



**Low-Income and  
Digital Inclusion Forum**  
Annual Report  
2025



## Acknowledgement of Country

nbn acknowledges First Nations peoples and recognises their role as the Traditional Owners of the lands and waters across Australia. We are privileged to work across all corners of this vast country and pay our respects to all Elders past and present.



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# PURPOSE OF THIS REPORT

The Low-Income and Digital Inclusion Forum (LIDIF / Forum) is a collaborative initiative chaired by NBN Co (nbn) bringing together stakeholders from across the telecommunications industry, not-for-profit organisations, customer advocacy groups, government agencies, and research organisations to address key barriers to digital inclusion.

It also provides an opportunity for members to share their views and feedback on possible, targeted initiatives as well as on the potential impact of nbn's prices and any proposed product withdrawals on low-income, vulnerable, and unconnected people.

To ensure transparency and accountability, nbn is committed to publishing an annual report on its website each financial year. This report outlines the context and objectives of LIDIF, describes the Forum's membership and operational approach, and provides updates on progress and key activities since the previous report.

# CHAIR'S MESSAGE

The past year has been one of meaningful progress and growth for the Low-Income and Digital Inclusion Forum.

As digital connectivity becomes increasingly essential to how Australians learn, work, access healthcare, and stay connected, the need for digital inclusion has never been more urgent.

LIDIF was established on the belief that real and lasting change is possible when diverse voices from government, industry, advocacy, community, and research come together with a shared purpose. In Financial Year (FY) 2025, that purpose – to improve digital access, affordability, and ability for those most at risk of exclusion – has advanced through the Forum's collective energy, insights, and action.

Over the past 12 months, the Forum has convened four times - with each meeting acting as a catalyst for progress. Together we have:

- Championed the extension of the School Student Broadband Initiative (SSBI) to June 2028,
- Continued the support for the National Device Bank, and
- Launched targeted working groups focused on Social Housing and Connectivity Literacy.

These outcomes reflect LIDIF's evolving focus on practical, scalable solutions informed by the lived experiences of digitally excluded Australians.

Our second annual report highlights the Forum's activities from July 2024 to June 2025 and demonstrates the power of purposeful collaboration in driving inclusive outcomes.

nbn's involvement in LIDIF is part of a broader commitment to lifting Australia's digital capability, inclusion, and literacy through connectivity. Our Accessibility and Inclusion Plan, our sustainability agenda, and key partnerships – including with the First Nations Digital Inclusion Advisory Group and the Australian Government – are fundamental to how we support initiatives such as community wide Wi-Fi in First Nations communities, co-designed with those they are intended to serve.

Thank you to every member of the Forum for your insight, commitment, and shared purpose. Together, we are helping shape a more inclusive digital future. I look forward to continuing this important work together in the year ahead.



**Rachael McIntyre**  
**Chair, LIDIF**  
Executive General Manager,  
Stakeholder Relations, nbn

# THE DIGITAL INCLUSION CHALLENGE

Digital Inclusion means ensuring people can use the internet and technology to improve their daily lives. It is about enabling equitable access to technology to participate in our increasingly digital economy and society.

The Australian Digital Inclusion Index (ADII) defines Digital Inclusion in terms of Access, Affordability and Digital Ability; an individual facing barriers in one or more of these areas may be considered digitally excluded.

While the ADII model allows us to quantify levels of digital inclusion, to compare measures across demographic groups, and to track changes over time, digital inclusion remains inherently complex. This is because:

- It requires coordinated solutions across its three dimensions: access, affordability, and digital ability.
- There is a high degree of intersectionality between socio-demographic groups facing digital exclusion, resulting in compound vulnerabilities, barriers, and needs, that are not suited to a simple, one-size-fits-all approach.
- Accountabilities to improve various aspects of digital inclusion are dispersed across multiple stakeholders, most namely the telecommunications industry, not-for-profit sector, community organisations, and government.

This complexity illustrates the criticality of bringing together diverse stakeholders for cross-industry collaboration via forums such as the LIDIF.

