

# Reflect Reconciliation Action Plan

May 2023–November 2024



**OPTUS**

# Acknowledgement of Country

Optus acknowledges the Traditional Owners and Custodians of the lands on which we live, work and serve.

We celebrate the oldest living culture and its unbroken history of storytelling and communication.

We pay our respect to Elders – past, present and future – and we strive together to embrace an optimistic outlook for our future in harmony, across all of Australia and for all of its people.

Our **Reflect Reconciliation Action Plan** (Reflect RAP) considers the livelihoods of Aboriginal and Torres Strait Islander peoples across Australia. This includes factors that directly and indirectly affect the wellbeing, cultural and socio-economic outcomes of Australia's First Nations Peoples.

We deeply appreciate and acknowledge the Aboriginal and Torres Strait Islander people who provided their time, knowledge and perspectives throughout the development of our Reflect RAP.



## Our RAP Artwork

Optus has taken the opportunity to reflect and reset our journey for reconciliation. As part of that, Optus has commissioned a new artwork to support the design and development of Optus' inaugural Reflect RAP. Rhonda Sampson's artwork "Connected Communities" drew inspiration from Brian de Vries' work "Community Togetherness", to create and continue the next steps in illustrating Optus' reconciliation journey.

### "Connected Communities"

To reflect our commitment to reconciliation, Optus commissioned the artwork, "Connected Communities" by Rhonda Sampson, a proud Kamilaroi woman.

Optus (at the centre of the artwork) is surrounded by employees from across the nation who are committed to reconciliation and carrying out their duties with professionalism and integrity. The Optus journey of reconciliation is guided by four pillars of the Reconciliation Action Plan (RAP): Relationships, Respect, Opportunities and Governance.

Optus retail stores and business centres (above and below the centre) are nationwide and designed to inspire, welcome customers and support innovation.

Above and below the centre is a representation of the Optus Network which is focused on creating a better and more connected future for Australia.

There are five essential values that form a foundation of support and guide Optus. The five Optus values are: Customer Focus, Challenger Spirit, Teamwork, Integrity and Personal Excellence. They are depicted in the artwork by five motifs, top and bottom.





**"Art is a powerful tool that connects people. My vision is to empower others to embrace their creative talents and share that gift with the world. Dream beyond your ability. Create your vision. Inspire future generations."**

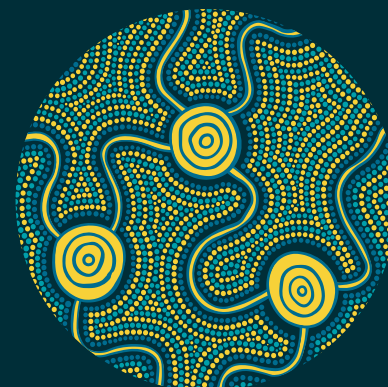
– Rhonda Sampson

Illustrated at the edges of the artwork, top and bottom, are various Optus programs and their participants that have set solid foundations for Optus to strengthen through their Reflect RAP. Amazing people are at the heart of Optus, and we are committed to empowering the human potential of Optus' employees, customers and the broader community.

Optus' journey of reconciliation increases, inspires and empowers "Connected Communities".

Rhonda Sampson is a proud Kamilaroi woman who lives on Dharawal country in south-western Sydney. Art is central to Rhonda's cultural identity, and she is passionate about sharing this with all people, both Indigenous and non-Indigenous, so they can come on a journey of understanding and learn more about Aboriginal culture, stories, and identity.

Rhonda specialises in contemporary digital Aboriginal art. From a young age she was highly influenced by artists such as Albert Namatjira, Sally Morgan, and Bronwyn Bancroft, as well as her two idols Cathy Freeman and Eddie Mabo. Now, Rhonda being recognised for her outstanding achievements and receiving numerous accolades, enjoys empowering and working with similar Indigenous entrepreneurs. Offering them creative support which have included Indigiearth, Marrga Ngoongie, Goodradigbee Cultural and Heritage Aboriginal Corporation (GCAHAC). She hopes that her art might also inspire the next generation of Indigenous artists to be proud of their culture.



## **"Community Togetherness"**

The artist, Brian de Vries, a Wiradjuri and Kunya man created this artwork to honour the collaboration between Optus and KARI, and what this partnership does for the community.

With a strong representational colour palette of Optus, this artwork captures the journeys of travellers coming together. Through both the 'Yellow Lines' that connect meeting places and the growing ripples, they evoke the notion that communication and the knowledge shared is always plentiful. It's never one way in or out.

Meeting places are represented through the large circles of togetherness and knowledge sharing. These circles are fundamental in the building of, and maintaining, allies through the multi-pronged service approaches.

The dots coming off the journey lines and meeting places represent the community, and again the ripples are seen as a form of communication filtering out into the community, representing what KARI is doing, in conjunction with Optus and how this partnership, much like the Optus service outreach, continues to grow far and wide.

# Chief Executive Officer Message

Optus' first Reconciliation Action Plan (RAP) is an important moment in our decades-long history in Australia. Through the release of this Reflect RAP, Optus is committed to continuing its journey towards a more optimistic future, forging a long-term commitment to meaningful and positive outcomes for and with Aboriginal and Torres Strait Islander peoples.

At Optus, we recognise the Traditional Custodians of the lands and waterways (Country) and their unique spiritual and physical connection that continues today, lasting tens of thousands of years. As one of Australia's largest telecommunication organisations, we are focused on working towards a more equal, respectful, and connected future for all Australians, as we collectively understand and appreciate the rich histories, stories and cultures of Aboriginal and Torres Strait Islander peoples.

With our national reach that spans large cities to rural communities, we are aware of our ability to make a positive and significant contribution and the deep responsibility that comes with this – where we must listen and understand before we act.

Our RAP will support our mission for reconciliation – to use our relationships, capabilities and resources to create a better, more connected future for all Australians. Optus will collaborate with Aboriginal and Torres Strait Islander peoples to explore the barriers and opportunities across the telecommunications and associated sectors to deliver positive and meaningful change.



**Kelly Bayer Rosmarin**  
Optus Chief Executive Officer

Our Reflect RAP has been through a comprehensive consultation and design process within our organisation. A hugely passionate group of employees, at all levels and across functions, played a key role in its development. Using a co-design and human-centred process led by an Indigenous consulting firm, we have the collective support and commitment of our amazing people, all focused on the pursuit of reconciliation with Aboriginal and Torres Strait Islander peoples.

