



Australian Government

Indigenous Communications Program

**CLOSING THE GAP: NATIONAL PARTNERSHIP
AGREEMENT ON REMOTE INDIGENOUS PUBLIC
INTERNET ACCESS**

**Implementation Report
2009-10**

Western Australia 2010

25 January 2011

1. Introduction

This report fulfils the reporting requirements of the National Partnership Agreement on Remote Indigenous Public Internet Access (the Agreement) and the 2009-10 Implementation Plan under that Agreement.

On 2 July 2009, the Premier Hon. Colin Barnett MLA signed the National Partnership Agreement for the Remote Indigenous Public Internet Access (RIPIA) project with the Commonwealth Government. This enabled the Commonwealth to negotiate an implementation plan for the project with the Australian State to the fund the activities in accordance with the National Partnership Agreement requirements.

On 11 March 2010, the Western Australia implementation plan for 2009-10 was agreed between the then Western Australia Minister of Commerce; Science and Innovation, Hon. Troy Buswell, MLA and the Minister for Broadband, Communications and the Digital Economy, Hon. Senator Stephen Conroy. Following the agreement, \$208,000 of Commonwealth funding was transferred to Western Australia under the National Partnership Agreement to deliver public internet access, computers and information technology (IT) equipment and basic computer training to 13 remote Indigenous communities.

In implementing the Agreement in 2009-10, the Western Australian Government also provided \$18,324 in administrative and staff support.

The Western Australia implementation plan for 2009-10 provides

- 1) increased public access to online resources and services, principally for financial, educational, health, economic and social purposes;
- 2) increased awareness of the benefits and uses of online resources and services;
- 3) increased computer literacy enabling effective use of information and communication technology and the internet;
- 4) increased information literacy enabling the search for, evaluation and use of online information; and
- 5) increased internet use that facilitates transactions and communication with government agencies, businesses, communities and families.

Under the National Partnership for Remote Indigenous Public Internet Access, the funding was provided to three distinct entities, Ardyaloon (One Arm Point) Incorporated, the Ngaanyatjarra Council and the State Library of Western Australia.

2. Establishment

Developing a service delivery model

Due to a huge landmass and relatively small and widely dispersed indigenous population in Western Australia, the service delivery model for this project was cultivated from experiences learnt from the delivery of the previously successful Outback Skilling WA Project, a Commonwealth funded project under *Networking the Nation*.

The Outback Skilling WA project was delivered by various Departments within the WA Government that had expertise in delivering different services to regional, rural and remote communities in Western Australia. This project was previously managed by the Department of Industry and Resources (now the Department of Commerce), the Department of Local Government and Regional Development (now the Department of Regional Development and Lands) with the assistance of the Department of Indigenous Affairs.

A same collaborative approach is adopted here to deliver the outcomes of this program. The Departments that were previously involved in the Outback Skilling WA Project that possessed expertise in different regions of Western Australia were consulted in the first instance to assist with achieving the outputs of this project.

The implementation of the project benefited from the availability of broadband, which was provided by the Department of Commerce, to the communities targeted in 2009/10. Warburton and Ardyaloon (One Arm Point) are also covered by wireless broadband.

Consultation

A committee was formed with various WA Government Departments after the National Partnership for Remote Indigenous Public Internet Access was signed with the Commonwealth's Department of Broadband, Communications and the Digital Economy.

The committee consists of State Government Departments that had significant presence and activities in regional, rural and remote Western Australia. A committee chaired by the Western Australian Department of Commerce and six other government and non-government partners; namely the Department of Regional Development and Lands (DRDL), State Library of Western Australia (SLWA), Department of Indigenous Affairs (DIA), Catholic Education Office of Western Australia (CEOWA) and Association of Independent Schools of Western Australia (AISWA) were formed to determine how best to deliver the outputs for this project.

Partnerships and collaboration

For 2009-2010, partnerships between the lead agency, the Department of Commerce, the Department of Regional Development and Lands (DRDL), State Library of Western Australia (SLWA), Ngaanyatjarra Council and Ardyaloon Incorporated were formed to deliver the objectives of this project.

