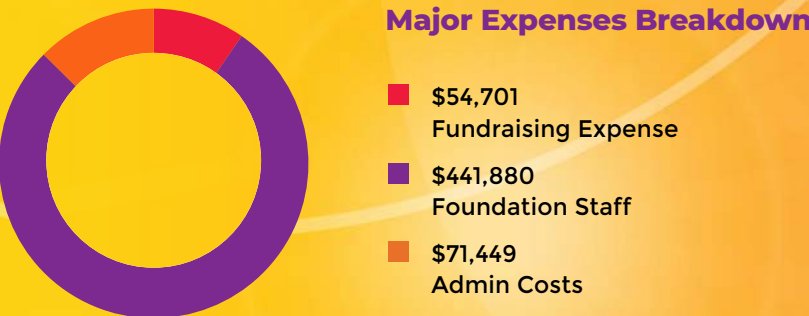
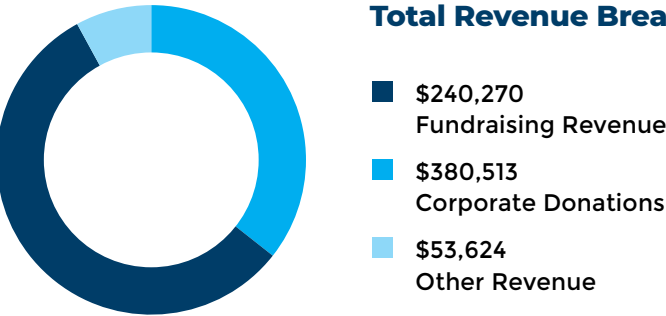
FY2019 has been a year of transition - with management changes and a focus on redefining the Foundation strategy both leading to lower fundraising revenues than previous years, however this is forecast for growth beyond previous levels in FY20.

Corporate Donations have grown in line with increased value provided to our member organisations, and have been crucial in funding the development the Industry Impact Hub.

### Types of Revenue

Corporate Donations are those donations received from member organisations to cover the running costs of the Foundation. Fundraising Revenue is all revenue received from general fundraising activities across the industry - see below for more detail.

Other Revenue includes donations made by Friends of the Foundation that relate to the costs of pro bono services provided, as well as donations facilitated by the Foundation's text giving short code, that is directly passed on to charities.



## How We Spend Our Money

### Foundation Costs

The costs of the Foundation are covered by Corporate Donations from our members, however the Foundation has a strong focus on cost control and benefits from many generous organisations providing pro bono support.

The increase in staff costs reflect the changes in management structure during the last year, as well as an increased number of staff based on the administration of the text giving program.

# FINANCIAL SUMMARY

## Summary Income Statement Year ended 30 June 2019

	2019	2018
Fundraising Revenue	\$240,270	\$354,411
Distributions to Community Partners	\$200,000	\$300,000
Operating Revenue		
Corporate Donations	\$380,513	\$311,700
Other Revenue	\$53,624	\$97,965
Total Operating Revenue	\$434,137	\$409,665
Operating Expenses		
Staff	\$441,880	\$304,445
Fundraising Expenses	\$54,701	\$85,028
Administrative Costs	\$71,449	\$57,612
Other Expenses		
Total Operating Expenses	\$568,030	\$447,085
Surplus/Deficit	\$-93,623	\$16,991

100% of Fundraising Revenue is distributed to Telco Together Community Partners. Any difference between Fundraising Revenue and Distributions to Community Partners is due to the final disbursement falling outside of the reporting period. Other Revenue includes donations made by Friends of the Foundation that relate to costs of pro bono services provided, as well as donations facilitated by the Foundation's text giving short code that is directly passed on to charities. Variance in Year Over Year fundraising revenue is attributed to the omission of a significant fundraising event.