# STRATEGIC FOCUS

Since its inception, the LIDIF's work has been guided by its collectively agreed mission that is reflective of the digital inclusion challenge and the long-term nature of the Forum:

**Actively collaborate across the telecommunications industry, not-for-profit organisations, customer advocacy groups, and government agencies to address access, affordability, and digital ability barriers for digitally excluded people nationwide.**

The mission also encompasses the specific opportunity for members to:

**Provide views and feedback in relation to the potential impact of nbn's prices and any proposed product withdrawals on low-income, vulnerable, and unconnected people.**

A participative process early in the FY25 helped shape which priorities the Forum should support in the near term. Beyond the continued focus on SSBI and the National Device Bank, nbn and LIDIF members surfaced five potential, new topics for consideration. The top three topics selected were:

## Connectivity Literacy

Defined as all knowledge needed by a consumer to understand how to access, get and stay connected to affordable and reliable voice and broadband services that meet their needs and budgets.

## Basic Connectivity

Exploring how potential product features and construct levers could be shaped to meet the needs of customers with lower usage requirements, and/or a desire for greater payment flexibility.

## Social Housing

Enabling effective access to nbn broadband while collectively addressing barriers to digital inclusion for social housing residents.


**Accessibility** was fourth. While the creation of a **National Digital Inclusion Strategy** was highlighted as critical for a coordinated and prioritised approach to lifting access, affordability, and digital ability barriers nationwide, it was deemed outside the Forum's scope.

The LIDIF and its members are already progressing the three top-voted priorities. For more detail, please refer to the Financial Year 2025 Updates in this report.

# MEMBERSHIP

LIDIF membership is open to not-for-profit groups, consumer advocacy groups, government agencies, and access seekers, including Retail Service Providers (RSPs). nbn is the chair of the LIDIF and provides the secretariat function.

The Forum was launched in early 2023 on an opt-in basis. As at June 2025, it collaborates across 24 member organisations:

Australian Communications Consumer Action Network (ACCAN)	Better Internet for Rural, Regional & Remote Australia (BIRRR)	Good Things Foundation	Telstra	Vocus
Australian Digital Inclusion Alliance (ADIA)	Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts	James Cook University	The Smith Family	Western Australia Department of Premier and Cabinet
AGL	First Nations Digital Inclusion Advisory Group	NSW Telco Authority	TPG Telecom	Western Sydney Community Forum
Anglicare Australia	Infoxchange	Optus	Victoria Department of Government Services	WorkVentures
Aussie Broadband	Good360	Queensland Department of Customer Service, Open Data and Small Business	 <p>The Forum's membership is expected to evolve over time. More information on how to become a member can be found on <a href="#">the nbn website</a>.</p>	
		Queensland University of Technology Digital Media Research Centre		



# PROCEEDINGS

Throughout FY25, the Forum met quarterly, with its work enriched by smaller working groups comprising of subject matter experts from across its membership. These groups made valuable contributions to advancing the LIDIF's objectives and regularly reported their progress to the broader Forum.

Participation in the LIDIF and its working groups is voluntary, enabling members to engage in ways that align with their interests, expertise, and capacity. The Forum draws on independent research insights to inform its work and foster evidence-based dialogue. Demonstrating its commitment to collaboration and transparency, the Forum openly shares its progress – such as through the publication of an annual report on nbn's website each financial year and further enhances transparency through inclusive agenda building and post-meeting feedback loops.

## LIDIF MEETINGS

A total of four quarterly LIDIF meetings were held between July 2024 and June 2025, via hybrid formats – hosted at nbn's offices, with most attendees joining online via video conference.

## WORKING GROUPS

LIDIF members are encouraged to actively contribute to working groups set up to discuss and progress initiatives aligned to the areas of focus defined by the Forum. In FY25, two of the Forum's priorities progressed in separate working groups:

- The goal of the **Social Housing Working Group** is working towards Social Housing residents having effective access to nbn broadband while barriers to digital inclusion such as affordability, device availability, connectivity literacy, and digital ability are collectively addressed. 12 LIDIF members actively participate in the working group, and nbn chaired its three meetings during FY25.



