

# UNITING TELCOS IN SUPPORT OF AUSTRALIAN COMMUNITIES

ANNUAL REPORT 2020

Telco  
*Together*  
FOUNDATION



# TELCO TOGETHER FOUNDATION

is our industry's charitable foundation,  
collectively tackling social challenges in  
an increasingly connected world.

## Our two key streams of work are;

- > Building resilience in young Australians through Small Change Big Change - promoting community engagement through the industry to support Community Partners with fundraising and volunteering.
- > Collaborative projects that build on telecommunications technology, reach and resources to support social causes through the Industry Impact Hub.

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## OUR IMPACT SINCE 2012



Over **\$2.6m**  
raised for  
Community  
Partners



**21 member**  
organisations  
united for  
social good



Supported over **100**  
**charities** through our  
online, team based and  
individual volunteering, text  
giving and skills exchange  
programs and mentoring



More than  
**5800 hours**  
donated by  
telco volunteers

# CHAIRMAN REPORT

Our member businesses have been stretched in every conceivable way by fire, flood, pandemic and the technology surge accompanying social distancing and working from home. Congratulations and thank you to the Australian telecommunication industry for guiding the country safely through such unprecedented challenges.

Our people have also been stretched in every conceivable way dealing with personal and family demands, ensuring health and wellbeing while mastering new skills as diverse as home schooling and contact centre agency all the time ensuring that Australians continue to enjoy high quality, reliable telco services.

Our partners have been on the front line working with some of the most disadvantaged Australians brokering better health, education, and wellbeing outcomes. I am proud that our combined efforts have enabled TTF to support Reach Out, Beacon and Red Dust to make tangible improvements to people's lives.

## Small Change Big Change

This time last year we launched TTF's refined strategy to build resilient young Australians. In support of this

we have continued to develop our on bill donation program with the participation of Vocus and Aussie Broadband. We are excited by the growth we are seeing, with Vocus now raising over \$500,000 through the program, and Aussie Broadband recently hitting \$100,000 (in FY21 Q1).

Also in March 2020 we launched a new Small Change Big Change website and we continued member staff engagement activities online through COVID-19, promoting Beacon Mentoring program and ReachOut 5 ways to wellness.

## Industry Impact Hub

The two streams under the Industry Impact Hub have gone from strength to strength. TTF successfully delivered a six part Modern Slavery webinar series and the team are currently finalising the Telecommunications Leadership Statement of Human Rights and Modern Slavery in telco supply chains. In March 2020, TTF coordinated our members' promotion of the government's Domestic and Family Violence 'Help is Here' campaign.

In August 2019 TTF was once again charity partner at ACCOM awards

raising over \$50,000. During the year TTF welcomed two new members Mint Telecom and Boomerang. Member engagement and growth continued despite the challenging times and we have some great prospects.

My sincere thanks to Warren Sainsbury and TTF's small team. Two new employees Michael Goschnick and Carin Lavery started in November and March and both have already made significant contributions. The team started working from home in March 2020 due to COVID-19 and have not met face to face since. Despite that, the growth of TTF's programs and the expansion of both our member base and fundraising initiatives is testimony to their fine contributions.

On behalf of the Board and TTF team we sincerely thank you for your continued support and look forward in the coming year to working together to expand our contributions.



**Michael Stanley**  
Chairman

# OUR YEAR IN REVIEW



## JUNE 2019

### Modern Slavery Round table

Modern Slavery Roundtable inaugural meeting to consider how to work collaboratively to reduce and respond to risks of Modern Slavery in telco supply chains.



## AUGUST 2019

### ACOMM Awards

Telco Together was invited once again to be the official charity partner at the ACOMM Awards in Sydney, raising over \$50,000 for our Community Partners.

Mint Telecom joins as a member.



## OCTOBER 2019

### CommsDay Congress

Renee Bowker was once again MC at CommsDay Congress raising awareness of the Foundation's activities.

### Telstra Wholesale Business Connect

The Foundation was invited to present at the Telstra Wholesale Business Connect event in Sydney, where we presented our updated strategy to over 300 Telstra partners.



## NOVEMBER 2019

### Telco Together AGM

Telco Together's AGM and Annual Celebration was held in Melbourne with over 100 people in attendance and some great presentations from our Community Partners.

### Marketing Manager Appointed

Michael Goschnick appointed Marketing Manager for Small Change Big Change.



# OUR YEAR IN REVIEW



## DECEMBER 2019

### Red Dust Comedy Gala

The Foundation proudly supported the Red Dust Comedy Gala fundraiser along with the Vocus Group. The event featured a number of well known Australian comedians including Will Anderson, Peter Helier, Celia Pacquola - and 100% of proceeds went to Red Dust.



