

AUSTRALIAN TECH REUSE FOR GOOD CHARTER

A shared commitment to action for a
national tech reuse ecosystem



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Access to digital technology and the skills and confidence to use it safely is essential for participation in modern Australian life, supporting education, employment, healthcare, and connection. With one in five Australians digitally excluded in 2025, there are millions of people missing out on opportunities to work, learn access services and build ICT skills. Access to a device is often the most immediate barrier.

Digital exclusion affects people across the community, including those on low incomes, older Australians, people with disability, people from culturally and linguistically diverse backgrounds including migrants and refugees, and people in regional and remote areas. First Nations communities face twice the levels of digital exclusion experienced by the rest of the population.¹ Meaningful access also depends on reliable connectivity, culturally informed community support and opportunities to build digital capability. At the same time, substantial volumes of functional technology are retired each year. Technology that organisations no longer need can become essential tools for someone else. By working together, we can redirect these resources to where they are most needed – advancing equity, reducing environmental impact, and strengthening communities.

Artificial Intelligence is adding a new dimension to digital inclusion: device access opens the door to the skills and opportunities reshaping education, employment and services. Closing the device gap is now central to equitable participation in our evolving and modern economy.

This is also an issue of national capability. As more of Australia's economy and public services move online, digital participation has become an important foundation for economic participation, workforce readiness and long-term productivity. This Charter calls on organisations across Australia to act together to build a coordinated, scalable tech reuse ecosystem. It brings together the strengths of the for-purpose sector, business and government to put surplus technology to work where it's needed most, faster and at a greater scale. Our approach will amplify and connect existing efforts and enable meaningful participation from a broad range of contributors.

By endorsing this Charter, organisations commit to act to:

1. Build a Coordinated and Sustainable System

Work together to create a nationally coordinated, flexible, and enduring ecosystem.

We will:

- Celebrate and showcase organisations leading the way in their sectors
- Align through a principle-based charter that enables diverse delivery models
- Share data and outcomes transparently
- Support a range of ways for organisations to contribute, including device donation, funding, expertise, leasing pathways and other resources.



¹Tech Reuse for Good acknowledges work underway through the National Agreement on Closing the Gap (Target 17). For First Nations peoples. Signing the Charter is a practical commitment to support this work.

²For government entities, endorsement of this Charter should be read consistently with the National Device Reuse Principles and government device donation remains subject to applicable legislative and respective government policy requirements, including procurement, asset disposal, cyber security, privacy, records management, sustainability and social procurement frameworks and contractual requirements.

2. Act to Advance Equity

Treat access to functional digital devices as essential tools and actively prioritise redistribution to those experiencing digital exclusion.

We will: Direct resources to underserved communities and measure who benefits, and who is still missing out.

Rationale: Equity must be intentional, measurable, and sustained.

3. Consider reuse early

Integrate device reuse and lifecycle extension across procurement, contract management, use, decommissioning and disposal.

We will: Incorporate for-purpose reuse of our technology assets into our holistic IT plans.

Rationale: Allocating and communicating technology assets available for purpose-driven reuse programs, enables our organisation and digital inclusion partners to plan effectively and better execute positive social and environmental benefits.

4. Deliver Quality, Safe and Secure Devices

Ensure every device and service provided is reliable, secure, and appropriate to need.

We will: Promote practical quality and security standards so that devices distributed to communities meet agreed specifications and are fit for purpose (see 1 above) and give organisations the confidence to trust reuse as a secure pathway.

Rationale: Access must translate into meaningful usable outcomes and device donation can support community benefit in a variety of ways.

5. Act on Climate and Community

Recognise and promote tech reuse as practical action on environmental sustainability goals and an enabler for people in Australian communities.

We will: Measure and communicate the environmental and social benefits of reuse across the community.

Rationale: Reuse reduces emissions, strengthens communities and delivers broader social value by enabling access to education, employment, support services and capability building.

6. Partner with Communities

Work in partnership with the community sector, including Aboriginal and Torres Strait Islander Community Controlled Organisations to ensure devices are distributed where the needs are greatest, with associated supports to enhance their impact.

We will: Engage community sector organisations as critical partners in design, delivery, and long-term support.

Rationale: Lasting impact is achieved through collaboration, not one-way delivery.



7. Amplify What Works

Strengthen and scale existing tech reuse programs - not replicate or undermine them.

We will: Partner with corporate and institutional programs, recognising contributions beyond devices, to extend their reach and impact, creating an additional vehicle to connect surplus technology with more beneficiaries.

Rationale: Equity must be intentional, measurable, and sustained.

Measuring our collective impact

We understand that our collective success will be measured through shared indicators that reflect the Charter's social, environmental and system-level goals.

This will include:

- the number of organisations engaged in redirecting technology for good
- the number of devices reused and redirected to priority communities
- positive social impact of devices distributed
- environmental benefits achieved
- sustainability and benefits of the Tech Reuse for Good ecosystem.

We commit to contributing information about our organisation's participation and impact to support this collective measurement.

Together, we can ensure that more people have access to the technology they need to participate fully in society, while reducing waste and strengthening communities.

Find out more and sign the Charter at www.techreusecharter.org.au