As Optus walks this journey of reflection, it will involve listening to truths and sharing stories to develop richer relationships and partnerships. We look forward to working with our customers, partners, and members of the communities in which we serve as we seek to ensure valuable and meaningful contributions to reconciliation. I look forward to sharing our progress and our discoveries on the road ahead.



# Executive Sponsor Message

I am excited to share with you our inaugural Optus Reflect RAP, representing our commitment to taking an active and meaningful approach to reconciliation as we enter a new stage of our journey. We are fortunate to be part of a moment in history which strives for equality and fairness for all. However, we acknowledge that there is still much work to be done to achieve this.



At Optus, we believe we are strengthened by others, and it is our diversity and varied perspectives that enable us to serve a nation as culturally rich as Australia. So, it is through the development and launch of our Reflect RAP, that we aim to build stronger relationships and cultivate a deeper understanding and respect for Aboriginal and Torres Strait Islander cultures, starting within our own organisation. Through the deliverables we've set out to achieve, we will focus on increasing employment and economic outcomes, working with Indigenous communities and businesses, as well as enhancing digital inclusion to provide greater access, affordability and knowledge around digital technology usage.

To date, Optus has formed some strong partnerships with Aboriginal and Torres Strait Islander organisations and engaged in programs and activities to set about creating meaningful change, such as our continuing strong relationship with the KARI Foundation, established in 2018. This partnership aligns with our mutual community investment in First Nations youth and focuses on working directly with young people to help them reach their full potential. Our Donate Your Data and Donate Your Device programs have supported access and connectivity to many Australians including thousands of First Nations youth and families, while our annual NAIDOC Week and National Reconciliation Week events have catalysed our understanding of First Nations histories and cultures. Optus also continues to deliver high-

quality satellite television and broadcast services to communities in rural and remote Australia, supporting Indigenous Community Television, the National Indigenous Radio Service and Imparja Television, a continuous Optus customer since 1988. We look forward to continuing leveraging and amplifying the progress we have already made to meet our Reflect RAP commitments.

Optus also recognises the importance of the National Agreement on Closing the Gap. As we commence our journey of reconciliation, we hope to contribute positively to the Closing the Gap outcomes in the areas of employment, education, and digital inclusivity. For us, it is important to be part of this shared commitment and for all Australians to work together to enable and empower Aboriginal and Torres Strait Islander people to live healthy, prosperous lives, by improving the opportunities available to them.

We look forward to implementing our Reflect RAP, which will allow us to consolidate, formalise and focus our efforts as a collective in a meaningful way and help Optus take tangible steps towards achieving equality.



**Lambo Kanagaratnam**  
Optus Vice President, Networks



# Reconciliation Australia Message

Reconciliation Australia welcomes Optus to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Optus joins a network of more than 1,100 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Optus to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Optus, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.



**Karen Mundine**  
Chief Executive Officer  
Reconciliation Australia

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# Who We Are



Optus is a leading Australian technology and telecommunications company, providing customers with more than 11 million services.

We deliver a comprehensive range of telecommunications and technology products and services, including mobile and fixed line telephony, fixed and mobile broadband, entertainment, technology and satellite services, and converged business telecommunications applications and solutions. Our 4G Network provides coverage to 98% of the Australian population, and we have approximately 300 Optus retail stores nationally. Optus currently has more than 3,000 5G sites switched on and is continuing to roll them out in selected areas.

Optus employs more than 7,000 staff across Australia, with offices in Sydney, Adelaide, Melbourne, Brisbane, Canberra, Perth and Darwin.

As part of our Reflect RAP commitments, we will seek to build a clearer understanding of the number of Optus

Aboriginal and Torres Strait Islander employees within the business. The number of Aboriginal and Torres Strait Islander employees is not currently known.

Our vision is to become Australia's most loved everyday brand with lasting customer relationships. Belonging is at the core of our business, and we are committed to ensuring our workplace mirrors the diversity among our customers and Australia.

We are providing customers with a strong nationwide network, including new features that improve their lives and solve challenges, giving Australians more value and choice. By doing this, we hope we can change the way people think about their telco and ensure they stay connected to who and what they love the most.



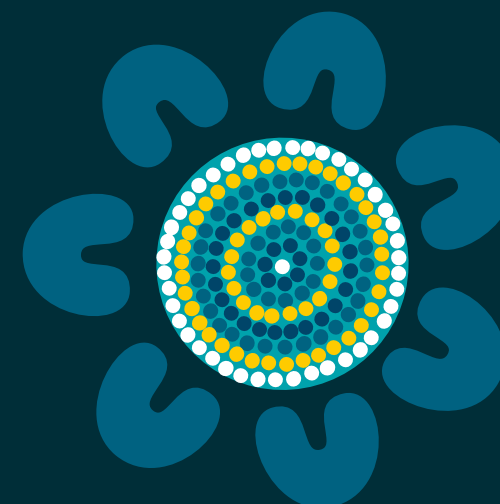
Optus, Castle Towers Shopping Centre NSW

## Our Diversity, Inclusion and Belonging Strategy

At Optus we are strengthened by others. It's about how we connect with each other, power optimism and provide access to opportunity.

We leverage the power of inclusivity when we lend our strength to one another. It is our varied perspectives, backgrounds and experiences that allow us to serve a nation as culturally rich as Australia.

The Diversity, Inclusion and Belonging strategy seeks to embed and enhance an inclusive culture which attracts, grows, and retains our amazing people, who in turn can build lasting customer relationships with our nation's diverse communities and with one another.



## Our Mission for Reconciliation

At Optus, we're focused on connection – to people, Country, and what matters most. We are using our relationships, capabilities and resources to create a better, more connected future for all of Australia.

Our mission for reconciliation is to ensure this future leverages the power of inclusivity. It is with courage, respect and a commitment to listen and to learn that we strive to provide meaningful opportunities for Aboriginal and Torres Strait Islander peoples to develop, contribute and be part of the digital economy.

We will use our Reflect RAP to make meaningful progress and impact, further fostering and strengthening relationships with Aboriginal and Torres Strait Islander peoples, communities, partners and businesses.





# Our Reflect RAP Journey

Optus recognises that First Nations peoples have been part of Australia's history for over 60,000 years. Before telecommunication as we know it today, Aboriginal and Torres Strait Islander peoples communicated through word of mouth, art, celebrations and corroborees.