## FEBRUARY 2020

### Modern Slavery

In conjunction with Action Sustainability, Telco Together delivered the first of a six part workshop series on identifying Modern Slavery in telco supply chains.

### Small Change Big Change Website

SCBC website launched to highlight our new cause area, along with the new logo and branding.



## MARCH 2020

### Aussie Broadband

Aussie Broadband reach \$50,000 milestone customer donation with On Bill Initiative.

### Industry Impact Hub

Carin Lavery appointed Program Manager, IIH.

IIH members supported the Australian Government's Domestic and Family Violence campaign by using their communications channels to promote to customers.



## MAY 2020

### Modern Slavery

Final draft of the IIH Modern Slavery Industry Statement produced in conjunction with six of our members. This is due to be launched in late 2020.

# SMALL CHANGE BIG CHANGE

## Building resilient young Australians

The name Small Change Big Change emerged as the program name for our On-Bill Donations initiative which makes it easier than ever for the average consumer to turn a small change into big change by adding a \$1 donation to their telco bill.

After a successful pilot, we've elevated a program name to a stand-alone brand which now includes our On-Bill Donations, Workplace Giving and Corporate Volunteering programs available to Telco Together members.

From there, we refined our cause strategy for the brand, hired a dedicated Marketing Manager, gave the brand a digital identity through the launch and development of a website and social media presence as we continue to develop our impact measurement strategy and program engagement strategy.

The focus is building resilient young Australians and we're partnering with organisations that



are helping young people build their sense of identity, learn about the value of mindfulness, building their skills and values beyond the traditional education system, and finding ways to create deeper and more genuine connections for them. It's all leading to increased resilience for young people and a better capacity to deal with the changing future ahead.

# OUR IMPACT

## ReachOut

Reach out is accessed by more than 2 million people in Australia each year, ReachOut is a free service that's available anytime and pretty much anywhere. They've been championing wider access to mental health support since they launched their online service more than 20 years ago.

ReachOut responded quickly to increased demand from young people, their parents and schools when COVID-19 restrictions were first put in place and in the first 5 weeks of distancing measures (March 2020) there was a 48% increase (YoY) in visitors to ReachOut's youth, parents and schools services. Since it was launched their dedicated COVID-19 content has been visited by more than 177,910 users and this number continues to grow.

Young people are facing a wide range of complex challenges right now including uncertainty about the future, study stress, stress about work and money, and loneliness to name a few.

We don't yet know the full extent to which young people will be affected by this crisis but we know the challenges will continue well into the future. So it's never been more important for



us to support the mental health and wellbeing of young Australians.

***"How do we get to a point where young people are having conversations about mental health in the same way that anyone would around physical health?"***

- Ashley DeSilva, CEO @ ReachOut

ReachOut will continue to focus its resources on the following three core priorities: Personalisation, Peer Support and Youth at Risk of Suicide.

## Red Dust Role Models

For over 20 years Red Dust have walked alongside community leaders and elders to create a stronger future for youth and their families by drawing on the strengths of both western health knowledge and traditional cultural knowledges.

In the lead up to Christmas 2019, Red Dust welcomed a large group of NT Indigenous community leaders and elders to Melbourne to join in a community roundtable discussion and to participate in a festive celebration. The message from the roundtable was one of full support for continued Red Dust community program efforts: "Keep doing what you're doing and continue to build more cultural elements in".

*"Red Dust's Strong Young Women's program is a fantastic, hands-on, informative health and wellbeing program, delivered by strong, local Aboriginal women for young Aboriginal women. The topics are relevant and engaging with real life outcomes that inform and empower the young women. I would recommend all schools to deliver this program as part of their core school curriculum."* - Beverley, Community School Teacher



Despite the challenges of 2020, Red Dust has been able to digitally transform elements of their program delivery with support from a growing NT workforce.

## Beacon Foundation

Beacon Foundation believes that all young people have the right to a bright future, regardless of background. Together, we're helping connect schools with industry and community to create real-world education experiences - experiences that bring work exposure and career awareness to young people.

*"Right now is the toughest period in our recent history. Young people, unfortunately, are going to be the hardest hit, especially for youth in low SES (Socio-Economic Status) communities. Now more than ever, we need to support our young people so they have the employability skills and aspiration to take up the available opportunities."* - Scott Harris, CEO @ Beacon Foundation

In response to COVID-19 lockdowns earlier this year, Beacon launched Be@ Connected, a new online learning series in addition to their other initiatives. Be@ Connected featured Tim Paine, Australian Test Cricket Captain as the National Ambassador. The series was specifically designed for students across Australia to support and inspire them through this period and focused on developing life skills to help navigate the situation and will be instrumental in their worlds of learning and work in the future.



