

Annual Report 2021



Telco
Together
FOUNDATION



The Industry's Foundation for collectively addressing social challenges in an increasingly connected world.



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Letter From Our Chair

2021 marked another COVID year with the Telco Together team, our members and partners significantly impacted by escalating social challenges, lockdowns, working from home and increasing demand for telco support, products and services.

Through these challenging times the Foundation has successfully grown, welcoming new corporate members, Uniti Group, MNF Group, Hubify and Southern Phone.

Our Small Change Big Change program continued to flourish with some notable milestones reached through our two active partners - Commander reached \$500K in customer donations and Aussie Broadband reached \$200K during the year. In addition three new brands enrolled as SCBC on bill partners; More Telecom, Tangerine and Ignite Telecom and in the coming months we look forward to their customers having the opportunity to support our Community Partners.

Progress across the two industry hub initiatives has been acknowledged by government and community stakeholders.

The Telco Industry Domestic and Family Violence Action Plan has been endorsed by both our members and key sector service providers and along with the national training framework will be launched in late 2021.

The telco industry has lead corporate Australia with its Industry Position on Modern Slavery. Work is well advanced for the development of a national telco supply chain platform (SAQ) that will track and alert members to potential modern slavery practice. Again this will be the first of its kind in Australia.

“Our Community Partners are making every one of our \$213,000 in distributed donations count with an estimated 20,420 young Australians who could be impacted as a result of their education and engagement programs. Programs that help promote good mental health, a strong sense of identity and connection beyond connectivity, all important factors for building resilient young Australians..”

TTF member and community engagement has been significantly strengthened through the continued improvements of the TTF website and brand position. It is now easier for telco employees and the public to understand the work of our community partners and offer financial support for their programs.

Our Community Partners are making every one of our \$213,000 in distributed donations count with an estimated 20,420 young Australians who could be impacted as a result of their education and engagement programs. Programs that help promote good mental health, a strong sense of identity and connection beyond connectivity, all important factors for building resilient young Australians.

My personal thanks to our small team at TTF who continued to exceed expectations despite the many Covid related restrictions. Also sincere thanks to our members for their support and participation in our various TTF's programs and their ongoing commitment to harness the power of the telco industry to enable positive social change.



Michael Stanley
Chair, Telco Together Foundation

Our Impact

Since 2012



26 Telcos

As a member-based foundation, we bring together 26 of Australia's most community driven telcos, representing more than 90% of the Telco Industry.



> 20,000 Donors

As an industry we inspire more than 20,000 regular monthly donors to give back.



3 Causes

As a leader in social change, it's never been more important to address the changing role of technology in our communities. It's through this lens, that we're supporting victims of Domestic & Family Violence, reducing instances of Modern Slavery and building Resilient Young Australians.



> \$6.2m

As a registered charity we've raised more than \$6.2M towards these complex social challenges, either as distributions to community partners or through the development of our own programs.

Our Impact

This Year

“Our small change can make a big change in the lives of young Australians.”