- The **Connectivity Literacy Working Group** anchors its work in the Connectivity Literacy definition first coined by LIDIF member BIRRRR. The working group initially concentrated on mapping existing Connectivity Literacy approaches to avoid duplication and identify gaps. Through this process, members shared valuable insights into current initiatives, enabling the group to learn and build upon established practices and materials. In FY25, nbn chaired two meetings of this working group, in which 10 members participated.

The outputs of both working groups enhance the discussions and recommendations made at the quarterly LIDIF meetings. Their contribution to the Forum's work is summarised in section 3 (Other work of the LIDIF) of the following chapter.

# FINANCIAL YEAR 2025 UPDATES

As part of facilitating the Forum and in pursuit of the Forum's mission, nbn offered members the opportunity to provide views and feedback in relation to:

- 1 Possible targeted initiatives** to improve access to the nbn® network for low-income, vulnerable, and unconnected people.
- 2 The potential impact of nbn's prices and proposed product withdrawals** on such people.

Below is an update on the progress of these initiatives and on how nbn has taken into account the views and feedback received from the Forum.

In addition, Section **3** of this chapter outlines additional work carried out by the LIDIF under **Other Work of the LIDIF**.

## **1** Targeted Initiatives

Throughout the reporting period, LIDIF members worked collaboratively on initiatives in support of uplifting digital inclusion for people in Australia, covering:

**THE SCHOOL STUDENT BROADBAND  
INITIATIVE (SSBI)**

**A NATIONAL DEVICE BANK**

## THE SCHOOL STUDENT BROADBAND INITIATIVE

The SSBI is an Australian Government program providing access to free nbn broadband, via participating RSPs, for approximately 30,000 families and carers with school-aged children and who, at the time of applying, had no active nbn broadband internet at home.

The SSBI is available until 30 June 2028 for eligible families who registered prior to 5 May 2025 (when the program ceased taking nominations), and placed an order by 30 June 2025 (when vouchers expired due to the target having been met). The program aims to boost educational opportunities and support households struggling with cost-of-living pressures.

nbn has implemented the program on behalf of the Australian Government. It works collaboratively with participating RSPs and has engaged nominating organisations across Australia, including education authorities, national charities, not-for-profits, local community organisations, Members of Parliament, and schools, to identify eligible families through their existing programs and contacts – and in the case of the National Referral Centre, to provide a self-nomination avenue.

### CASE STUDY

Behind every reported number and the success of this collaboration are the stories and everyday impact the initiative creates for students and in fact the whole family. As an example, we share one of these case studies, as documented through the SSBI National Referral Centre:

*A single mother with two school-aged children had been facing significant challenges due to a lack of reliable internet access at home. Without nbn, the family depended on a phone hotspot to get by and often had to make trips to the library before it closed to complete homework. The strain of coordinating these library visits while managing other responsibilities was a constant hurdle. Thanks to the School Student Broadband Initiative the family now has the stable connection they desperately needed. The client was overjoyed, calling the support “amazing” and expressing how much easier it will be for her children to focus on their education without these extra barriers. This initiative has truly been a game-changer, lifting a heavy burden from the family’s daily routine.*



## THE SCHOOL STUDENT BROADBAND INITIATIVE (CONT'D)

### Progress report

The SSBI was launched in February 2023. It has made remarkable progress over the past 12 months. The initiative target of 30,000 families and carers benefiting from the SSBI is anticipated to be met by 30 June 2025, up from 13,285 as of 13 June 2024.

The success of the SSBI builds on the extraordinary contributions of the 59 nominating organisations, the National Referral Centre, run by Anglicare Victoria, the participating RSPs and hundreds of others who have shared SSBI material through their channels and contacts.

A significant development over the past year was charting a clear path forward for these school students beyond the program's initially planned end date in December 2025. At the request of the former Minister for Communications, The Hon Michelle Rowland MP, the LIDIF and the broader industry were invited to provide feedback on various aspects of the SSBI program. This consultation received feedback on areas such as program eligibility, sustainability, product features to enhance digital inclusion, and how best to manage transitions and ongoing costs.