Each government agency signed a memorandum of understanding with the Department of Commerce and each non-government agency (namely Ardyaloon Incorporated and Ngaanyatjarra Council) signed a Financial Assistance Agreement (FAA) with the Department of Commerce to achieve the objectives of this project.

The agreements used for the delivery of the equipment and services in 2009-2010 were:

A Memorandum of Understanding was signed with State Library of Western Australia to deliver training outcomes for 12 of the communities located in the Ngaanyatjarra Lands and one community in the Kimberley Region.

- The funding allowed the State Library of Western Australia (SLWA) to provide basic and advanced IT training. SLWA's philosophy is to provide *train the trainer* (viral training) opportunities. The bulk of the training was delivered to people with a high level of interest, and to selected community and staff members (as nominated by the NG Media) to become trainers for their community. NG Media carried out basic training in IT and media skills such as internet browser use; online banking; word processing; desktop publishing; and file management.
- A Financial Assistance Agreement (FAA) was signed with Ardyaloon Incorporated for the community to purchase computers for the One Arm Point community.
- A FAA was signed with the Ngaanyatjarra Council for the Ngaanyatjarra Media to provide computer hardware, software and associated peripherals to 12 communities located in the Ngaanyatjarra Lands, and to manage the process.

3. Achievements

Outcomes under the Agreement

Under the National Partnership Agreement between the Commonwealth and the State of Western Australia, Internet Access, computers and related IT equipment and basic IT training was to be provided to 13 communities: Ardyaloon (One Arm Point), Blackstone, Coonana, Cosmo Newberry, Jameson, Kiwirrkurra, Mount Margaret, Patjarr, Tjukurla, Wanarn, Warakuna, Warburton and Wingellina.

Links to Closing the Gap targets

The “Closing the Gap” Targets are:

- Target 1: Close the gap in life expectancy within a generation.
- Target 2: Halve the gap in mortality rates for Indigenous children under 5 by 2018.
- Target 3: Early childhood education access for all Indigenous 4 year olds in remote communities by 2013.
- Target 4: Halve the gap for Indigenous students in reading, writing and numeracy by 2018.
- Target 5: Halve the gap in Year 12 or equivalent attainment for Indigenous 20–24 year olds by 2020.
- Target 6: Halve the gap in employment outcomes between Indigenous and non-Indigenous Australians by 2018.

The project has links with Targets 3, 4, 5 and 6 under the Closing the Gap Targets. Provision of Internet access to communities would provide IT and Internet access to indigenous children at an early stage of child development that will enable children to participate in the digital economy.

Case studies

No case studies have been prepared due to a short implementation time period.

4. Conclusion

The proposed outcomes detailed in the Implementation Plan for 2009-2010 were difficult to meet due to the short timelines given to the Department of Commerce for the approval of funding for this project, and the date the Commonwealth funding was received. This delayed a swath of activities for this project as all the necessary legal documents (MoUs and FAAs, especially FAAs) could only be signed with the non-government parties after funding has been received.

Funding was received from the Commonwealth on 7 April 2010 and the delays in the getting the various legal documents signed by funding recipients resulted in the achievement of some Performance Indicator Benchmarks for 2009-2010 not being fully completed. The following list of activities that were meant to be achieved in 2009-2010 will be achieved in the 2010-2011 financial year.

Computers to be delivered in 2010-11	Training to be delivered in 2010-11
Coonana	Ardyaloon
Mt Margaret	Coonana
Patjarr	Kiwirrikurra
Wanarn	Mt Margaret
Warakuna	Patjarr
	Wanarn

As a result, the number of remote Indigenous communities scheduled for equipment and training in each community was limited to those communities that already had existing infrastructure. The Department of Commerce chose communities that already had broadband infrastructure which was previously funded and provided by the Department of Commerce prior to the National Partnership Agreement. The governance structure of the allocated remote communities was also an important factor in the selection; for instance, the location of the equipment was to be securely locked up if no one was available to monitor the activities of the users. to ensure that the equipment provided would be safeguarded and not damaged.

The clustering approach (choosing communities close together) undertaken by the Department has been very useful in achieving some of the performance benchmarks.