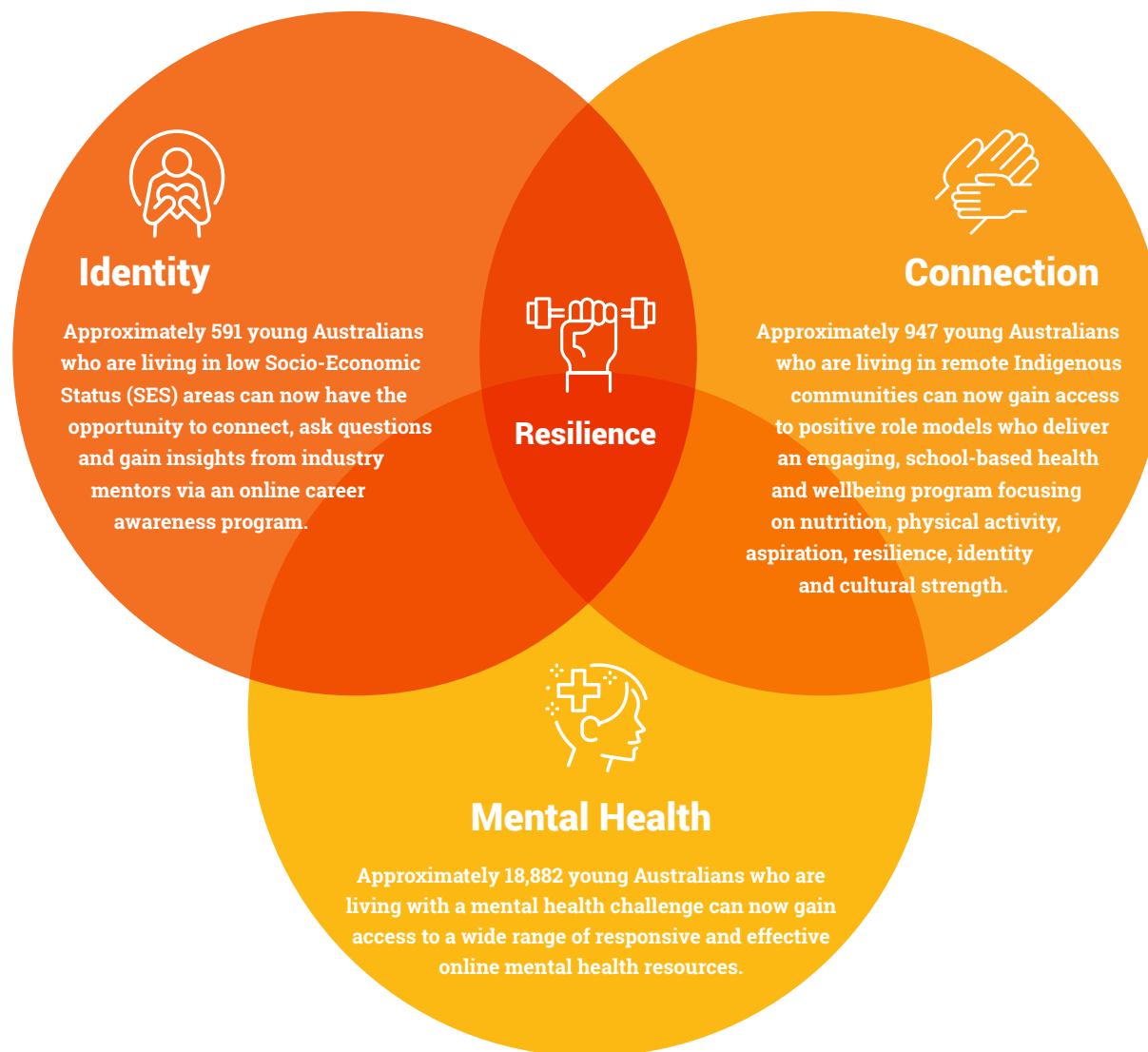
Our direct impact this year can be best highlighted through the growth of our fundraising initiative, Small Change Big Change, which helps to build resilience in young people.

We do this via a hand-selected mix of Community Partners who lead education and engagement programs that promote good mental health, a strong sense of identity and connection beyond connectivity.

This year alone, we’ve distributed \$213,000 in donations across our three community partners; ReachOut, Red Dust and Beacon Foundation, with an estimated 20,420 young Australians impacted.

“Being good to people is a fundamental part of the fabric of Aussie Broadband. We’re so pleased that many of our customers share that view and have opted into the Small Change Big Change program, donating a dollar every month. We want to sincerely thank our customers for participating; it’s their generosity that has enabled the program to reach this point.”

Phillip Britt, Managing Director, Aussie Broadband



Our Year In Review

2020



JULY

The Industry Impact Hub brought industry leaders together to continue discussions and take action on our two focus areas; Domestic & Family Violence (DFV) and Modern Slavery (MS).

Our DFV Roundtable Members progressed development of the Domestic & Family Violence Action Plan Framework, and final drafts to be shared for key stakeholder consultation.

Research continued into technology facilitated abuse, its importance to the industry and industry response.



AUGUST

MNF Group became a new member of Telco Together Foundation

"We have seen how Telco Together has made a real positive impact for young Australians, and MNF Group are so excited to now be part of the Foundation."

Jon Cleaver, MNF Group
Chief Executive of Wholesale



SEPTEMBER

A Supplier Self Assessment Questionnaire Toolkit was developed and shared with our MS Roundtable Members.

Our Year In Review

2020



OCTOBER

Aussie Broadband customers reach \$100,000 in donations through Small Change Big Change.

The money raised is directly impacting young Australians who are faced with the uncertainty of their immediate and long-term futures.

"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



NOVEMBER

Commander customers reach \$500,000 in donations through Small Change Big Change.