### Feedback and response

The LIDIF's feedback centred on the program meeting the needs of existing families while also providing opportunities for those yet to connect. LIDIF members supported continuing the SSBI service model that likely results in a \$0 retail price for families. Members were also open to alternative structures involving a low, affordable retail price to support the program's financial sustainability and potential expansion. LIDIF members suggested the use of existing social welfare qualifications to assess families' eligibility for concessional offers and universally supported an extension of the program beyond December 2025. The Forum emphasised the importance of continuing the partnerships formed under the program, noting that solving for digital inclusion is complex and requires the involvement and coordination of many stakeholders, including government agencies.

The feedback from the LIDIF and the industry was collated and communicated to the former Minister in July 2024. Three options were provided for the former Minister to consider as transition pathways for families associated with the program. These options included a balanced view of considerations such as customer needs, stakeholder capabilities, dependencies, and associated financial considerations.

In January 2025, the Australian Government announced an extension of the SSBI service to 30 June 2028. This extension enables the free SSBI services to continue for existing families and new families who had redeemed their vouchers by 30 June 2025. All RSPs participating in the program since its inception have agreed to continue supporting these families and carers through to 30 June 2028. The program also welcomed two new RSPs in February and March 2025.

Overall, the SSBI's commitment to helping to bridge the digital divide and supporting students' educational needs through fixed broadband internet access continues to be welcomed by families and carers, community organisations, as well as RSPs.

## NATIONAL DEVICE BANK

The National Device Bank initiative, led by LIDIF members WorkVentures, Good360 Australia, and Good Things Australia is aimed at creating a national asset, a ‘bank’ of refurbished, donated digital devices (e.g. personal computers, laptops, tablets, and mobiles) for those who struggle to afford an appropriate device to participate in the digital world.

The National Device Bank relies on devices donated by corporate and government organisations once they have reached their initial end of life. Devices are professionally reset, cleaned, and sanitised before being donated to recipients. To support funding of the Device Bank, a subset of donated devices received are sold to fund devices being made available free of charge to people in need via a network of Not-For-Profit organisations and schools with a high share of children from low-income families. In parallel, seed funding is being sought to scale and secure the viability of the National Device Bank, including the creation of a technology distribution platform to engage with device donors and Not-For-Profit organisations across the country.

The First Nations Digital Inclusion Advisory Group has highlighted the establishment of a National Device Bank as a key recommendation to help achieve Target 17 of the National Agreement on Closing the Gap (ensuring that Aboriginal and Torres Strait Islander people have equal levels of digital inclusion by 2026).



## Progress report

The progress report provided shares a holistic view of the FY25 achievements that support the establishment of the National Device Bank. Collectively, the achievements highlight the important role of cross-organisational collaboration, some of which was facilitated through LIDIF. As such, in the past year:

- The Forum has provided the founding partners and LIDIF members WorkVentures, Good360 Australia, and Good Things Australia with the opportunity to promote the National Device Bank, informing members of the nature and purpose of the program and seeking member support.
- NSW Government, following extensive consultation led by the NSW Telco Authority (a LIDIF member) announced the establishment of a NSW Device Bank pilot as part of the release of the NSW Digital Inclusion Strategy.
- At a Federal level, the Digital Transformation Agency has published the ‘*Sustainable Device Management Guide: Assisting government to consider sustainable device disposal via donation, reuse and responsible recycling*’. These guidelines encourage Australian Government departments and agencies to use social organisations dedicated to reducing the digital divide and promoting sustainability to repurpose used technology and to consider reusability as part of purchasing decision making.
- Media interest in the National Device Bank grew over FY25, with over one thousand media items generated – primarily through a campaign focused upon digital poverty in October and the issue faced by school students returning to school in January without appropriate device access.
- The National Device Bank trial into First Nations Communities has been extended, enabling more devices to be distributed and enhancing community engagement and impact measurement. Partnering with remote First Nations communities in a co-design process, device profiles, best practice digital training and delivery and support methods are being identified and implemented. In collaboration with local partners this should enable a broader distribution of devices and wraparound digital support.