Optus acknowledges this history and draws on this as a leading Australian telecommunications and technology company, providing customers with more than 11 million services across Australia each day. As a challenger brand, we seek to continually change what customers expect of telcos and redefine our customers' experience. This is supported by our focus on creating unique customer connections and enabling digital connection everywhere – bringing people together across remote, regional and metropolitan Australia.

Over 7,000 amazing people work at our retail stores and office sites across Australia to power optimism with options every day. Optus' Diversity, Inclusion and Belonging strategy focuses on embedding and enhancing an inclusive culture which attracts, grows and retains unique talent who can build lasting customer relationships with our nation's diverse communities. We know that an inclusive culture forges stronger connections with our customers and drives innovation.

We are excited to deepen our efforts, including aligning our ambitions with a commitment to reconciliation and documenting that commitment in a Reflect Reconciliation Action Plan (Reflect RAP). Optus has, over the years, taken a very considered approach towards reconciliation with Aboriginal and Torres Strait Islander peoples. While our inaugural RAP is a marker in our journey with Reconciliation Australia, Optus has long recognised the importance and value of working with Aboriginal and Torres Strait Islander people. This is intrinsic to our purpose and culture at Optus as we work towards our vision of being Australia's most loved everyday brand.

Through the development of our inaugural Reflect RAP, we have:

- Worked closely with a national Indigenous consulting organisation
- Consulted with the KARI Foundation as our longstanding partners
- Actively engaged our senior leaders across the business, securing Executive Sponsorship, creating an Interim Governance Team
- Brought together a cross-business Working Group who were responsible for the design and development of the RAP. This group included voices and contributions of our Aboriginal and Torres Strait Islander colleagues. A formal RAP Working Group will be established within the Reflect RAP period

Cultural awareness workshops have been delivered by the KARI Foundation, followed by detailed RAP development stakeholder interviews and workshops. These involved leaders from key functions across the business and those who had expressed interest in joining the RAP Working Group. This group of leaders helped shape our RAP in consultation with external advisors and partners.

With the knowledge and partnerships we have built, we look forward to our RAP paving the path onwards to strengthen our foundations, solidify our achievements and enable us to set more ambitious commitments, as we commence this first step of many towards reconciliation and improvements across Closing the Gap.





## Embedding Reconciliation Governance at Optus

Through the development of our inaugural RAP, we actively engaged our senior leaders within the business to understand the most effective ways to establish strong foundations to govern and drive reconciliation within the business, as well as effectively monitoring and reporting on progress. Further, we consulted with a national Indigenous consulting organisation to build an understanding of the unique requirements and nuances to enable sustainable and community focused decision making with due diligence.

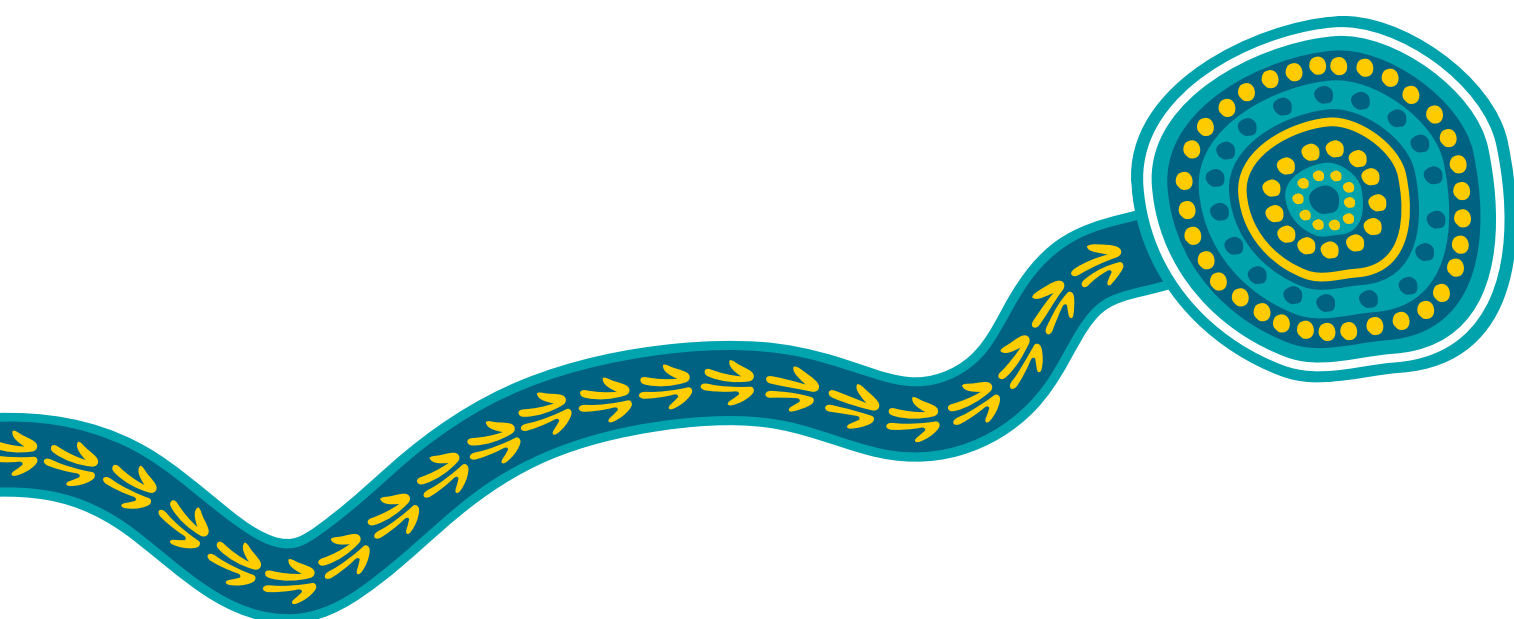
Our initial approach is to identify and establish the Optus Reconciliation Steering Committee (Steering Committee), with Executive Sponsorship from Optus' Vice President, Networks.

The Steering Committee will be the central engine to provide oversight, direction, governance and accountability on the implementation of our Reflect RAP commitments across our business. Further, they will provide updates on strategic business developments that could impact RAP deliverables and report to the Optus Executive Committee on progress.

A RAP Working Group will be established and be responsible for setting specific plans to achieve RAP commitments within Business Units and collaborating across Optus to champion reconciliation. This Group will consist of First Nations employees and business leaders and will report on progress to the Steering Committee.

Over the course of our Reflect RAP period, Optus will identify an approach to meaningfully embed internal and external Aboriginal and Torres Strait Islander voices, representation, and guidance, as we progress on our reconciliation journey.