"A small idea from a group of people five years ago has made a huge change with tens of thousands of small businesses contributing and many thousands of lives impacted"

Antony de Jong, Chief Executive,
Business & Consumer, Vocus Group



DECEMBER

Published Leadership Statement on Human Rights and Modern Slavery and signed by CEOs of Telstra, Optus, TPG Telecom, Vocus, Aussie Broadband, Amaysim.

Endorsed by the Minister for Communications, Cyber Safety and the Arts, the Hon Paul Fletcher MP, he acknowledged: *"The statement will send a strong message to the public that the elimination of modern slavery is a priority for the sector"*, said Minister Fletcher.

Our Year In Review

2021



JANUARY

Uniti Group became a new member of Telco Together Foundation.

"We are very excited to announce that Uniti Group has now joined the Telco Together Foundation. Our team is looking forward to working with TTF and Small Change Big Change, and to contributing to helping TTF make a difference."

Ashe-lee Jegathesan
COO & Company Secretary
Uniti Group Limited



FEBRUARY

Hubify became a new member of Telco Together Foundation.

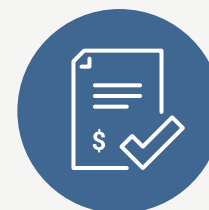
"We are very pleased to announce that Hubify has joined the Telco Together Foundation. We're excited to contribute to the great causes TTF support and we are looking forward to making a difference to people's lives as a result."

Victor Tsaccounis, Chief Executive Officer,
Hubify Limited

Southern Phone became a new member of Telco Together Foundation.

"Southern Phone has always been a community centric business and we are very excited to join with Telco Together Foundation to broaden our community giving program through the fantastic work they have been doing."

David Joss, Chief Executive Office, Southern Phone



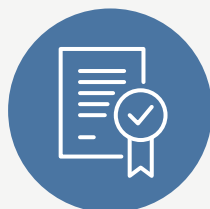
MARCH

More Telecom, Tangerine and Ignite Telecom agree to offer Small Change Big Change On-Bill Donations to their respective customers. Early discussions have begun on the requirements of introducing the program to More Telecom customers initially and has been scheduled for November 2021.

The tender process began for our Modern Slavery Supplier Platform.

Our Year In Review

2021



APRIL

Members will now be presented with a range of certificates recognising their commitment to both Telco Together Foundation and Small Change Big Change. The feedback was really positive when presenting these in person to Caroline Kennon, Community Impact Manager at Aussie Broadband.

These certificates will continue throughout next year too, as we take the time to recognise the loyalty and support from members in the lead up to our milestone 10 Year Anniversary.



MAY

Our DFV Roundtable began a lengthy consultation with industry stakeholders regarding the development of a Domestic & Family Violence Action Plan Framework. We have engaged the likes of ACCAN, Comms Alliance, TIO, Wesnet, 1800RESPECT, MensLine, Women's Safety NSW, Our Watch, ACMA, DSS Family Safety Branch, eSafety and Attorney General's Department of Family Law and Policy Section to gather feedback on how best to effectively address this issue industry-wide.



JUNE

Philip John Cornish AM, Non-Executive Director at Telco Together Foundation has received a Member of the Order of Australia Award for significant service to the telecommunications sector, and to the community.

Our Why

What's our purpose?

We are the Industry's Foundation for collectively addressing some of the most complex social challenges within our increasingly connected world.

We live in a world that has brought us an abundance of opportunities, but equally, one that comes with a complex mix of social challenges too. The COVID-19 pandemic and subsequent lockdown restrictions have led to our country's first recession in almost three decades and an unemployment rate peaking at 8% of the labour force in July, 2020 (Deloitte, 2021). These are just some of the challenges we were faced with in 2021.¹

As an industry, we are unique in that we have direct access to nearly every business and consumer in the country and with that amount of reach comes a responsibility to support those we can.

Together, we've selected the cause areas where:

- a) There's a direct link to the telco industry
- b) We can make the greatest impact

¹ ACS Australia's Digital Pulse, Future directions for Australia's Technology workforce, Deloitte, 2021

² Australian Government, Australian Institute of Health and Welfare, Family, Domestic and Sexual Violence in Australia: Continuing the National Story, 2019

³ World Population Review, 2021

⁴ The Global Slavery Index, 2018

⁵ Headspace, 2020

⁶ ReachOut.com, 2021



Domestic & Family Violence

60-70% of women who are victim survivors of domestic and family violence are working so this is an issue of direct relevance to our more than 75,000 employees.