## NATIONAL DEVICE BANK (CONT'D)

- Supported by an additional grant issued by the Telstra Foundation, the National Device Bank secured substantial device donations, enabling thousands of devices to be distributed to people in need. It also enabled the development of the National Device Bank website with a launch date planned for the second half of 2025.
- LIDIF member Optus has supported several charities including Good360 Australia through the Donate Your Data program, which provides free mobile data to Australians in need. The Donate Your Data program complements the goals of the National Device Bank by addressing digital exclusion through mobile connectivity.
- The Forum has discussed how the scale of device donations could be increased, and LIDIF members including nbn have:
  - provided support by making device donations and/or committing to future device donations;
  - contributed input on related grant applications; and
  - supported the National Device Bank to trial effective device distribution mechanisms particularly in First Nations communities.

## Feedback and Response

In FY25, members took a keen interest in the progress of the National Device Bank provided during the regular updates at the quarterly LIDIF meetings.

- Members shared feedback that having an enthusiastic, influential, internal champion is the key difference between an organisation donating or not donating their devices. Members and other potential donors can take this feedback into account as they explore their organisation's approach to donating devices.
- Members expressed interest in understanding how many devices have been pledged and received so far. The founding members of the National Device Bank, WorkVentures, Good360 Australia, and Good Things Australia are evaluating how to provide meaningful transparency on the combined scale of the National Device Bank. This will be addressed in the National Device Bank website being launched in the second half of 2025.

## 2 Impact of nbn's Prices and Proposed Product Withdrawals

nbn's prices and product withdrawals are subject to regulation by the ACCC, including the regulatory framework in nbn's Special Access Undertaking. The following sections of this report provide transparency regarding how nbn has sought the views and feedback of the Forum on such matters, as part of the consultative approach adopted by nbn.

### PRICES

nbn provides opportunities for LIDIF members to give feedback on how nbn's wholesale prices may (via RSP retail charges) impact low-income, vulnerable, and unconnected people in Australia. nbn also engages with stakeholders including access seekers and RSPs on pricing outside of the Forum.

In FY25, the Forum's feedback on nbn's wholesale prices can be summarised as the following three questions:

- what is the rationale for nbn's annual pricing changes – including its pricing of its 25Mbps and 50Mbps wholesale speed tiers;
- how will nbn address affordability issues for low-income groups, in circumstances where nbn is increasing its annual wholesale prices on its lowest speed tiers (12/1 Mbps and 25/5 Mbps) and its most popular speed tier (50 Mbps); and
- how is nbn promoting the availability of the 12/1 Mbps Basic Bundled Offer for those customers who only need connectivity for voice services.

In response to the first question, nbn provided a variety of information to the Forum regarding the rationale for nbn's annual pricing changes – including that nbn's price changes are designed to balance the need to invest in our network, recover our efficient costs and ensure we continue to provide value to all Australian customers and provide a range of products to suit various customer needs and budgets. nbn also sets prices in accordance with its Statement of Pricing Intent, published in November 2023.

In response to the second question, nbn notes that it is working on a range of measures related to affordability for low-income groups (which is a purpose of the Forum) – including the SSBI and other initiatives set out in this report. Additionally, nbn considered the impact of its wholesale prices on low-income groups when developing its SAU Tariff List for FY26 and three-year Pricing Roadmap for FY26-28 (published on 1 May 2025).

In that context:

- nbn did not increase the monthly wholesale fixed price of the 12/1 Mbps Basic Bundled Offer in FY26 (consistent with the indication given by nbn in its previous Pricing Roadmap published in May 2024);
- the average effective wholesale price of the 12/1 Mbps Non-Basic Bundled Offer will increase by 2.76% (an increase of \$0.90/month) – less than the 5% indicated by nbn in its previous Pricing Roadmap published in May 2024; and
- the average effective wholesale price of the 25/5 Mbps service will increase by 2% in FY26 – less than the relevant measure of CPI under the SAU of 2.4%.