This was the first year of four years in the implementation of Closing the Gap: National Partnership Agreement on Remote Indigenous Public Internet Access and valuable lessons have been learned which will assist in streamlining the program for 2010-2011, if funding is approved.

Appendix: Reporting Tables

A1. Statement of expenditure

Commonwealth funding

In 2009-10, Western Australia received \$208,000 in funding under the Agreement. This was expended by the service providers engaged by the Department of Commerce to provide the agreed activities to the communities listed at Item 6 of the Implementation Plan as follows:

	Description (Item/Service)	Qty	Amount
1	<p>Provision of IT equipment, hardware and software for 13 remote Indigenous communities. All the above were purchased but only eight (8) communities had new computers delivered and are operational. As at the date of this report, these communities are Ardyaloon, Blackstone, Cosmo Newberry, Jameson, Kiwirrkurra, Tjukurla, Warburton and Wingellina.</p> <p>Five (5) communities have not had their equipment delivered or installed and have been transferred to the 2010-11 Implementation Plan. As at 7 December 2010, Coonana, Mt Margaret, Patjarr, Wanarn and Warakuna Communities are yet to receive the new IT equipment.</p> <p>These are currently stored in Wingellina and will be delivered in the 2010/2011 financial year.</p>	13	\$52,000
		Sub-Total	\$52,000
2	<p>Provision of IT Training to seven remote Indigenous communities, namely Blackstone; Cosmo Newberry; Jameson; Tjukurla; Warakuna; Wingellina and Warburton, Training in Cosmo Newberry and Warburton was carried out using old computers in the communities.</p>	7	\$91,800

3	<p>Training was not provided to five (5) remote communities - Coonana, Kiwirrkurra, Mt Margaret, Patjarr, Wanarn - as no computers were available. Funding of \$52,200 for these 5 communities has been paid to State Library of Western Australia by the Department of Commerce.</p> <p>However, as State Library of had hired two (2) staff in anticipation of delivering training to the 5 communities and some costs were incurred by the State Library of Western Australia despite being unable to achieve the training objective for 2009/2010.* Training Materials that were for 2009/2010 training were also sent to the 5 communities in 2009/2010.</p> <p>The breakdown of costs are as follows:</p> <table border="0" data-bbox="293 837 756 1077"> <tr> <td>Description</td> <td>Cost (\$)</td> </tr> <tr> <td>Salaries</td> <td>\$11,100</td> </tr> <tr> <td>Training Materials (including postage, printing)</td> <td>\$1,900</td> </tr> <tr> <td>Total</td> <td>\$13,000</td> </tr> </table> <p>The State Library will carry over the remaining \$39,200 of the 2009/2010 funding for these 5 communities over to 2010/2011 to conduct 2 training sessions (covering material that was meant for 2009/10 and 2010/2011 simultaneously) in 2010/2011.**</p>	Description	Cost (\$)	Salaries	\$11,100	Training Materials (including postage, printing)	\$1,900	Total	\$13,000		\$13,000
Description	Cost (\$)										
Salaries	\$11,100										
Training Materials (including postage, printing)	\$1,900										
Total	\$13,000										
4	<p>The scheduled day for training was poorly marketed by the Ardyaloon CEO which resulted in no participants attending training on the day.</p> <p>Hence, training was not provided to Adryaloon. Funding of \$7,800 for Ardyloon has been paid to State Library of Western Australia by the Department of Commerce.</p> <p>The State Library will carry over the remaining \$7,800 of the 2009/2010 funding for Adyloon over to 2010/2011 to conduct 2 training sessions (covering material that was meant for 2009/10 and 2010/2011 simultaneously) in 2010/2011.**</p>	1	\$4,200								
		Sub-Total	\$156,000								
		Project Total	\$161,000								

* Two staff members were required for travel to remote communities due to Occupational Health and Safety Rules of State Library of WA.

*Note: \$47,000 of 2009/2010 funding will be carried over to 2010/11 (and reflected in the 2010/2011 Implementation Plan) to achieve the 2009/2010 training for the 6 communities (Ardyaloon, Coonana, Kiwirrkurra, Mt Margaret, Patjarr, Wanarn).

