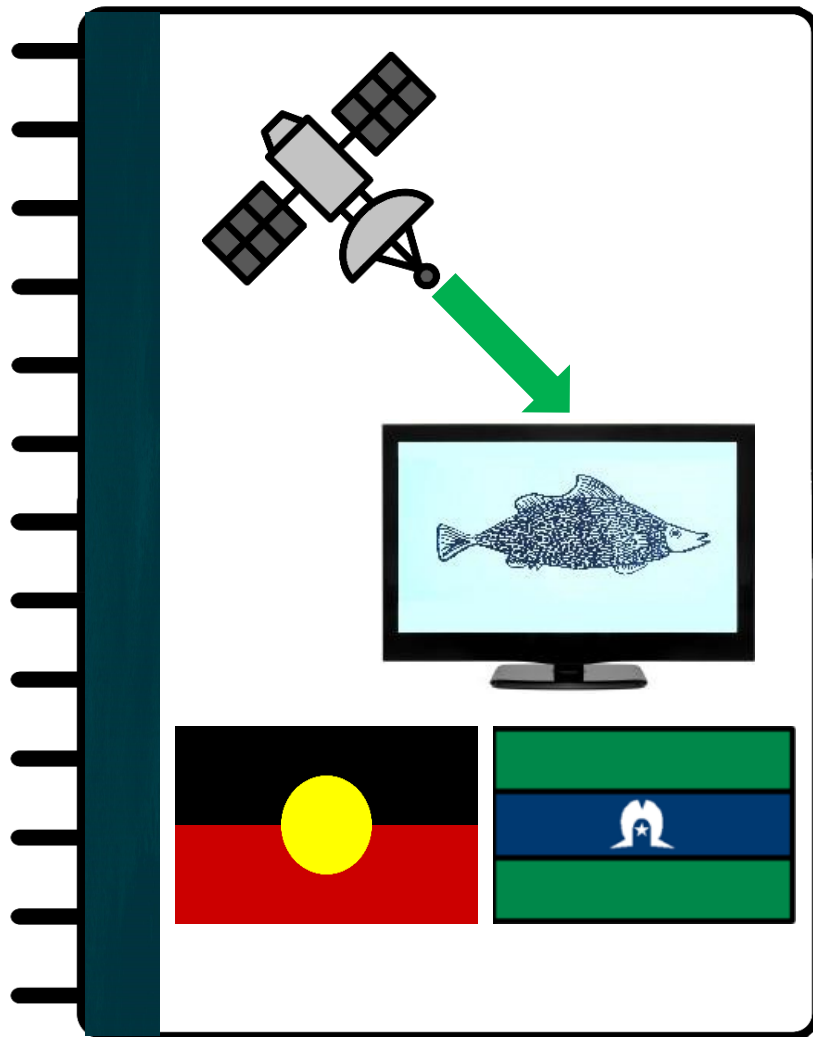


OPTUS



Our plan.

2026 to 2028.



We are Optus. You may use Optus for

- your phone
- your internet
- your business.



We are in all parts of Australia. You may be in

- a city. Like Melbourne
- a town. Like Byron Bay.

You may live in a small town.



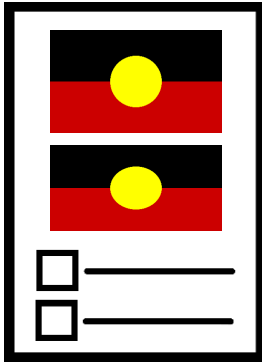
We respect

- Aboriginal people
- Torres Strait Islander people.



Some people say First Nations.

You may use a different word. Like Indigenous.



We have a new plan.

It is for how we work with

- Aboriginal people
- Torres Strait Islander people.

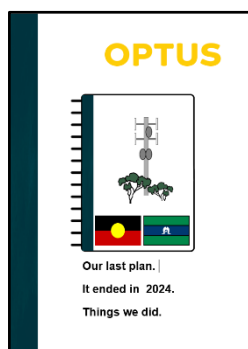
We call this plan a RAP.

The long name is Reconciliation Action Plan.



Our new RAP starts in 2026. It is for

- 2026
- 2027
- 2028. It ends in 2028.



You can read about our last RAP.

Read

Our last plan. It ended in 2024. Things we did.



How we made this plan



We looked at

- what we did well
- what we did **not** do well.

There were times we did the wrong thing.



We want to

- know what we did **not** do well
- learn new things. It helps us do better
- do better.

Our new plan will help us.



We talked to

- our bosses
- our Aboriginal staff
- our Torres Strait Islander staff
- more places. Like Aboriginal groups.