In response to the third question, nbn notes that it generally does not promote the 12/1 Mbps Basic Bundled Offer on its website – noting that service is primarily a voice service – and that whether RSPs productise and market that offer to retail customers is a matter for RSPs. However, as noted above, nbn did not increase the price of that offer in FY26 and is not expecting to do so in FY27 or FY28 (as indicated in nbn's Pricing Roadmap published on 1 May 2025).

nbn also continues to be mindful of the feedback provided by LIDIF members that the charge for Access Component Reactivation is an impediment to RSPs offering pre-paid nbn services. The FY26 charge for Access Component Reactivation will be maintained at \$5 per month to help cover reactivation situations where a site visit, truck roll, or network termination device replacement is required.

nbn appreciates member feedback on pricing matters and will continue to seek feedback on future initiatives, including during consultation with the Forum.

## PROPOSED PRODUCT WITHDRAWALS

The LIDIF is a forum in which members can provide views and feedback on proposed product withdrawals – and in particular, on the potential impact of any proposed product withdrawals on low-income, vulnerable, and unconnected people. This is a feature of nbn’s varied SAU, as accepted by the ACCC in October 2023.

Over June and July of 2024, nbn sought feedback from the Product Development Forum (PDF) on the potential future withdrawal of nbn Sky Muster (nbn Ethernet (Satellite)), in the context of the broader transition to the more advanced and popular Sky Muster Plus service. nbn also proposed to simplify its Sky Muster Plus offering through the sunset of metered / capped plans, given the launch of better value Sky Muster Plus Premium plans in 2023. In parallel, nbn provided a briefing to LIDIF on those matters in late FY24. LIDIF’s feedback can be summarised as follows:

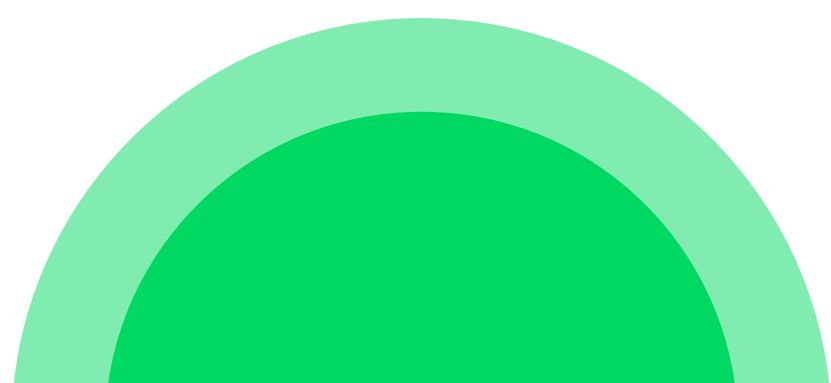
- Stakeholders have expressed confidence in the value of the Sky Muster Plus Premium products, noting that they offer sufficient capacity to support wholesale burst download speeds of up to 100 Mbps, enable unlimited data usage (subject to fair use policy and shaping), and provide progressively lower costs for higher data consumption compared to what is currently available under Sky Muster Plus.
- The simplicity of the Sky Muster Plus Premium product offerings is viewed positively, with expectations that it will reduce consumer confusion and potentially lower administrative costs for RSPs.

- There was a question about whether the withdrawal of the Sky Muster service (nbn Ethernet (Satellite)) could affect the retail pricing of the lowest-tier plans, particularly for light users.

nbn considered that feedback and subsequently provided a closure paper to the PDF on 14 August 2024 which:

- confirmed that nbn would withdraw the Sky Muster Plus metered / capped plans on 1 March 2025; and
- noted that while nbn had sought initial feedback on the potential future withdrawal of nbn Sky Muster (nbn Ethernet (Satellite)) in the context of the broader transition to Sky Muster Plus, any such withdrawal would be subject to a further full consultation.

Further, in late FY24, nbn also provided a briefing to LIDIF on its proposed withdrawal of the Cell Site Access Service (CSAS). This followed nbn issuing a consultation paper to the PDF in April 2023 and a closure paper in February 2024. The limited feedback received from the Forum on that topic was that the withdrawal of the CSAS was unlikely to lead to any issues given the minimal take-up of that service. nbn then issued a notice to the PDF in November 2024 which confirmed nbn’s intention to withdraw the CSAS on 13 November 2026.







### 3 Other work of LIDIF

In line with its chosen strategic priorities and in addition to the SSBI and National Device Bank initiatives, the Forum is exploring how it can contribute to uplifting digital inclusion for social housing residents and improve connectivity literacy. Members also contributed to shaping options for potential nbn basic connectivity alternatives.