State/Territory contribution

Description	Costs (\$)
Project Management. This is based on the salary costs and hours worked by staff.	\$9,724.00
Project Administration and Support. Travel and accommodation costs to visit the communities and the costs for an administration officer.	\$8,600.00
Total	\$18,324.00

A2. Outputs

In 2009-10, Western Australia delivered the following outputs under the Agreement:

Output 1: Public internet access

The Agreement requires that new or expanded public internet access, tailored to individual community circumstances, be provided to remote Indigenous communities identified in the Implementation Plan. Internet access facilities must include appropriate filtering of illegal and offensive material, including filtering of restricted sites so they are not accessible by minors.

In 2009-10, achievements under this output were delivered to the communities listed at item 7 of the Implementation Plan as follows:

Service	No. of communities	Filtering installed?
New or expanded public internet access as at 30 June 2010.	Four (4) communities have public internet access facilities operational with NEW computers. These communities are: Blackstone; Jameson; Tjukurla; and, Wingellina.	Yes
New or expanded public internet access as at 7 December 2010.	An additional four (4) communities have received public internet access facilities as at the date of submission of this report: Ardyaloon, Cosmo Newberry; Kiwirrukurra and Warburton.	Yes

Output 2: Maintenance

No maintenance was required in 2009-2010.

Output 3: Training

The Agreement requires that training sessions be tailored to individual community needs that provided Indigenous Australians with skills in:

- (a) basic computer use;
- (b) using internet applications including email and web browsers;
- (c) applied internet use, with a focus on financial management, education, health, communication, government transactions, and economic and employment opportunities;
- (d) locating and navigating internet search engines and databases, constructing effective searches, evaluating websites and accessing culturally appropriate digitised objects; and
- (e) peer support techniques that enable users with a higher skill level to provide basic assistance to other community members in using computers and the internet.

In 2009-10, achievements under this output were delivered to seven (7) out of the 13 communities listed at Item 8 of the Implementation Plan.

Communities that received training were Blackstone, Cosmo Newberry, Jameson; Tjukurla; Warakurna; Warburton and Wingellina.

The report provided to the Department of Commerce indicates 190 people were trained. At this late stage, it is impossible to get the exact number of trainees in each community and the number of hours of training.

The communities will be asked to keep a record of their individual hours of training and the number of students trained in each community for inclusion in the 2010-11 report.

The above figure of 190 people does not include:

- Ardyaloon (One Arm Point) which community did not receive any training. The SLWA had a significant amount of communication with the Community CEO and also provided advertising materials to the Community CEO prior to the scheduled training date. On arrival, the trainers were advised that the training sessions had not been advertised or promoted and that the CEO had gone on leave. This is expected to be rectified by the end of June 2011 will be included in the 2010/2011 report.

The skills taught in each of the communities that received training were:

- (a) basic computer use;
- (b) using internet applications including email and web browsers;
- (c) applied internet use, with a focus on financial management, education, health, communication, government transactions, and economic and employment opportunities;
- (d) locating and navigating internet search engines and databases, constructing effective searches, evaluating websites and accessing culturally appropriate digitised objects; and
- (d) peer support techniques that enable users with a higher skill level to provide basic assistance to other community members in using computers and the internet;
- (e) working with digital photography: downloading photos; photo manipulation and editing;
- (f) word-processing and desktop publishing (Word and Publisher); making newsletters, posters, community notices, funeral faxes, printing and laminating;
- (g) file-management: creating files and folders, naming, moving, deleting etc.
- (h) GarageBand music recording;
- (i) Preparing programs for radio broadcasting.

Training sessions in each of the communities was advertised and all of the 190 trainees received reference materials.

The funding allowed the State Library of Western Australia (SLWA) to provide basic and advanced IT training. SLWA's philosophy is to provide *train the trainer* (viral training) opportunities. The bulk of the training was delivered to people with a high level of interest, and to selected community and staff members (as nominated by the

NG Media) to become trainers for their community. NG Media carried out basic training in IT and media skills such as internet browser use; online banking; word processing; desktop publishing; and file management.