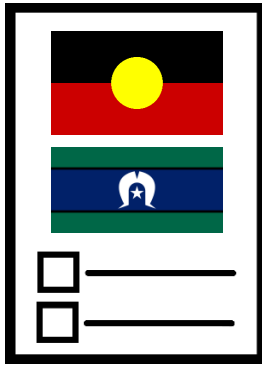


We had help to make this plan.

It was an Aboriginal business. They helped us

- think about our work
- talk to people
- learn from what people tell us.

They are called Cox Inall Ridgeway.

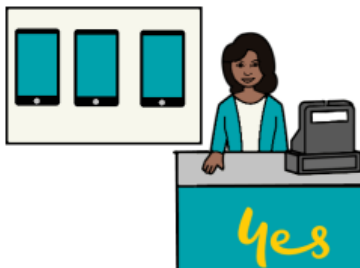


Our new plan. What we will do



- We will work with
- Aboriginal people
- Torres Strait Islander people.

We will respect them.



We will make things fair for all people. Like

- Aboriginal people can get Optus jobs
- Torres Strait Islander people can get Optus jobs.

You live in the bush. It is a long way from town.

You can have a phone that works.



We will be fair to each person.

We will treat each person the same way.



We will treat each person well.

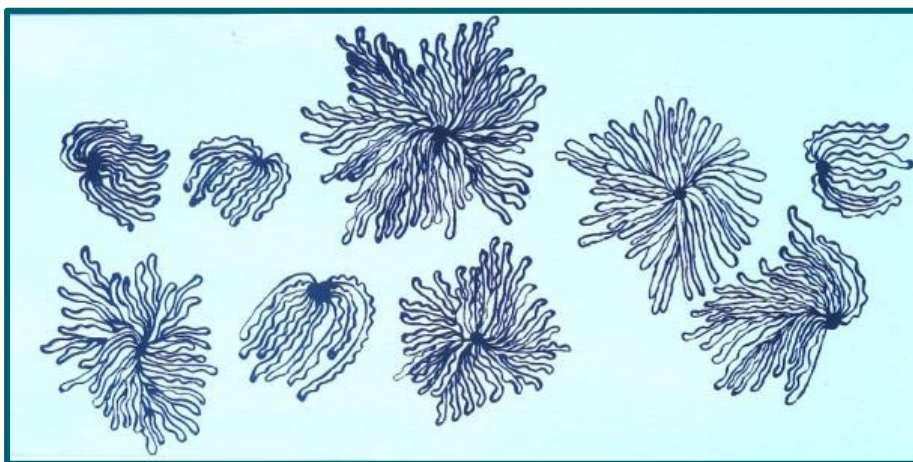
And



We will talk to

- our staff
- our bosses.

We will check they are fair to each person.



Art by Michelle Yeatman. She is an artist from Yarrabah.

Lots of her ideas come from the water and beach.



Good things we will keep doing.

We will do more of them.



1. We will train more staff.

More staff will learn about

- Aboriginal things
- Torres Strait Islander things.

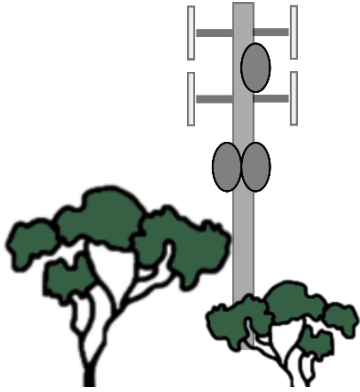
It helps staff give all people good help.



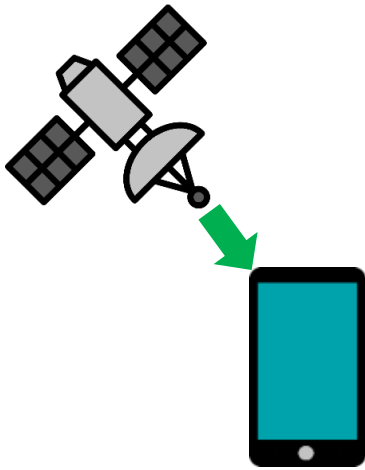
Art by Edna Ambrym. Her language name is Wangullay.

Her name means white cockatoo.

She is a Gunggandji and Kuku Yalanji woman.



2. We will plan more towers. They are in the bush.



3. You want to use

- your phone
- the internet
- TV
- radio.

We will plan for more machines.

They are high in the sky. We call them satellites.

They help you get these things.



4. We will do things for
National Reconciliation Week. Like

- go to events
- have events for staff
- help our staff learn.



5. We will do things for NAIDOC week.

It may be for staff.

Like a person comes to our office.

They tell the staff about life for Aboriginal people.

And



We may go to **more** things for NAIDOC.