#### **SOCIAL HOUSING**

Social Housing is a term collectively referring to residents of housing provided by the relevant state or territory public housing authority, a non-profit community housing provider, state owned and managed Indigenous housing, or Indigenous community housing, encompassing about 446,000 premises in Australia<sup>1</sup>.

Measuring across 48 different social groups, residents of social housing are the group with the eighth lowest 2023 Australian Digital Inclusion Index (ADII) Score at 61.6 compared to the national average of 73.2. Access is a particular challenge (ADII Access score of 58.2 vs 72.0), as are their levels of Digital Ability (54.2 vs 64.9). Affordability lags the national average of 95.0 by 4.5 points<sup>2</sup>.

These statistics express the digital disadvantage of social housing residents, but their lived experience is often marked by additional, intersecting economic, social, and health-related challenges.

The LIDIF Social Housing Working Group was established with the goal of enabling Social Housing residents to have effective access to nbn broadband while collectively addressing complex barriers to digital inclusion such as affordability, device availability, connectivity literacy, and digital ability.

<sup>1</sup> <https://www.aihw.gov.au/reports/housing-assistance/housing-assistance-in-australia/contents/social-housing-dwellings>

<sup>2</sup> <https://www.digitalinclusionindex.org.au>

Aligned on its goal, the group defined three focus areas:

- 1. Learning:** Deepening the understanding of the target group, bringing together tenants' lived experiences, lessons learnt from previous programs, housing providers' perspectives, and international case studies
- 2. Action:** Trialling a geographically-targeted approach to affordability and digital inclusion
- 3. Influence:** Leveraging the insights from the Learn and Action focus areas to advocate for scale and broader reform

The Social Housing Working Group continues to progress these focus areas in FY26.

## CONNECTIVITY LITERACY

Connectivity Literacy is a term first coined by BIRRR and defined as all the knowledge needed by a consumer to understand how to access, get and stay connected to affordable and reliable voice and broadband services that meet their needs and budgets. It is a separate and more recent concept than Digital Ability but increasingly regarded as an equal barrier to digital inclusion. During FY25, the LIDIF has commenced supporting improvements in Connectivity Literacy by inputting into the development of independent guidelines on how to improve the in-premises set-up and the initiation of a LIDIF Connectivity Literacy Working Group.

### In-Premises Optimisation

In-Premises Optimisation is an nbn initiative designed to improve Connectivity Literacy, specifically how Australians experience broadband in their homes by addressing common issues with in-home setup.

In FY25, nbn undertook extensive customer research that revealed 92% of the nbn-connected households have at least one element of their in-home setup that is sub optimal. 61.6% of nbn users have not made a change to their home set-up in the last two years – both insights<sup>3</sup> reflecting low in-home literacy levels and inertia to upgrading in-home equipment.

These insights informed a co-design process with RSPs, BIRRR, Regional Tech Hub, and advocacy groups to develop independent, easy-to-follow specifications that help consumers - regardless of income or technical ability - optimise their home connectivity. These specifications now underpin an education and communications campaign\*, which includes cheat sheets, webinars, and targeted campaigns on Wi-Fi placement, device age, and interference reduction.

Looking ahead, nbn is preparing Phase 2 of the program, which will include tailored specifications for small businesses and new developments as well as explore education opportunities in retail and educational environments.

### Connectivity Literacy Working Group

The LIDIF Connectivity Literacy Working Group was established in early 2025 with an initial focus to better understand the definition of connectivity literacy, and how it has become a barrier for many to getting and staying connected to the digital world.

The first meeting in March involved BIRRR presenting an Introduction to Connectivity Literacy and nbn providing an update on the In-Premises Optimisation initiative.

At the second Working Group meeting in May, the Queensland State Government presented on their Digital Learning and Support website, and recent community consultations where Connectivity Literacy was raised as an issue.

The Working Group will continue to explore improvements to Connectivity Literacy across community, industry, and government and narrow its focus in FY26.



\* Find out more about in-home optimisation on the [nbn website](#).