NG Media employed an IT/Media Trainer. This position is a roving position focused on delivering training in basic IT and media skills, as well as encouraging engagement with the Ng website (ngurra.org). Training workshops were delivered, typically in week-long blocks. Two workshops were held in Blackstone, Jameson, Warakurna and Tjukurla communities and also incorporated the trainees from the Cosmo Newberry and Warburton communities.

In addition, the full-time IT/Media Trainer continues to deliver ongoing training and support to the trainers in the communities.

The Western Australian Government will ensure that the reporting requirement relating to the individual communities will be adopted for the 2010/2011 report.

This has been a challenging period for both the Department and the SLWA but experience gained in 2009/2010 has increased our knowledge and understanding of working with and in remote Aboriginal communities and the types of training and resources required.

Training will be delivered in 2010/2011 to those communities that did not receive training.

Communities that did not receive training in 2009/2010 to be c/fwd to 2010/2011
Ardyaloon
Coonana
Kiwirrikurra
Mt Margaret
Patjarr
Wanarn

A3. Performance indicators and benchmarks

In 2009-10, Western Australia delivered the following achievements against the performance indicators and benchmarks stated at item 9 of the Implementation Plan.

Performance indicator	Benchmark	Statement of achievements
1. A reduction in the number of remote Indigenous communities that have limited or no public internet access.	(a) New or expanded public internet access to 13 approved communities in 2009-10.	The following eight (8) communities received public internet facilities – Ardyaloon, Blackstone, Cosmo Newberry, Jameson, Kiwirrkurra, Tjukuria, Wingellina and Warburton. The following five (5) communities will be transferred to the 2010-2011 Implementation Plan – Coonana, Mt Margaret, Patjarr, Wanarn and Warakuna
2. An increased number of people in remote Indigenous communities that have received training in information technology and internet use.	(a) Training in information technology and internet use to 13 approved communities in 2009-2010. (b) Training received by 120 participants in 2009-2010 as outlined in the 2009-2010 implementation plan.	(a) Training in information technology and internet use was provided to seven (7) out of the 13 communities, namely Blackstone, Cosmo Newberry, Jameson, Tjukurla, Warakurna, Wingellina and Warburton. (b) As at 30 June, 2010, an estimated 190 participants received training.
3. An increase in transactions and communication between remote Indigenous communities and government agencies, businesses, communities and families.	(a) All communities receiving new or expanded public internet access have internet facilities in use.	Eight (8) out of the 13 communities have new or expanded public internet access in use. These are: Ardyaloon, Blackstone, Cosmo Newberry, Jameson, Kiwirrkurra, Tjukuria, Wingellina and Warburton. Whilst access to computers is limited to specific hours and community staff availability, they do not monitor what programs are being used by the participants. All efforts will be made to monitor internet usage trends in the 2010-2011 report.

A4. Services and benefits

The tables at items 7 and 8 of the Implementation Plan show a summary of proposed services and benefits in each community. Provide a statement of achievements against those proposals and, where applicable, statements on services and benefits not delivered as at the date of this report, 7 December 2010.

The 13 computers and accessories purchased for each of the communities consisted of:

- Lenovo computer and monitor
- Lacie 2TB HD
- MS Office License
- APC Smart UPS 750 VA Tower
- Kaspersky security software.

Public internet access

	Services/benefits delivered as at 7 December 2010	Services/benefits not delivered as at 7 December 2010
1	<u>Ardyaloon</u> Satellite and mobile broadband infrastructure, previously funded by the Western Australian Government, is available to the community. Two new computers have been delivered, installed and connected to this service. The computers are located in the community hall which is open between 10am and 4pm (subject to staff availability).	
2	<u>Blackstone</u> Fibre broadband infrastructure, previously funded by the Western Australian Government, is available to the community. A new computer has been delivered, installed and is connected to this service. The computer is located in the community hall which is open between 10am and 4pm (subject to staff availability).	
3	<u>Coonana</u> Satellite broadband infrastructure, previously funded by the Western Australian Government, is available to the community.	New equipment purchased in 2009/2010 will be delivered in 2010/2011. It is currently stored in Wingellina.
4	<u>Cosmo Newberry</u> Satellite broadband infrastructure, previously funded by the Western Australian Government, is available to the community. A new computer has been delivered, installed and is connected to this service. The computer is located in the community hall which is open between 10am and 4pm (subject to staff availability).	