## Summary Balance Sheet Year ended 30 June 2019

	2019	2018
Assets		
Cash and Cash Equivalents	\$133,761	\$188,995
Accounts and Other Receivables	\$46,391	\$69,192
Other Assets	\$2,311	\$2,228
Total Assets	\$182,463	\$260,415
Liabilities		
Accounts and Other Payables	\$42,817	\$36,371
Provisions	\$30,438	\$25,203
Total Liabilities	\$73,255	\$61,574
Net Assets	\$109,208	\$198,841

These reports are a summary of the audited accounts of the Telco Together Fund. A full set of these financials, as well as the financials of the Telco Together Foundation, can be found at [www.telcotogether.org.au](http://www.telcotogether.org.au)

## BOARD STRUCTURE

### Board of Directors

The Board of Directors is the primary governance body, overseeing areas of fiduciary responsibility such as risk management and compliance, financial management and reporting, investment strategies and organisation performance.



Vaughan Bowen  
CHAIRMAN



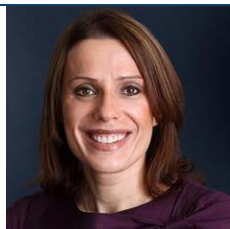
Renee Bowker  
EXECUTIVE  
DIRECTOR



Philip Cornish  
NON-EXECUTIVE  
DIRECTOR



David Shewring  
NON-EXECUTIVE  
DIRECTOR



Jackie Solakovski  
NON-EXECUTIVE  
DIRECTOR



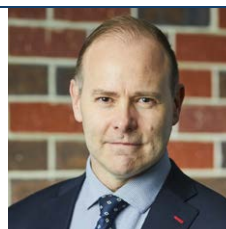
Michael Stanley  
NON-EXECUTIVE  
DIRECTOR

### Advisory Board

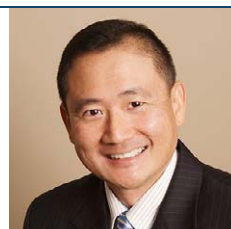
The Board is supported by an Advisory Board that convenes twice yearly to consider the strategic direction of the Foundation, and to make recommendations on the Foundation's activities, including the range of Community Projects.



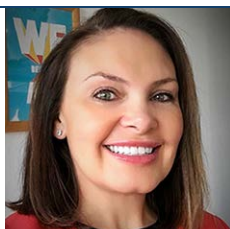
Vaughan Bowen  
TELCO TOGETHER  
FOUNDATION



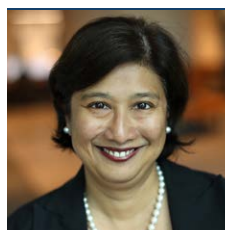
Cameron Boardman  
AUDA



Andrew Buay  
OPTUS



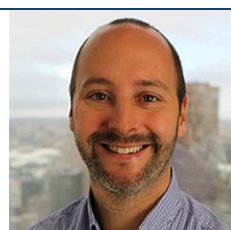
Vanessa Hicks  
VODAFONE



Ashe-lee Jegathesan  
VOCUS GROUP



John O'Haire  
CISCO



Michael Parks  
TELSTRA



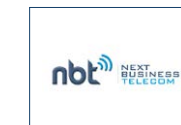
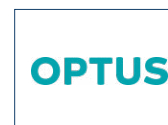
Paul Robertson  
SOCIAL VENTURES  
AUSTRALIA

Thank you to Bob Mansfield  
and Andrew Findlay.

## MEMBERS AND SUPORTERS

Launched in July 2012 with 10 founding members, Telco Together now has 20 member organisations. We continue to receive generous support from a variety of generous individuals and organisations many who have been with us from day one donating money, time, knowledge and skills to make the Foundation a success. Without these individuals and organisations, we could not have achieved what we have over the past six years.

### Members



### Platinum Benefactors

Bowen Family Trust  
Larry Kestelman  
Max Bowen

Deloitte  
Brentnalls SA

### Friends of the Foundation



John Anderson  
Philip Cornish  
Peter Durning  
Geoff Horth  
Carolina Nunn  
Sachin Rath

Steve Wicks  
James Wills  
Commander Centre Perth North  
Commander Centre Sydney East  
Wiltshire Corporate Advisory  
Mach 3 Group





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