Like there is a big event in the city.

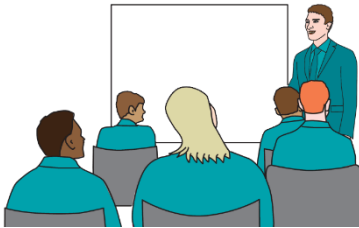
And



We will share the things we know. It may about

- bad things in the past
- how we can fix these bad things
- good things that happen now.

And



We will share what we learn. Like with

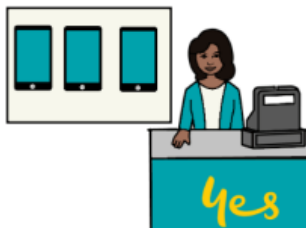
- our staff
- people all over Australia.
- places we work with.



6. We will help Aboriginal people. Like

- help them learn Optus jobs
- give them jobs
- buy things from Aboriginal work places.

And



We will help Aboriginal people learn new jobs.

Like they work in a phone shop.

They want to do more. Like run the shop.

We will help them learn to be the boss.



We will find a person to help them.

The person shows them what they need to do.

We call this person a mentor.



7. We will help more people

- have internet. It may be on their phone
- know how to use the internet
- have more ways to join in.

They may see more TV. Like NITV.

It is National Indigenous Television.

And



8. We will run more classes.

They are for children. They learn to

- use the internet
- be safe on the internet.

We call this class the Digital Thumb Print.



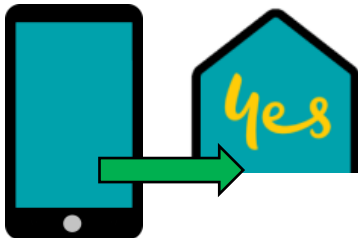
9. You have an Optus phone.

Each month you use the internet. We call it data.



You need data to use apps. Like Face book.

You need data to download things. Like a video.



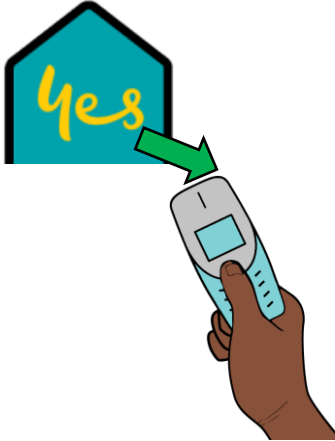
We have a program.

We call it Donate Your Data.



You may use only some of your data.

You give your spare data to Optus.



We give this data to different people.

They get it for free.

Now



We will tell **more** people about this program.

They will know

- they can give us their data
- they can get some free data.

And



We will work with more places.

They know the people who need this data.

It may be places that help all people.

Like The Smith Family.

It may be places that help Aboriginal people.

Like the KARI Foundation.



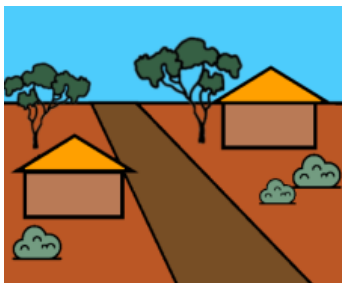
We respect

- Aboriginal people
- Torres Strait Islander people



1. We will learn more about

- Aboriginal people
- Torres Strait Islander people.



2. You may live in a place you have always lived.

Your people have always lived there.

You may call it your Country.

We may need to talk to you. Like about phones.

We can plan to come to where you live.



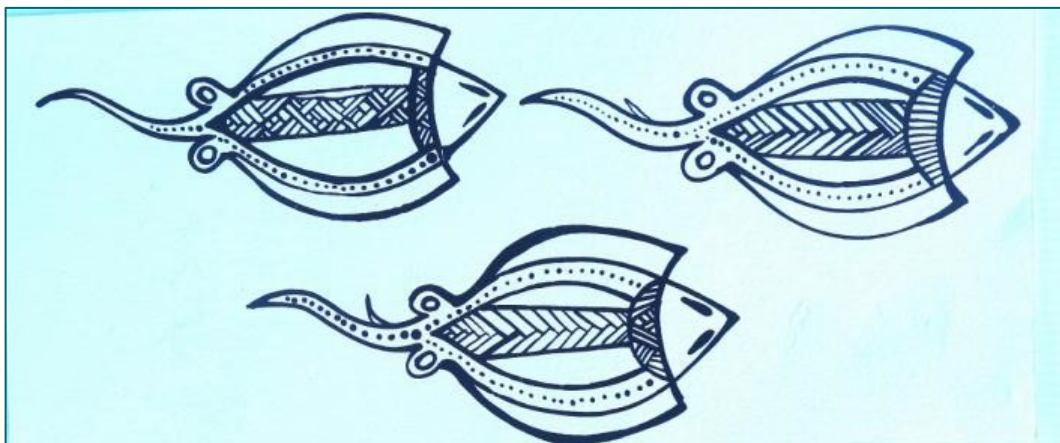
3. We will check what we need to learn.