Beacon's MyRoad mentor program is run online and gives students an opportunity to talk directly with an industry mentor. Close to 1000 trained mentors (all volunteers) from diverse industries and backgrounds are matched with students across Australia where they meet in a supervised online environment. Mentors guide students through a set of 6 structured modules, all aligned to the Curriculum for General Capabilities and Work Studies..

*"I was actually quite sceptical about it. I wasn't sure if I was going to be comfortable with doing it...The program went above and beyond my expectations. I didn't realise that we'd be actually able to have a proper conversation with the mentor. I liked the fact that we did it in a small group, and that we could ask questions regarding Pamela's job and her experiences with working in healthcare."* - Nickiera, Year 10 Student



# WHAT WE DO: INDUSTRY IMPACT HUB

## Domestic and Family Violence

### Objective:

*To identify areas of collective action within the industry that will have greatest impact on reducing instances and supporting victims of domestic and family violence (DFV), across Australia.*

Roundtable members include:



The priorities for the year were to:

- > Assess where the industry was currently in its approach and response to DFV, to enable members to identify gaps and opportunities for collective action
- > Come together as an industry, sharing insight and approaches to support people impacted by this damaging abusive behaviour

Four roundtables were held; exploring and prioritising opportunities and paving the way for members to select collaborative industry DFV initiatives to best meet the roundtable objective.

Following member request, Telco Together commenced the role of industry interface between members and key DFV stakeholders, with the Government, front-line support agencies, industry policy bodies and relevant telco Foundations.

During the year, Telco Together held nine meetings with stakeholders, the results of which informed roundtable decision-making.

An output from Telco Together's work with DFV stakeholders was to alert members about the opportunity to support the Australian Government's 'Help Is Here' campaign, implemented following the rise in the number of domestic family incidents across Australia during the coronavirus crisis. Three members subsequently supported this campaign.

Telco Together also researched roundtable participants' current DFV strategy, their response to the Communications Alliance Guideline G660:2018, the needs of key DFV stakeholders and the work other industries are undertaking. The research results identified areas of collective strength and opportunities for industry collaboration. Each proposed opportunity was cross-checked with a newly developed Telco Together DFV Health Check, to ensure it supported the roundtable objective, could be of relevance to multiple telcos, could be scaled and could meet other objectives, such as providing benefit to DFV key stakeholders.

All of this work during the year enabled roundtable members to be in a strong position to identify collaborative DFV initiatives for development early on in FY21.

Valuable progress was achieved in both issues selected by members for collective action: Domestic and Family Violence and Modern Slavery.

In addition, we articulated our IIH Governance Framework, which included our governance process, a Competition Law Protocol applied to each roundtable meeting and a Terms of Reference for each IIH issue being addressed.





# WHAT WE DO: INDUSTRY IMPACT HUB

## Modern Slavery

### Objective:

*To identify areas of collective action and greatest impact that will have positive social impacts to reduce modern slavery internationally as well as assist telcos to meet their reporting requirements as part of the Australian Commonwealth Modern Slavery Act 2018.*

Roundtable members include:



The priorities for the year were to provide opportunities for members to:

- > Increase their awareness of best-practice approaches to reducing instances of modern slavery throughout the telco supply chain network, at this early stage of the new Australian modern slavery legislation
- > Come together to form an industry voice in condemnation of this pervasive crime.

Telco Together provided members with a six part modern slavery workshop series, spanning five months, delivered by Action Sustainability, a

sustainable procurement specialist consultancy. This series was designed to assist members to have greater visibility into their supply chain practices and management as well as develop a process to comply with the new Australian Commonwealth modern slavery reporting requirements.

The workshops were completed in June, were very well received and led to member interest in early FY21 to identify where they could add value by working collaboratively.

Telco Together also commissioned modern slavery expert Robin Mellon to lead the development of a roundtable member telecommunications Modern Slavery Industry Statement. Following three roundtables during the year, members produced a final draft in May, planned for implementation in FY21.



# WHAT WE DO: MEMBER ENGAGEMENT

Through Small Change Big Change, we provide employees from our member organisations with practical ways to engage with the community, including workplace giving, fundraising and team volunteering opportunities.