5	<u>Jameson</u> Fibre broadband infrastructure, previously funded by the Western Australian Government, is available to the community. A new computer has been delivered, installed and is connected to this service. The computer is located in the community hall which is open between 10am and 4pm (subject to staff availability).	
6	<u>Kiwirrkurra</u> Fibre broadband infrastructure, previously funded by the Western Australian Government, is available to the community. A new computer has been delivered, installed and is connected to this service. The computer is located in the community hall which is open between 10am and 4pm (subject to staff availability).	
7	<u>Mt Margaret</u> Satellite broadband infrastructure, previously funded by the Western Australian Government, is available to the community.	New equipment purchased in 2009/2010 will be delivered in 2010/2011. It is currently stored in Wingellina.
8	<u>Patjarr</u> Satellite broadband infrastructure, previously funded by the Western Australian Government is available to the community. Old computers are connected to the service.	New equipment purchased in 2009/2010 will be delivered in 2010/2011. It is currently stored in Wingellina.
9	<u>Tjukurla</u> Fibre broadband infrastructure, previously funded by the Western Australian Government is available to the community. A new computer has been delivered, installed and is connected to this service. The computer is located in the community hall which is open between 10am and 4pm (subject to staff availability).	
10	<u>Wanarn</u> Fibre broadband infrastructure, previously funded by the Western Australian Government is available to the community.	New equipment purchased in 2009/2010 will be delivered in 2010/2011. It is currently stored in Wingellina.
11	<u>Warakurna</u> Fibre broadband infrastructure, previously funded by the Western Australian Government is available to the community.	New equipment purchased in 2009/2010 will be delivered in 2010/2011. It is currently stored in Wingellina.
12	<u>Warburton</u> Fibre broadband infrastructure, previously funded by the Western Australian Government is available to the community. A new computer has been delivered, installed and is connected to this service. The computer is located in the community hall which is open between 10am and 4pm (subject to staff availability).	

13	<u>Wingellina</u> Fibre broadband infrastructure, previously funded by the Western Australian Government is available to the community. A new computer has been delivered, installed and is connected to this service. The computer is located in the community hall which is open between 10am and 4pm (subject to staff availability).	
----	---	--

Training

	Services/benefits delivered	Services/benefits not delivered	Comments
1	<u>Ardyaloon</u>	Training was not delivered.	Training will be delivered in 2010-2011 at a date to be determined as equipment purchased in 2009-2010 has been installed in this community.
2	<u>Blackstone</u> Training as per Output 3 (page 9) of this report was delivered to the community		
3	<u>Coonana</u>	Training was not delivered.	Training will commence once new equipment purchased in 2009/10 is installed and ready for use.
4	<u>Cosmo Newberry</u> Training, on old computers, as per Output 3 (page 9) of this report was delivered to the community		
5	<u>Jameson</u> Training as per Output 3 (page 9) of this report was delivered to the community		
6	<u>Kiwirrkurra</u>	Training was not delivered.	Training will be delivered in 2010-2011 at a date to be determined as equipment purchased in 2009-2010 has been installed in this community.
7	<u>Mt Margaret</u>	Training was not delivered.	Training will commence once new equipment purchased in 2009/10 is installed and ready for use.
8	<u>Patjarr</u>	Training was not delivered.	Training will commence once new equipment purchased in 2009/10 is installed and ready for use.

9	<u>Tjukurla</u> Training as per Output 3 (page 9) of this report was delivered to the community		
10	<u>Wanarn</u>	Training not delivered.	Training will commence once new equipment purchased in 2009/10 is installed and ready for use.
11	<u>Warakurna</u> Training, on old computers, as per Output 3 (page 9) of this report was delivered to the community		
12	<u>Warburton</u> Training, on old computers, as per Output 3 (page 9) of this report was delivered to the community		
13	<u>Wingellina</u> Training as per Output 3 (page 9) of this report was delivered to the community.		