We will also consider the most appropriate approach to enable our state-based offices to contribute to Optus' reconciliation journey and progress the delivery of respective commitments in our Reflect RAP at local levels.



Optus mentors with KARI Foundation students



## A Strong Partnership – KARI Foundation

The Optus and KARI Foundation partnership was established in 2018 with the aim of providing opportunities for young Aboriginal people. Each year Optus provides financial and mentoring support to 20 students entering their final years of high school. The scholarship covers educational-related expenses for students, including excursions, books and materials.

The partnership aligns with our mutual community investment in Aboriginal youth and focuses on working directly with young people to help them reach their full potential. We've worked collaboratively to develop projects that support KARI's young people and their ability to achieve, thrive and belong.

Optus and KARI Foundation have come together, through a series of workshops to create a shared cultural awareness with staff and provide greater opportunities for mentored scholarship students.

The student workshops focused on Pathways 2 Employment, leadership development skills and the management of an online presence with our Digital Thumbprint program. These workshops provided valuable experience and guidance for KARI youth as they prepare for future careers and employment. Programs such as this help students develop the skills and confidence to take on greater opportunities.







Optus delivers Pathways 2 Employment Workshop to KARI Foundation students



## Pathways 2 Employment

The Pathways 2 Employment program upskills students with interview skills, equipping them to be ready to enter the employment market. KARI students also participated in dedicated workshops from our award-winning Optus Digital Thumbprint Program. Digital Thumbprint is a behavioural change program that supports young people with digital safety and wellbeing knowledge.

## Donate Your Data

KARI Foundation is a partner in our digital inclusion program, Donate Your Data.™ The program provides a free 4G SIM so that participants can access the internet and stay connected to friends and family via free calls and text. Over 1,000 Indigenous young people and families were supported through the KARI Foundation.



## Connecting Remote Australia

For over 30 years, Optus has been delivering access to a suite of high-quality, metropolitan-equivalent broadcasting services to Aboriginal and Torres Strait Islander communities living in remote areas where access is limited, or where traditional services are unavailable.

The current service, Viewer Access Satellite Television (VAST), is funded by the Australian Government and has been broadcasting via the Optus satellite-based Direct-To-Home (DTH) Aurora Digital satellite platform since 2010.

On this platform, Optus has three Aboriginal and Torres Strait Islander customers: Imparja Television, Indigenous Community Television (ICTV), and the National Indigenous Radio Service (NIRS). These Indigenous broadcasters provide content that is created for, and by, Aboriginal and Torres Strait Islander people living in remote communities.

In the 1980s, the Australian Government created AUSSAT as the national satellite carrier that was later purchased by Optus as part of a telecommunications licence deal. Since then, our satellite fleet has been critical in providing reliable and consistent access to television and radio services regardless of where people live.

Terrestrial infrastructure in remote and regional communities can be limited or non-existent, making it difficult or impossible to access traditional broadcasting services. Geostationary satellites like Optus' fleet, are critical to Aboriginal and Torres Strait Islander communities as they provide reliable and consistent access to these services.

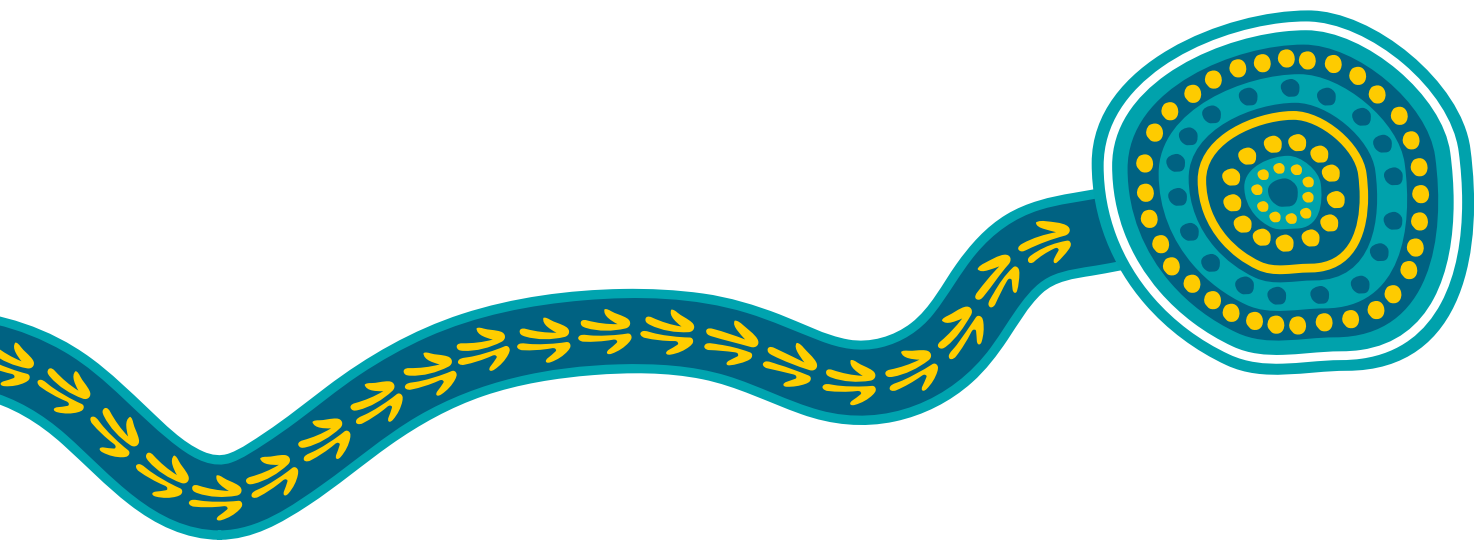
Since 1985, Optus has continuously hosted remote area broadcast services throughout the three eras of Homestead and Community Broadcast Satellite Services (HACBSS), Remote Area Broadcast Service (RABS), and the current platform, Viewer Access Satellite Television (VAST).

Optus' satellite fleet allows for the delivery of television and radio services to these communities via Direct-To-Home (DTH) systems and enables Indigenous communities to also create, produce and share their own content via our satellites, which is important for preserving culture and language.

For example, Indigenous Community Television (ICTV) uses the Optus VAST service to share content created for, and by, Aboriginal and Torres Strait Islander Australians living in remote communities; the National Indigenous Radio Service (NIRS) is a news service and content-sharing platform established to provide daily bulletins and 24-hour programming to First Nations community radio stations across the country; and Imparja Television is an independent, not-for-profit, commercial television broadcaster owned by several corporate Indigenous shareholders.