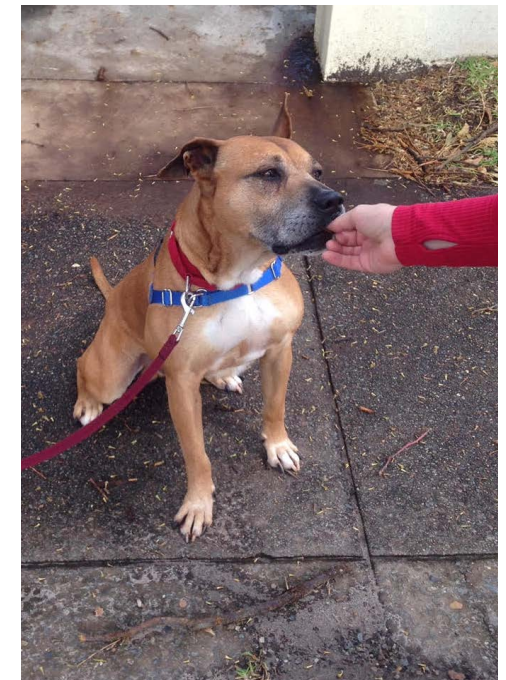
Due to the impact of COVID-19, the Foundation has transitioned our volunteer program to better suit the reality that our members' staff are working from home and that traditional face to face volunteering is restricted. In partnership with our community Partners we offer our members the **Beacon My Road Online Program** and the **5 ways to Wellbeing program**. My Road uses the professional skills of our

members staff to assist young people, typically from lower socio economic areas to access industry mentors, while the 5 ways to Wellbeing focuses on the mental wellbeing of your staff.

Pre-COVID the Foundation achieved over 100 Volunteer placements across 14 events totalling 600 volunteer hours.

## THE 5 WAYS TO WELLBEING REACH OUT.COM

Make your wellbeing a priority. Focus on these five areas for as little as 30 minutes a day for 21 days to help deal with whatever life throws your way.





## MEMBER SPOTLIGHT: AUSSIE BROADBAND

One of the feel-good stories of FY2020 is our ongoing relationship with Aussie Broadband. We're incredibly grateful for their commitment as a member of the Telco Together Foundation and their dedication to our Small Change Big Change On-Bill Donations Program continues to inspire the next wave of members to join the program.

**"Aussie Broadband's really thrilled to be part of the Small Change Big Change program...we can't think of a better project than this one that's helping to create better futures for young Australians"**

– Janet Granger-Wilcox, General Manager Corporate Affairs, Aussie Broadband

The program was activated in August 2019 and was available for all new customers signups. Since then, we've surpassed the \$50,000 milestone in March 2020 and we're well on track to achieve 6 figures early next financial year.

**"All of the thanks really goes to our customers who are choosing to donate that dollar on their bill every month because that's how this is happening through their generosity and we really want to say thank you to them."**

But their achievements to date is testament to Aussie Broadband, a values-led organisation which aims to inspire Australians to support their community.

Aussie Broadband customers should be incredibly proud of the contribution they've made, particularly when it has directly impacted the immediate and long term future of so many young Australians.

"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



 **Aussie Broadband**

[aussiebroadband.com.au](http://aussiebroadband.com.au)

# FINANCIAL SNAPSHOT

## \$2.6 Million raised in 8 Years for Community partners

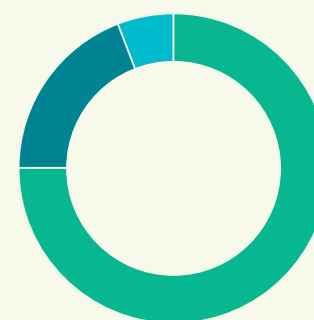
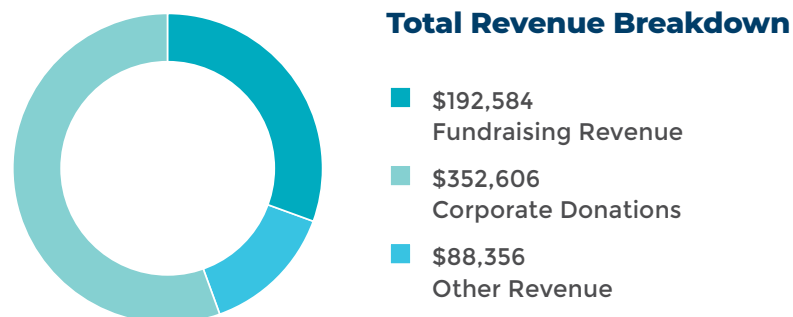
FY20 has been a year of refinement – developing the SCBC cause to be building resilient young Australians. It's also been a year of challenges with COVID-19 affecting both member growth and core activities and fundraising. Fundraising revenue is down on FY19 due to these impacts, with a number of significant fundraising events being cancelled.