It's especially relevant to the nature of our industry too. Mobile phones can be a lifeline for someone experiencing domestic and family violence but they can also be a tool for control and abuse.

1 in 6 women (1.6 million women) and 1 in 16 men (548,000 men) in Australia have experienced physical or sexual violence from a current or previous cohabiting partner.²

We're helping all telcos respond effectively to their customers and employees who are victims/survivors of domestic and family violence.



Modern Slavery

The sheer size of our industry and the local and international supply chains in which we operate, opens us up to a wide range of risks associated with human rights and modern slavery.

Two of Australia's biggest trading partners, China & India, account for nearly half the world's modern slaves.³

In Australia, alone, there are an estimated 15,000 people living in conditions of modern slavery.⁴

We're helping telcos understand the relevance of modern slavery to the industry and how to manage and mitigate the risk of modern slavery in their day to day operations and extended supply chains.



Resilience in young Australians

Australia's youth underutilisation rate is estimated to have reached more than 60% (May 2020), levels not seen since The Great Depression (FYA 2020).

It's increasingly difficult for students to find meaningful work and the level of uncertainty young people have for their future is a concern.

A national survey of 2,208 young people aged 15-25 and 2,164 parents of young people aged 12-25 conducted at the height of the COVID-19 lockdown in Australia showed 40% of young respondents felt that the pandemic had impacted their confidence to achieve future goals.⁵

1 in 4 young people in Australia is living with a mental health difficulty. But there's an even bigger problem, 70% of those who need help don't get it.⁶

We're building resilience in young Australians by supporting a range of education and engagement programs designed to promote good mental health, a strong sense of identity and connection beyond connectivity.

How Do We Work?

What's our approach?

Our approach is two-pronged in that we're engaging the industry from the top-down as well as the bottom-up.



The Industry Impact Hub is where leaders come together to discuss and take action on industry collaborative approaches to addressing some of our most complex social challenges.

The cause areas that have been identified for collective action are Domestic & Family Violence and Modern Slavery.



Small Change Big Change is a fundraising initiative that combines On-Bill Donations, Workplace Giving and Corporate Volunteering with the goal of building resilient young Australians.

Thanks to more than 20,000 regular monthly donors, Small Change Big Change has now raised more than \$2.1 million towards education and engagement programs that promote good mental health, a strong sense of identity and connection beyond connectivity.

Industry Impact Hub

The Industry Impact Hub starts with a roundtable discussion from some of our industry's most socially conscious thought leaders.

This leads to industry collaboration that helps drive social changes in the policies, processes and people behind our organisations.

In the case of our Domestic & Family Violence Action Plan and Training Framework, the value of something like this will extend to the end user, whether they're one of our 70,000 employees or one of the 22.31 million internet or 32.89 million mobile customers of a telco.⁷

Small Change Big Change

Small Change Big Change starts with the end user by asking consumers to add a \$1 donation to their bill every month.

It's about giving your small change for big change and so far we've inspired more than 20,000 regular monthly donors.

Employees can get involved too either by giving their money through Workplace Giving or giving their time through Corporate Volunteering.

Beacon Foundation is one of our most popular volunteering experiences that are still available because they operate entirely remotely and haven't paused throughout the pandemic.

⁷ <https://prosperitymedia.com.au/australian-internet-statistics/>

How can you get involved?

Your favourite programs are here!

Industry Impact Hub

Thank you to the members that are actively involved in our current roundtable discussions this year.

Domestic Violence Roundtable

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

We are helping all telcos respond effectively to their customers and employees who are victims/survivors of domestic and family violence by providing access to the Telco Industry DFV Action Plan Framework.

Modern Slavery Roundtable

We are helping telcos understand the relevance of modern slavery to the industry and how to manage and mitigate the risk of modern slavery in their day to day operations and extended supply chains

Australia's leading telecommunication organisations including Telstra, Optus, TPG Telecom, Vocus Group, Aussie Broadband and Amaysim came together to release the Australian Telecommunications Leadership Statement on Human Rights & Modern Slavery.

Small Change Big Change

Thank you to the members that have shown support for our grassroots giving programs this year.

On-Bill Donations

Thank you to the 19,826 regular active donors who have added a small donation to their monthly bill via a participating telco.

We're continually looking at ways of improving the experience for both the telco and the end user who asked to add a regular donation at signup or in some cases they can even add it manually, post signup via their online or mobile customer portal.