We are proud of our history of serving Aboriginal and Torres Strait Islander communities and providing them with access to high-quality television and radio services. Optus has an unmatched track record in delivering these services via satellites and we plan to continue building on our services by working together in partnership with Indigenous broadcasters, remote communities and the Australian Government.





## Celebrating and Recognising National Reconciliation Week and NAIDOC Week at Optus

National Reconciliation Week and NAIDOC Week are recognised at Optus through several celebrations and educational offerings. In 2022 these included:

- Live performances from the KARI Foundation Singers and Eric Avery at Optus Campus Macquarie Park and streamed to our Australian locations
- KARI Foundation provided a demonstration and educational talk on the construction and use of traditional tools, weapons and artefacts
- NAIDOC Week Conversation Starter Guide that provided information to Optus employees about the importance of NAIDOC Week, promoting First Nations businesses, how to get involved in local events, and resources for further learning and information
- Promotion of Aboriginal and Torres Strait Islander companies via our internal communications platforms
- Cultural awareness workshop delivered by KARI Foundation to increase knowledge and understanding of Aboriginal people, diversity and protocols

In 2021, Optus invited Tranby National Indigenous Adult Education and Training to share the purpose and meaning behind Welcome to Country and Acknowledgement of Country. Over 500 of our amazing people joined to gain insights into the rich histories, stories and cultures of Aboriginal and Torres Strait Islander peoples, and what acknowledgement means to both Aboriginal and Torres Strait Islander and non-Indigenous communities. The powerful close to the session was to keep the conversation going, to research the lands on which you live, and create your own acknowledgement.



Smoking Ceremony at Optus Campus Macquarie Park celebrating NAIDOC Week

NAIDOC Week celebrations at Optus Campus Macquarie Park, including performance from Eric Avery and KARI Foundation singers





# Our RAP Timeline

## 2013

Optus Digital Thumbprint launches and commences delivery of free Digital Safety and Wellbeing education for primary and secondary students across Australia.



Smoking ceremony welcoming KARI Foundation students to Optus Campus Macquarie Park

## 2019

Optus launches Donate Your Data™ to address the digital divide by providing free connectivity to Australians experiencing hardship through generous customer donations.

## 2020

Donate Your Data™ program extended to KARI Foundation and other charity partners.

## 2021

Optus supports the Yanalangami 'Strong Women, Strong Communities' project in collaboration with Tranby through a donation of new iPads to engage with the online leadership and empowerment program.

Optus partners with Balarinji to inform and embed First Nations design principles to the Optus Sydney campus master plan.



## 2022

Donate Your Data™ reaches over 7,000 Aboriginal and Torres Strait Islander young people.

Optus participates in a relationship building day on local lands, restoring Dharug and broader Indigenous knowledges, relationalities and cultural fire practices.

Optus has its first CareerTrackers intern secure a position in the Optus Graduate Program.

Optus Performance Ambassador, Eric Avery – stars in our Brand TV Ad 'The Violin', gracing our stages across Optus, from NAIDOC week celebrations to our company-wide annual event in Sydney.

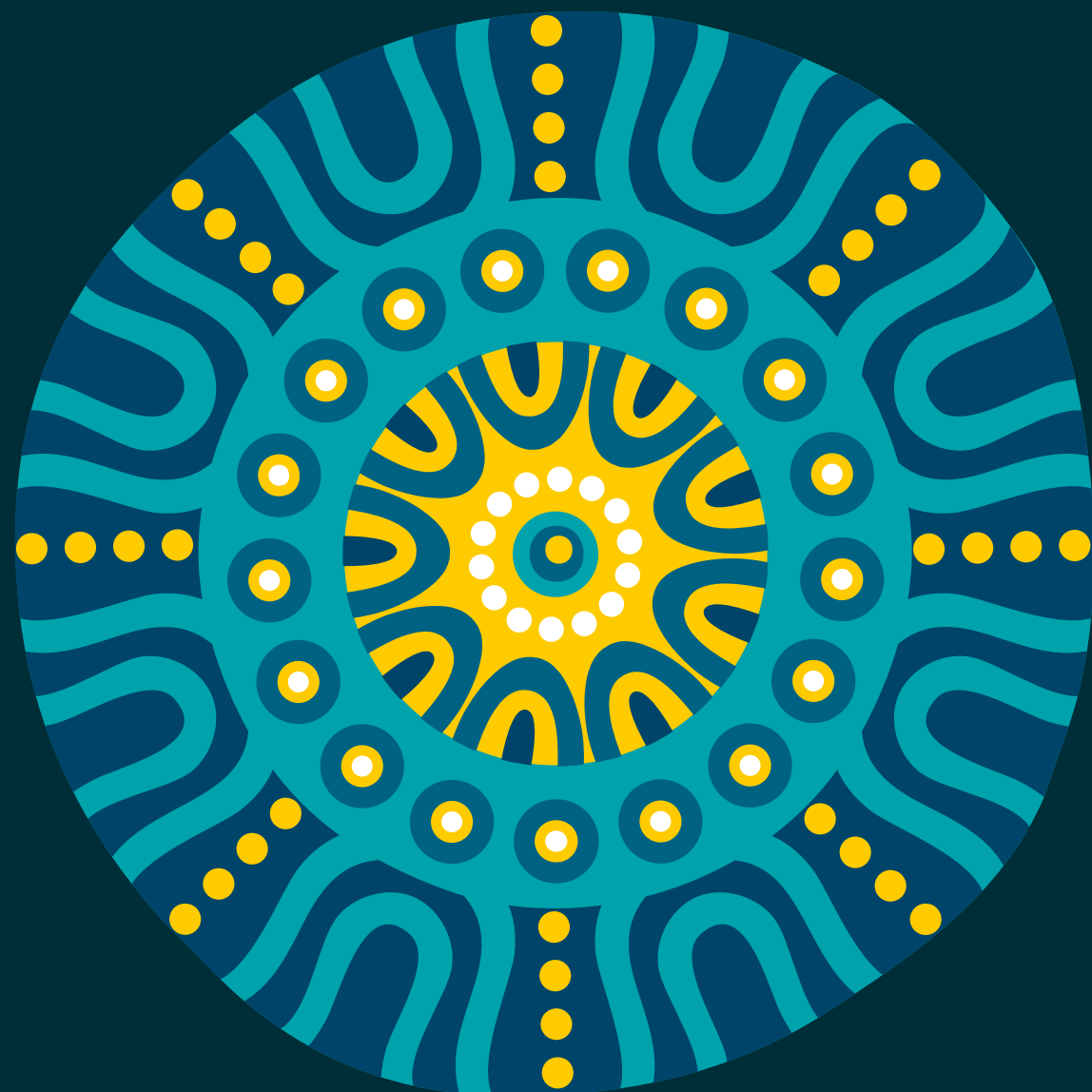
Optus and KARI Foundation partner together for the Indigenous Round of the V8 Supercars, which saw Chaz Mostert's car, Mobil 1 Optus Racing #25, wrapped in the KARI Foundation and Optus artwork by Brian de Vries.