Corporate Donations are slightly down for the same reason, however through cost control and some lower expenses due to remote working, we have been able to maintain the crucial work of 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.

Other revenue in FY20 is Government Boosting Cash Flow payments and Job Keeper payments.



## 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.

Staff costs are down with the reduction of a Text Giving coordinator and some staff working part time hours.



# FINANCIAL SUMMARY

## Summary Income Statement Year ended 30 June 2020

	2020	2019
<b>Operating Revenue</b>		
Fundraising Revenue	\$192,584	\$240,270
Corporate Donations	\$352,606	\$380,513
Other Revenue	\$88,356	\$53,624
<b>Total Operating Revenue</b>	<b>\$633,546</b>	<b>\$674,407</b>
<b>Operating Expenses</b>		
Staff	\$396,847	\$441,880
Fundraising Expenses	\$31,254	\$54,701
Administrative Costs	\$101,357	\$71,449
<b>Total Operating Expenses</b>	<b>\$529,458</b>	<b>\$568,030</b>
Distributions to Community Partners	\$105,500	\$200,000
<b>Surplus/Deficit</b>	<b>-\$1,412</b>	<b>-\$93,623</b>

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. Variance in Year Over Year fundraising revenue is attributed to the omission of a significant fundraising event.

## Summary Balance Sheet Year ended 30 June 2020

	2019	2019
<b>Assets</b>		
Cash and Cash Equivalents	\$124,090	\$133,761
Accounts and Other Receivables	\$35,339	\$46,391
Other Assets	\$2,071	\$2,311
<b>Non Current Assets</b>		
Property, Plant, Equipment	\$76	\$1,663
<b>Total Assets</b>	<b>\$161,576</b>	<b>\$184,126</b>
<b>Liabilities</b>		
Accounts and Other Payables	\$27,383	\$42,817
Provisions	\$25,864	\$30,438
<b>Total Liabilities</b>	<b>\$53,247</b>	<b>\$73,255</b>
<b>Non Current Liabilities</b>		
Provisions	\$17,209	\$18,339
<b>Net Assets</b>	<b>\$91,120</b>	<b>\$92,532</b>

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



**Michael Stanley**  
CHAIRMAN



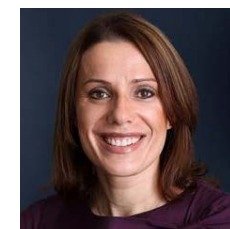
**Renee Bowker**  
EXECUTIVE  
DIRECTOR



**Philip Cornish**  
NON-EXECUTIVE  
DIRECTOR



**David Shewring**  
NON-EXECUTIVE  
DIRECTOR



**Jackie Solakovski**  
NON-EXECUTIVE  
DIRECTOR



**Vaughan Bowen**  
NON-EXECUTIVE  
DIRECTOR

## Advisory Board



**Michael Stanley**  
CHAIRMAN



**Clayton Ford**  
auDa

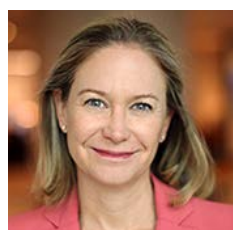


**Helen Maisano**  
Optus

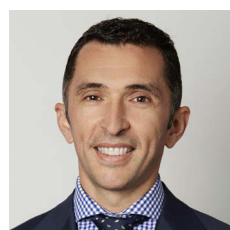


**Vanessa Hicks**  
Vodafone

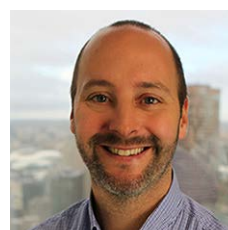
Thank you to **Ashe-lee Jegathesan** and **John O'Haire** who were on the Advisory Board for part of the Financial year



**Amber Kristof**  
Vocus



**George Koulos**  
Cisco



**Michael Parks**  
Telstra



**Paul Robertson**  
Social Ventures Australia

# MEMBERS AND SUPPORTERS



Launched in July 2012 with 10 founding members, Telco Together now has 21 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  
Max Bowen  
Deloitte

## Friends of the Foundation



Wiltshire Corporate Advisory  
Philip Cornish  
Peter Durning  
Geoff Horth  
Carolina Nunn  
Sachin Rathi  
Steve Wicks





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