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MEDIA RELEASE

Upgrades to the nbn network helping deliver employment, education, health and wellbeing outcomes across Australia

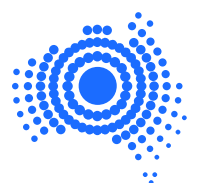
A new research report has found that world-class broadband delivered via the nbn[®] network is enabling digital inclusion and supporting Australia with positive impacts for employment, education, health and personal wellbeing.

The report, by Ember Advisors¹ researchers, which was commissioned by NBN Co, found that 76 per cent of nbn users reported that having the nbn network at home had a positive impact on their satisfaction with life in FY24.

The [nbn Social Impact Measurement FY24 report](#), which examines employment, education, health, the environment, and social and community connectedness, asked respondents to consider the impact of their home internet use over 12 months.

Ember's researchers found many more positive social impacts enabled by nbn connectivity, particularly in regional and remote Australia, including:

- **Employment:** 78 per cent of nbn users who worked from home or used job search platforms reported the nbn network positively impacted their employment outcomes in FY24
- **Education:** 85 per cent of nbn users who engaged in formal or informal education from home via the nbn network reported it positively impacted their education outcomes in FY24
- **Health and Wellbeing:** 77 per cent of nbn users who accessed telehealth, online medical information resources or records via the nbn network reported it positively impacted their health outcomes in FY24
- **Social and Community Connection:** 75 per cent of nbn users who connected with family and friends or accessed news or community information online reported the nbn network positively impacted their social and community connectedness in FY24
- **Sustainability:** 88 per cent of nbn users who work, study, access health or other online services reported that they felt that having fast internet via the nbn network helped them reduce their emissions in FY24²



Improving lives through better digital access

The research shows that 36 per cent of nbn users worked from home via their internet connection in FY24 – an increase of five per cent on the previous 12 months.

Researchers found that 19 per cent of all nbn users now engage in formal education from home via the nbn network. This was a seven per cent increase on FY23.

Almost half of those reported that reduced travel time from studying online allowed them to do more paid work, leisure or study. Many users were also able to access courses not offered near where they live.

And 39 per cent of all nbn users are accessing telehealth services from home via the nbn network. This was a five per cent increase on FY23. These people reported being able to access health services more often as telehealth is more convenient.

Researchers also found the nbn network is supporting social and community connection, with 87 per cent of nbn users connecting with family and friends via online platforms. As a result, nearly half (48 per cent) of those felt less lonely or isolated.

Expanding upgrades across Australia

The report comes as nbn continues to upgrade and evolve the nbn network to ensure that homes and businesses can enjoy the positive transformation of digital inclusion and faster nbn network speeds right across Australia.

nbn will provide new upgrade paths for the remaining Fibre to the Node network across Australia. This will benefit around 622,000 homes and businesses across the country, with more than half located in regional Australia.

It is expected that more than 95 per cent of the 622,000 homes and businesses will have the option to upgrade to nbn full fibre via nbn Fibre to the Premises. The remaining five per cent require further design work to confirm the appropriate upgrade path.³

This will expand the company's existing network upgrade programs and commitments to enable more than 10 million households and businesses – or around 90 per cent of the nbn fixed line network – access to nbn's fastest residential wholesale speeds by the end of 2025. The company has already enabled access to these speeds for more than 9 million households and businesses, including more than four million that can now upgrade to nbn full fibre.

nbn has also completed its Fixed Wireless and Satellite Upgrade Program, which is delivering faster speeds and more reliable broadband connectivity for around 800,000 homes and businesses in regional and remote Australia.

The program has enabled more than 120,000 homes and businesses previously within the nbn® Sky Muster® satellite service footprint to have access to nbn® Fixed Wireless for the first time. And it has



allowed the company to free capacity in its satellite network to support the introduction of uncapped data use plans for those remaining in the satellite footprint.⁴

More Australians benefiting from digital inclusion

Researchers found the nbn network is enabling positive impacts for low-income households, with 72 per cent reporting positive impacts on their satisfaction with life in FY24.

Other benefits for low-income households in FY24 include 74 per cent who work from home reporting positive employment outcomes, and 85 per cent who engage in formal or informal education from home reporting the nbn network had positive impacts on their studies.

Wellbeing impacts were significant in regional and remote Australia, with 76 per cent of households reporting that having the nbn network at home had a positive impact on their satisfaction with life in FY24.

Empowering First Nations communities

nbn is committed to helping drive digital capability in partnership with First Nations people and exploring ways to deliver social and economic benefits for communities.

The company has installed 111 community Wi-Fi services in more than 100 First Nations communities around Australia. These facilities aim to enable access to essential services, such as telehealth, MyGov, online education and mentoring services.

Following the announcement of \$20 million grant funding from the Commonwealth Government in February 2024, nbn is expanding its existing Community Wi-Fi program to a further 23 remote First Nations communities, with 19 of these now connected.

The research found the nbn network is supporting digital inclusion and helping unlock social benefits for First Nations people. It found that 75 per cent of First Nations people with the nbn network at home reported it having a positive impact on their satisfaction with life.

First Nations nbn customers also reported study benefits, with 78 per cent who engage in formal or informal education from home reporting the nbn network had positively impacted their education outcomes in FY24.

Smart Home technology

Respondents were also asked about their use of smart appliances.

nbn connectivity was used by 26 per cent of nbn users to connect a smart appliance. Of these, 17 per cent were air conditioners, 15 per cent rooftop solar systems, six per cent were electric vehicle chargers and eight per cent were home battery systems.



Stephen Smith, Executive General Manager, Safety, Wellbeing and Sustainability at NBN Co, said:

“The nbn network is critical digital infrastructure which carries 83 per cent of the nation’s data and supports the needs of over 20 million people every day.

“Fast and reliable broadband boosts industry, creates jobs, enables innovation, and strengthens social and economic participation.

“Our ongoing network investments are designed to uplift the digital participation and capability of Australia, and meet the needs of Australian homes and businesses now and into the future.

“This report demonstrates that we are delivering on our purpose – to lift the digital capability of Australia – helping deliver employment, education, health and wellbeing outcomes across the nation.”

Footnotes

1. Research commissioned by nbn.
2. P3 ‘Social impact of the nbn network – FY24 insights report’, Ember Advisors, commissioned by NBN Co.
3. nbn is committed to undertaking design work with the aim of providing an upgraded wholesale broadband service.
4. nbn Satellite Fair Use Policy and shaping rules apply. To proactively protect and ensure the fair access to the nbn Satellite network for all users, nbn may from time to time, at its discretion, shape the following activities to maximum wholesale upload and download speeds of 256kbps: uploads and downloads via peer to peer; uploads and downloads to cloud storage platforms; PC and smartphone operating system updates; software/application updates; gaming software updates; any other traffic related to applications which nbn cannot identify. Other activity that nbn considers may cause adverse network impacts may also be added to the above list to be shaped, including streaming video and VPN.

ENDS

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Resources



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