Twenty students from Clontarf Foundation participate in activities with the Walkinshaw Andretti United team in Darwin.

Optus partners with Nakatomi and Indigenous artist Dr Christian Thompson AO and the Art Gallery of New South Wales. The artwork Bayi Gardiya (Singing Desert) is brought into the metaverse using Optus 5G.



Chaz Mostert and the Mobil 1 Optus Racing #25, wrapped in Brian de Vries artwork



# Relationships

## Our commitment to fostering meaningful relationships

We are committed to fostering meaningful relationships with Aboriginal and Torres Strait Islander peoples. Through our Reflect RAP commitments, we will actively learn best practice approaches to support relationship building with greater courage, respect and a commitment to listen and to learn.

Action	Deliverable	Timeline	Responsibility
<b>1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b>	<b>1.</b> Identify Aboriginal and Torres Strait Islander relevant stakeholders and organisations within our local and/or regional areas, starting with Optus' major corporate office locations.	May 2024	Reconciliation Working Group Chair
	<b>2.</b> Research and develop an understanding of best practices and principles that support fostering and building partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	May 2024	VP, People and Culture
	<b>3.</b> Maintain and strengthen mutually beneficial relationships with existing Aboriginal and Torres Strait Islander partners and organisations to focus on employment pathways, mentoring and cultural awareness, including the KARI Foundation.	July 2024	VP, People and Culture
<b>2. Build relationships through celebrating National Reconciliation Week (NRW).</b>	<b>4.</b> Promote and circulate information on the meaning of reconciliation, Reconciliation Australia's NRW resources, and NRW internal and external events to our employees through multiple internal communication channels.	May 2023 and May 2024	VP, Regulatory and Public Affairs
	<b>5.</b> Organise NRW celebrations at Optus' major corporate office locations.	27 May – 3 June 2023 and 2024	VP, Regulatory and Public Affairs
	<b>6.</b> Optus' Reconciliation Working Group members participate in at least one external NRW event in their local area.	27 May – 3 June 2023 and 2024	Reconciliation Working Group Chair
	<b>7.</b> Explore opportunities to encourage and support Optus employees and specifically senior leaders to attend external NRW events.	27 May 2023 and 2024	VP, People and Culture
<b>3. Promote reconciliation through our sphere of influence.</b>	<b>8.</b> Develop and implement a communications plan to raise awareness amongst all employees about our reconciliation journey, mission for reconciliation and RAP commitments.	March 2024	VP, Regulatory and Public Affairs
	<b>9.</b> Identify external stakeholders including Optus partners and customers that Optus can engage with on our reconciliation journey, which includes large technology and infrastructure organisations.	October 2024	MD, Enterprise and Business
	<b>10.</b> Identify RAP and other like-minded organisations that Optus could approach to collaborate with on our reconciliation journey.	October 2024	MD, Enterprise and Business
<b>4. Promote positive race relations through anti-discrimination strategies.</b>	<b>11.</b> Research best practices and policies in areas of race relations and anti-discrimination.	May 2024	VP, People and Culture
	<b>12.</b> Conduct a review of Optus policies and procedures to identify if existing anti-discrimination provisions are culturally appropriate and provide protection against racism and discrimination (direct and indirect) towards Aboriginal and Torres Strait Islander peoples. Following the review, create a plan to address any identified future needs through new and/or existing anti-discrimination policies.	October 2024	VP, People and Culture