It is about

- things from the past
- things that happen now
- what we must do. It is to make things better.



4. We will learn more about Welcome to Country.



Art by Christopher Harris.

He is a Gunggandji artist. He is a Master Potter.



We make things fair



1. We know we have

- Aboriginal staff
- Torres Strait Islander staff.

But



We do **not** know how many.



We will find out. We will talk to all staff.



2. We will help people

- know about jobs at Optus
- ask for these jobs
- stay in their job with Optus.



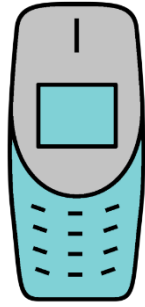
3. There may be a problem. Like

- you think your bill is wrong
- your phone does **not** work
- you have a big bill. It is hard to pay.



We will try to fix the problem. Like we

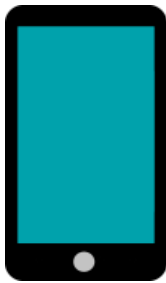
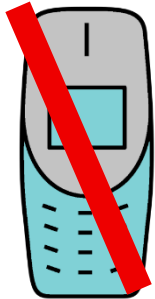
- check your bill
- fix your phone
- find help for you. It is to plan how you will pay.



4. You may have a phone for work.

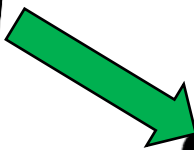
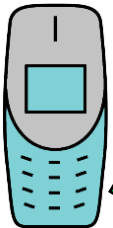
It is **not** yours. It belongs to your boss.

It may be old. It may be broken.



You get a new work phone.

Your boss takes your old phone.



Your boss can give us your old phone.

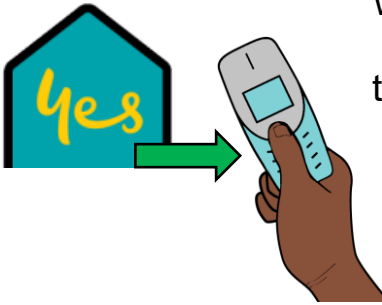




We will check it.



Then



We will plan to give your old phone
to a different person.



They will get it for free.



5. We will talk to different media. Like

- newspapers
- radio
- TV
- web sites.



They are run by

- Aboriginal people
- Torres Strait Islander people.



We will work with them. We may

- put ads in them
- give them some money
- We may do more things.

Like they do an event. We may go.



We check our work



1. We check our work.

We will check we do the things in this plan.



2. We will make a new group.

They will help us do this plan.

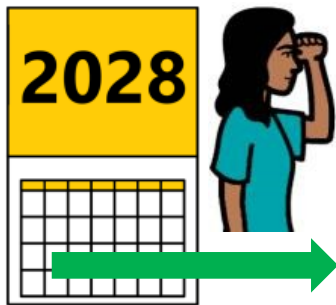
This group will have

- staff who are Aboriginal
- staff who are Torres Strait Islander
- more staff
- more people. Like people who use our phones.



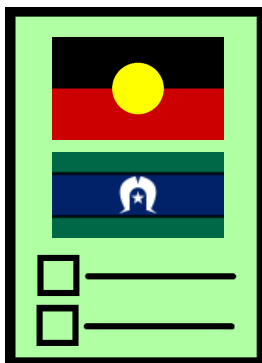
3. We will tell people about this plan. It may be

- our staff
- Aboriginal people
- Torres Strait Islander people
- more people. Like people who use our phones.



This plan ends in 2028.

Then



We will make a new plan.



About this book



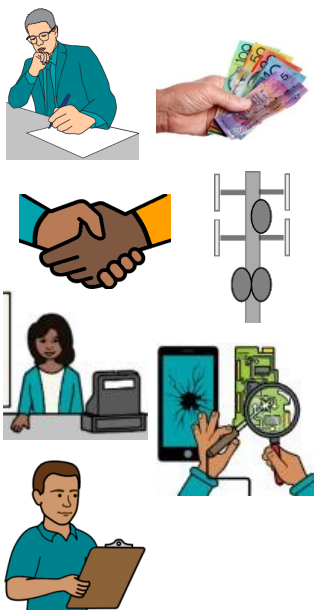
This is based on the Optus
Innovate Reconciliation Action Plan
July 2026 to July 2028.. 2026.



Access Easy English wrote the Easy English.
June 2026.

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