Workplace Giving

Thank you to the 150 regular active donors who have continued their support via our Workplace Giving program.

This is an important element for us to engage telco staff too, especially frontline workers who may be interacting with customers and want to know what Small Change Big Change is all about.

Corporate Volunteering

Volunteering has never been more difficult given the recent health crisis, but thank you to all of our corporate volunteers who have put up their hand to become a volunteer mentor with our Community Partner, Beacon Foundation.

Beacon Foundation has continued their MyRoad program which helps young people across Australia prepare for employment through online mentoring.

Member Spotlight



"Our purpose is to build meaningful relationships and support vibrant, connected communities."

TPG Telecom (previously Vodafone Hutchison Australia) has been a founding member of Telco Together Foundation since July 2012. Throughout this time, they have also held a position on the Telco Together Foundation (TTF) Advisory Board, playing an important role in helping decide on the cause areas that TTF focuses on.

TPG Telecom is committed to creating a responsible and sustainable business. Their Sustainability Strategy identifies four key areas where they have committed to making a meaningful difference:

Customer wellbeing – taking care of our customers as they use our products and services.

Inclusion and belonging – creating an inclusive business where all of our people, customers and communities belong.

Environmental responsibility – respecting and protecting the environment as we grow our business.

Digital economy – helping to create a vibrant digital future which benefits everybody.

It's with great pleasure that we recognise, in particular, their commitment to their employees, customers and communities who may be victims/survivors of two cause areas that are close to our hearts; Domestic & Family Violence and Modern Slavery.

Their involvement in our Industry Impact Hub Roundtables continues to help shape some significant milestones for the industry.

"It is very concerning to me that any form of modern slavery exists today, including hidden in some supply chains. As individuals, companies, industries and communities, we need to be aware of this reality and actively work to stamp out those practices. By working together as a sector, we can make the biggest possible positive impact."

Iñaki Berroeta, Chief Executive Officer and Managing Director, TPG Telecom

In December 2020 TPG Telecom became one of six signatories to the Australian Telecommunications Leadership Statement on Human Rights & Modern Slavery. The statement outlines their proactive approach to ensuring that modern slavery is abolished, and human rights are upheld throughout the industry.

In regard to Domestic & Family Violence, the commitment from the team at TPG Telecom again has not gone unrecognised as we continue to develop an industry first Domestic & Family Violence Action

Plan Framework. The action plan is soon to be announced and will serve as a map for all telcos to navigate the growing social issue affecting so many of our employees and customers.

1 in 6 women (1.6 million women) and 1 in 16 men (548,000 men) in Australia have experienced physical or sexual violence from a current or previous cohabiting partner (Australian Government, Australian Institute of Health and Welfare, Family, Domestic and Sexual Violence in Australia: Continuing the National Story, 2019).

This is why they recognise the importance of addressing the issue of Domestic & Family Violence for their

customers, employees and community, and they are proud to be standing together with their industry peers to promote safety and equality for all.

TPG Telecom looks forward to building on their existing work in this space, which includes providing employees with paid family and domestic violence leave, and Vodafone Foundation's partnership with InfoXchange in the build of Ask Izzy, which assists people experiencing family and domestic violence to access support services.

Together, we're helping all telcos respond effectively to their customers and employees who are victims/survivors of Domestic & Family Violence.

Sustainability Strategy



Members & Supporters

Members



Benefactors

Bowen Family Trust

Max Bowen

Philip Cornish

Friends of the Foundation

Deloitte.

**KING & WOOD
MALLESONS**
金杜律师事务所

COMMSDAY

**COMMUNICATIONS
ALLIANCE LTD**

**LANDER
& ROGERS**

Multipli

**POACHED
EGG PICTURES.**

Telco Build

EY
Building a better
working world

Financials

Financial Snapshot

\$2.8 Million raised for Community partners in 9 years

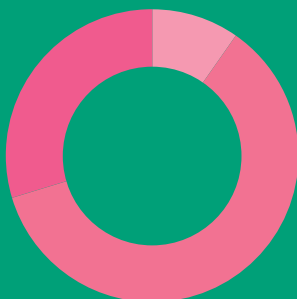
FY21 has been a significant year of achievement for Telco Together Foundation, despite the continued COVID-19 and associated lockdowns. A number of new member organisations joined the foundation along with some generous benefactor donations significantly boosting corporate donations over FY20. The work of the Industry Impact Hub has flourished and this has gained the attention of many organisations helping to achieve this growth in revenue.