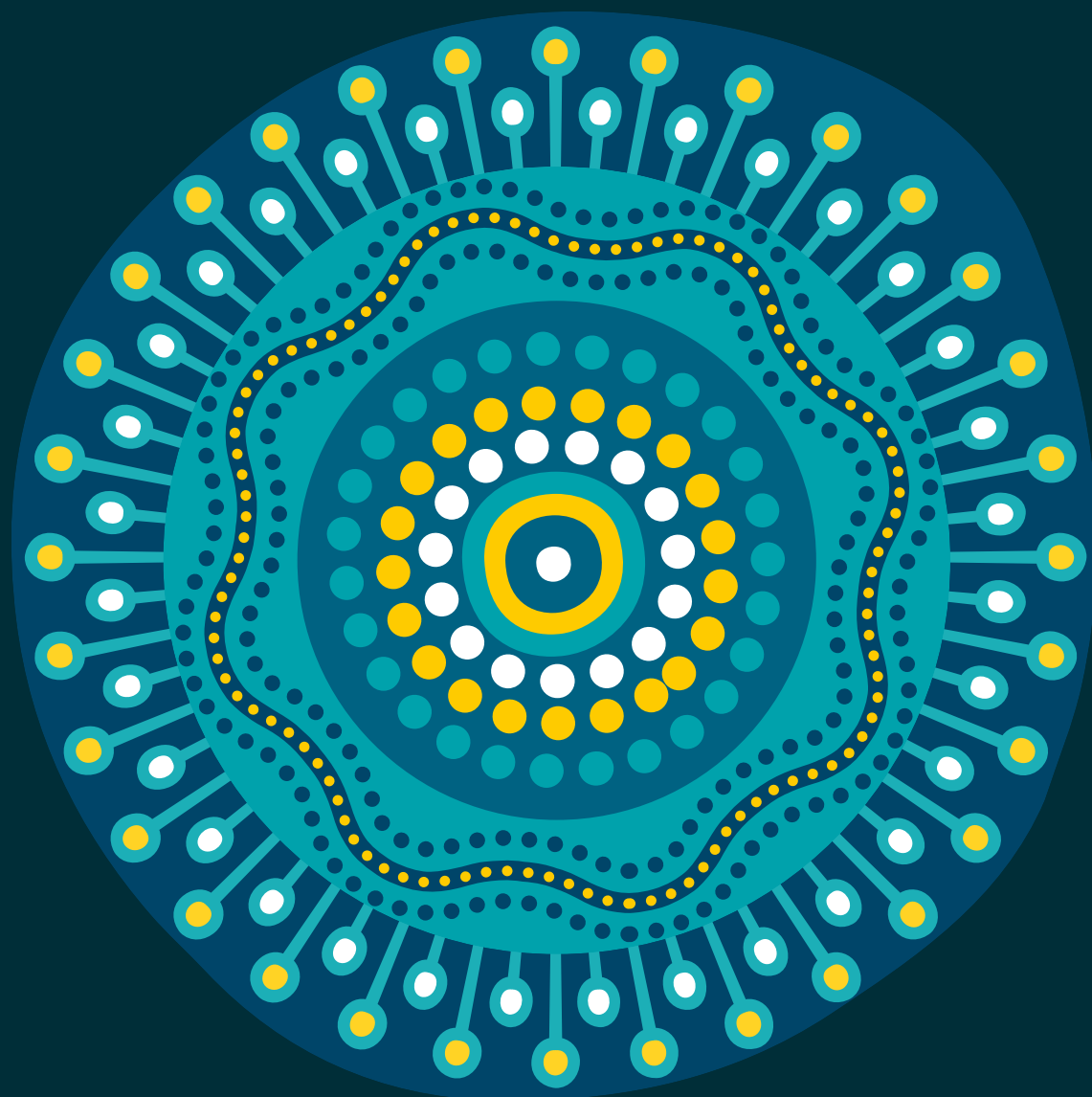
# Respect

## Our commitment to learning and demonstrating respect for Aboriginal and Torres Strait Islander peoples

We understand that reconciliation is a journey, not a destination. We acknowledge and respect the unique spiritual and physical connection Aboriginal and Torres Strait Islander peoples have to this land, and the ancient cultural and linguistic diversity, histories and achievements.

We are committed to ongoing listening to and learning from Aboriginal and Torres Strait Islander peoples. We will continue to progress cultural inclusion as we undertake this journey.

Action	Deliverable	Timeline	Responsibility
<b>1. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</b>	<b>1.</b> Conduct a review of cultural learning needs within our organisation.	May 2024	VP, People and Culture
	<b>2.</b> Develop a business case that informs a cultural learning strategy to increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights with our organisation.	October 2024	VP, People and Culture
<b>2. Demonstrate respect for Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	<b>3.</b> Promote specific Aboriginal and Torres Strait Islander dates of significance and cultural events through the existing Optus diversity calendar.	November 2023	VP, People and Culture
	<b>4.</b> Develop a deeper understanding of the local Traditional Owners or Custodians of the lands and waters at Optus' major corporate office locations and/or other major stores or sites.	October 2024	Reconciliation Working Group Chair
	<b>5.</b> Develop and promote an Acknowledgement of Country and Welcome to Country protocol guide for Optus employees, this includes education to build understanding of the purpose and significance of such protocols.	July 2023	VP, Regulatory and Public Affairs
<b>3. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b>	<b>6.</b> Explore opportunities to demonstrate respect for Aboriginal and Torres Strait Islander peoples by showcasing Aboriginal and Torres Strait Islander Art, signage and stories within major corporate office locations and/or other major stores or sites, marketing campaigns and online.	October 2024	MD, Marketing and Revenue
	<b>7.</b> Promote and circulate information on the meaning of NAIDOC Week, including promoting internal and external events to our employees through multiple internal communication channels. This is to build awareness of the histories, cultures and achievements of Aboriginal and Torres Strait Islander peoples.	June 2023 and June 2024	VP, Regulatory and Public Affairs
	<b>8.</b> Organise NAIDOC celebrations at Optus' major corporate office locations.	First week in July 2023 and July 2024	VP, Regulatory and Public Affairs
	<b>9.</b> Promote and encourage active participation of Optus employees and Optus Reconciliation Working Group members in internal and external NAIDOC Week events.	First week in July 2023 and July 2024	VP, People and Culture
	<b>10.</b> Optus' Reconciliation Working Group members to participate in at least one external NAIDOC Week event in their local area.	First week in July 2023 and July 2024	Reconciliation Working Group Chair



# Opportunities

**Our commitment to creating shared value opportunities to advance reconciliation**

We are committed to building and fostering relationships with Aboriginal and Torres Strait Islander peoples to improve the economic, employment and educational outcomes of Aboriginal and Torres Strait Islander peoples and communities. We will also explore opportunities within our sphere of influence to enhance digital inclusion and access.

Action	Deliverable	Timeline	Responsibility
<b>1. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</b>	<b>1.</b> Develop a targeted and best practice approach to attract, recruit and onboard Aboriginal and Torres Strait Islander employees.	May 2024	VP, People and Culture
	<b>2.</b> Build an understanding of current Aboriginal and Torres Strait Islander workforce to inform future employment and professional development opportunities, at all levels. Continue to focus on representation in early career talent programs.	May 2024	VP, People and Culture
	<b>3.</b> Scope and establish a First Nations Employee Network to support Aboriginal and Torres Strait Islander employees to drive engagement and understanding and create a two-way conversation.	October 2024	VP, People and Culture
<b>2. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b>	<b>4.</b> Scope, prepare and implement a procurement policy that drives greater use of Aboriginal and Torres Strait Islander suppliers.	November 2023	Chief Financial Officer
	<b>5.</b> Scope and define a process to ensure Optus Procurement leads the business to actively invite Aboriginal and Torres Strait Islander suppliers to participate in tenders.	September 2024	Chief Financial Officer
	<b>6.</b> Invite Aboriginal and Torres Strait Islander suppliers to Optus sourcing events to build greater awareness of their services.	September 2024	Chief Financial Officer
	<b>7.</b> Develop best practices to promote and build confidence across the business to engage with Aboriginal and Torres Strait Islander suppliers and to further integrate existing Supply Nation membership within Optus' procurement policies/processes.	October 2024	Chief Financial Officer
<b>3. Improve digital and economic capability and participation of Aboriginal and Torres Strait Islander peoples and communities.</b>	<b>8.</b> Scope expansion of the Digital Thumbprint Program to engage with Aboriginal and Torres Strait Islander students in locations outside NSW.	October 2024	VP, Group Sustainability
	<b>9.</b> Promote, source, and encourage more Aboriginal and Torres Strait Islander applicants for the Optus Future Makers Program.	October 2024	VP, Group Sustainability
<b>4. Increase connectivity for remote and regional Aboriginal and Torres Strait Islander communities.</b>	<b>10.</b> Continue to research and identify remote and regional Aboriginal and Torres Strait Islander communities that require more reliable digital media and telecommunications connections.	October 2024	MD, Enterprise and Business
	<b>11.</b> Partner with Aboriginal and Torres Strait Islander charities/NGOs and other NGO/charities working with Aboriginal and Torres Strait Islander communities to increase participation in the Optus Donate Your Data and Donate Your Device programs, supporting participation of remote and regional Aboriginal and Torres Strait Islander communities.	October 2024	VP, Group Sustainability