## BASIC CONNECTIVITY OPTIONS

nbn's purpose is to elevate Australia by connecting people and powering progress. As part of this commitment, nbn invited RSPs, customer advocacy groups, and key industry bodies to join a participatory process that explored possible nbn propositions for customers wanting more flexibility in relation to the features and cost of their service, and/or seeking better value when using less data. LIDIF members contributed to this process in November / December 2024.

In March 2025, summary outcomes were released to all LIDIF members and industry. These outcomes highlighted the diverse, and partially unmet needs of low-income customers, their preference for flexible, easily controlled, prepaid payment options, and the convenience of a single mobile subscription. Feedback from some LIDIF members emphasised the importance of making adequate speed and data allowance available at an affordable price point. At the same time, the necessities of commercial viability as well as minimally costly and complex implementation of any new proposition surfaced. A preference for simple, wholesale levers to allow RSPs to innovate and differentiate emerged.

Further concept testing was undertaken with focus groups in April 2025, supplemented by a customer choice evaluation in May / June 2025.

nbn is continuing to work through what form Basic Connectivity options could take, recognising the desire for and commercial challenges of these propositions.

# NOTABLE RESEARCH AND PUBLICATIONS

The Forum grounds its work in digital inclusion research with contributions and guidance from the two independent research members – Queensland University of Technology and James Cook University.

Thanks to their expertise on the topic of digital inclusion, LIDIF member organisations have published related materials in the reporting period (July 2024 to June 2025):

## First Nations Digital Inclusion Roadmap: 2026 and beyond



This roadmap outlines the path towards First Nations digital inclusion and builds upon the First Nations Digital Inclusion Plan (2023-2026) as well as recommendations put forward in the First Nations Digital Inclusion Initial Report (2023).

## New South Wales Digital Inclusion Strategy



The strategy aims to provide a more inclusive and equitable digital future for NSW. It addresses key barriers such as connectivity, affordability, digital ability, accessibility, and digital trust and safety. It sets the direction for initiatives that will improve digital access and participation, ensuring all people of NSW can engage with digital opportunities.

## Good Things Australia The Economic Benefits of Overcoming Digital Exclusion



This report provides an in-depth assessment of the impact that digital exclusion has on the Australian economy and the benefits that overcoming digital exclusion will have on individuals and society as a whole.

## Good Things Australia Understanding AI literacy and digital inclusion: How we can use AI for Good



The report is the result of significant consultation and research, and is part of the Digital Sisters: AI for Good program supporting refugee and migrant women to build their understanding and use of AI, run by Good Things in collaboration with Microsoft and Telstra.



## Mapping the Digital Gap

### 2024 Outcomes Report and 2024 Community Outcomes Reports



Mapping the Digital Gap publishes Annual Outcomes Reports each year, as well as targeted Community Outcomes Reports after each research visit. The project also creates film works in partnership with partner organisations to shine a light on digital inclusion barriers in remote First Nations communities. Key FY25 publications are the 2024 Outcomes report (3 December 2024) and Wilcannia, NSW 2024 community update report (24 April 2025).

## Ember Advisors, commissioned by nbn

### 2024 Outcomes Report and 2024 Community Outcomes Reports



This research reveals that access to nbn-enabled fast broadband has had a positive impact on individual wellbeing. The nationally representative results also looked at impacts on three specific target groups: regional and remote Australia, low-income and First Nations people.



# APPENDIX

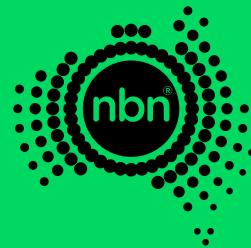
## Special Access Undertaking (SAU)

nbn's SAU provides for nbn to establish a 'Low-Income Forum', being a multi-stakeholder working group to identify possible targeted initiatives to improve access to nbn's network for low-income, vulnerable, and unconnected persons. nbn implements that obligation through facilitating the LIDIF – and first convened the Forum in March 2023 (in advance of nbn's SAU being varied in October 2023 to require the establishment of the forum).



The SAU is available on the [nbn website](#).

For any enquiries related to this report or the Low-Income and Digital Inclusion Forum,  
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