Despite the continued tough conditions facing the world, fundraising revenue is up by over 7% which is an amazing testament to our partners and donors.

Types of revenue

Corporate Donations are those received from member organisations and benefactors to cover the running costs of the Foundation. Fundraising Revenue is any donations received from general fundraising activities across the industry.

Other revenue in FY21 is Government Boosting Cash Flow and Job Keeper payments.

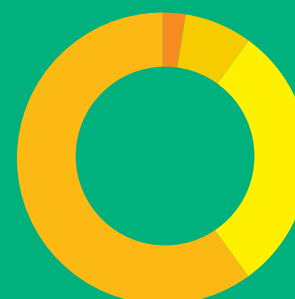


Total Revenue Breakdown

■ \$211,232	Fundraising Revenue
■ \$477,500	Corporate Donations
■ \$66,508	Other Revenue

How we spend our money

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



Major Expenses Breakdown

■ \$7,600	Fundraising Expense
■ \$452,174	Foundation Staff
■ \$56,397	Admin Costs
■ \$213,000	Distributions to Community Partners

Financial Summary

Summary Income Statement

Year ended 30 June 2020

	2021	2020
Operating Revenue		
Fundraising Revenue	211,232	195,917
Corporate Donations	477,500	349,273
Other Income	66,508	88,356
Total Operating Revenue	755,240	633,546
Operating Expenses		
Staff	452,174	396,847
Fundraising Expenses	7,600	31,254
Administrative Costs	56,397	101,357
Other Expenses		
Total Operating Expenses	516,171	529,458
Distributions to Community Partners	213,000	105,500
Surplus/Deficit	26,069	-1,412

100% of Fundraising Revenue is distributed to Telco Together Foundation Community Partners.

Summary Balance Sheet

Year ended 30 June 2020

	2021	2020
Assets		
Cash and Cash Equivalents	199,817	124,090
Accounts and Other Receivables	770	35,339
Other Assets	2143	2071
Other Assets		
Property, Plant, Equipment	38	76
Total Assets	202,768	161,576
Liabilities		
Accounts and Other Payables	26,898	27,383
Provisions	38,024	25,864
Total Liabilities	64,922	53,247
Non Current Liabilities		
Provisions	20,657	17,209
Net Assets	117,189	91,120

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

Board Structure

Board of Directors



Michael Stanley
Chair



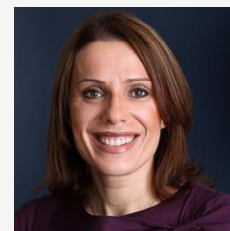
Renee Bowker
Executive Director



Philip Cornish AM
Non-executive Director



David Shewring
Non-executive Director



Jackie Solakovski
Non-executive Director

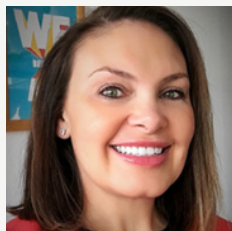


Vaughan Bowen
Non-executive Director

Advisory Board



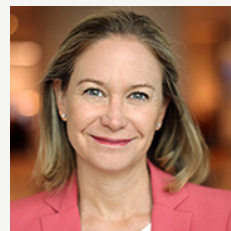
Michael Stanley
Chair
Telco Together Foundation



Vanessa Hicks
Group Executive,
People Experience
TPG Telecom



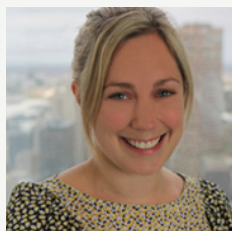
Paul Robertson
Chair
Goodstart Early Learning
Director, Financial Markets
Foundation For Children



Amber Kristof
Head Of People & Culture
Vocus Group



Helen Maisano
Director Group Sustainability
Optus



Louisa Harris-Baxter
Sustainability Principal
Telstra



Sophie Mitchell
Chief Communications Officer
Auda



Ashe-Lee Jegathesan
COO & Company Secretary
Uniti Group Limited

A special thank you goes to outgoing Advisory Board Members, Clayton Ford, George Koulos and Michael Parks for your contribution this Financial Year.

A warm welcome to Louisa Harris-Baxter (Telstra), Sophie Mitchell (auDA) and Ashe-lee Jegathesan (Uniti Group).



**The industry's foundation for collectively
addressing social challenges within our
increasingly connected world.**

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www.telcotogether.org

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