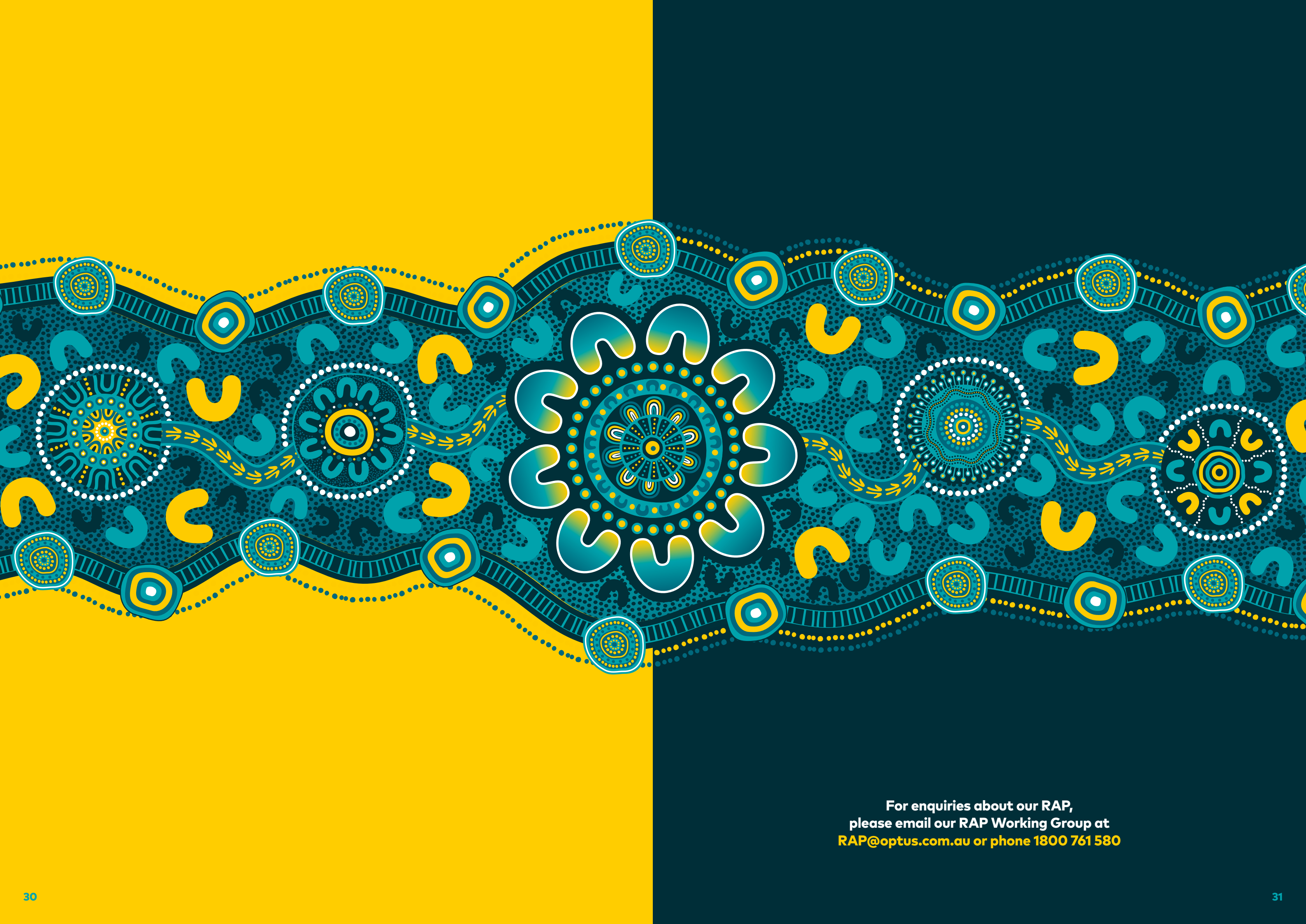
# Governance

## Our reconciliation governance and reporting

We will continue to develop authentic consultation and effective governance processes to inform and guide the implementation of our Reflect RAP. We will leverage our existing and established governance structures, as well as stand up specific structures to support the delivery of our RAP commitments and to ensure effective and sustainable decision making, due diligence, reporting and accountability are embedded into how we implement our reconciliation commitments.

Action	Deliverable	Timeline	Responsibility
<b>1. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</b>	<b>1.</b> Establish and maintain an Optus Reconciliation Working Group.	May 2023	VP, People and Culture
	<b>2.</b> Establish Terms of Reference for the Optus Reconciliation Working Group outlining purpose, role, membership, meeting cadence and reporting on our reconciliation commitments.	May 2023	VP, People and Culture
	<b>3.</b> Establish Aboriginal and Torres Strait Islander representation on the Reconciliation Working Group.	June 2023	VP, People and Culture
<b>2. Provide appropriate support for effective implementation of Optus Reflect RAP commitments.</b>	<b>4.</b> Define resource needs for RAP implementation.	May 2023	VP, Networks
	<b>5.</b> Engage senior leaders in the delivery of RAP commitments.	May 2023	VP, Networks
	<b>6.</b> Define and embed the approach and systems to track, measure and report on implementation progress of Optus' Reflect RAP commitments.	May 2023	VP, People and Culture
<b>3. Build accountability and transparency through reporting Optus Reflect RAP achievements, challenges and learnings both internally and externally.</b>	<b>7.</b> Optus will complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2023	VP, People and Culture
	<b>8.</b> Optus will undertake a review of progress, learnings, challenges and achievements in implementing our RAP initiatives.	July 2024	Reconciliation Working Group Chair
<b>4. Continue our reconciliation journey by developing our next RAP.</b>	<b>9.</b> Optus will register on the Reconciliation Australia website when Optus is ready to embark on developing the next RAP.	September 2024	VP, People and Culture





For enquiries about our RAP,  
please email our RAP Working Group at  
[RAP@optus.com.au](mailto:RAP@optus.com.au) or phone 1800 761 580





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