



Australian Government

Indigenous Communications Program

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

**Implementation Report
2009-10**

Northern Territory

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 17 March 2010 the Northern Territory implementation plan for 2009-10 was agreed between the Northern Territory Minister for Information, Communications and Technology Policy and the Minister for Broadband, Communications and the Digital Economy. Following this, \$205 000 in Commonwealth funding was transferred to deliver public Internet access facilities and basic computer training in 19 remote Indigenous communities.

In implementing the Agreement in 2009-10, the Northern Territory also provided an estimated \$60,000 in administrative and staff support.

For 2009-10 the service delivery model utilised existing library premises for the installation of public internet access PCs in each community. Training was delivered to Community Library Officers (CLO) in each community under a 'train-the-trainer' model so that CLOs will be able to pass on appropriate IT and internet skills to community residents."

2. Establishment

Developing a service delivery model

Northern Territory Government (NTG) determined that the project would be overseen by Department of Business and Employment (DBE), Department of Education and Training (DET).

Responsibility for the development of the service delivery model was delegated to the Northern Territory Library (NTL) a division of the Department of Natural Resources, Environment, the Arts and Sport (NRETAS). Progress is overseen by a Steering Committee comprising representatives from DET, DBE, NRETAS, and the Department of Local Government, Housing and Regional Services (DLGHS).

The service delivery model for the Project builds on existing relationships with the eight Territory Shires. In the majority of the listed communities there is an established library service, which is managed through a partnership between the local Shire and NTL. NTLs relationships, both at Shire and community levels, are crucial to the successful implementation of the Project.

The communities are highly diverse and many are located in very remote parts of the Territory. The delivery, ownership and maintenance of information technology assets is complex and influenced by many issues. Issues such as budget deficiencies, lack of capacity in local Shires, and asset management capabilities have identified a need for shared, equitable service delivery in this area.

The assessment and planning for the Project was carried out internally. NTL has ten staff employed in technology and remote delivery roles, many of whom were engaged in one or more aspects of the Project.

The existing public library network provides a firm base for the delivery of services. A train-the-trainer model was identified as the most effective way of delivering Internet training into the communities in the first instance. This model builds on the training and support services NTL already provides to remote Indigenous library staff. It enables local Indigenous staff to increase their own skills and knowledge in using the Internet, and supports them to help others in their communities.

The library setting provides an appropriate and enabling environment for the delivery of Internet training. Community members of all ages are welcome to use library resources to meet their information needs. The library provides a context for learning and skills development in the use of technology. Unlike 'once-off' training conducted in training centres, people are free to return to the library repeatedly to continue developing their skills, and to access a diverse range of resources. Many community members had already been introduced to technology through their local *Our Story* database. These databases are a key feature of NTLs Libraries and Knowledge Centres program, and provide access to cultural and historical resources about each community.

Consultation

A communication strategy was developed and accepted by the Steering Committee.

For each community, NTL communicated initially with the Local Government Association of the Northern Territory (LGANT), and with local and regional Shire staff about the Project. Stakeholders were identified and a communication plan developed. Stakeholders were contacted via an initial scoping letter. From the responses to that letter, a primary contact for each community was successfully established.

NTL's strong involvement in communities through local libraries assisted the consultation process. With assistance from the Community Library Officers in each community, NTL identified local information needs, technology skills gaps and community interests with regards to Internet services. A training package was developed which includes optional modules depending on areas of interest and need.

In March 2010, NTL facilitated a teleconference with colleagues in Queensland and South Australia who are involved in the implementation of the agreement in their jurisdictions. James Leech from the State Library of Queensland, Wendy Golder from the Department of Further Education, Employment, Science and Technology, South Australia, and Cate Richmond from the Northern Territory Library participated in the discussion. Sue North from the State Library of Western Australia was unable to attend that meeting, however the group continues to share information and resources relevant to the Project and has established a valuable support network.

Consultation has already commenced for Year 2 of the Project. A target group for training in Year 2 will be locally-employed Indigenous workers who may need to build capacity in Internet use as part of their job requirements. Groups of workers identified so far include: Shire staff, sport and recreation officers, rangers, health workers, media workers and Aboriginal and Islander education workers.

The consultation regarding the provision of Internet commenced in November 2009, with the implementation of the communications plan and project plan. By December 2009, letters had been sent to 90 relevant parties across the 19 sites and primary contacts were being nominated by the Shire CEOs and others. Infrastructure information had been collated by six site visits by NTL staff. The NTL wireless hot spot at Parliament House was installed on 1 December 2009 which was the model for technology evaluation for the Project.

By the end of January, the project was 38% complete and four weeks behind schedule. The delay in specifying infrastructure for most sites occurred due to:

- Delays in collating information and preparing test cases, and
- Delays in establishing constructive contact with communities.

The NTL Parliament House wireless hot spot was successfully installed and was determined to be suitable technology for some sites, although the NextG network used has limitations for remote implementation. Primary contacts were established for 12 communities and technical descriptions were created for 12 communities. A technical specification was sent to each community for review and comment.

At the end of March, the procurement cycle had not commenced due to some difficulties in obtaining agreement from the various primary contacts and the relevant CEOs of the

Shires. The provision of equipment and technology required the consent of the recipient organisations.

A technical solution was identified for all sites, with the exception of Wallace Rockhole, where no suitable location had been identified. The installation will be brought over into the 2010 – 2011 implementation plan to allow time for consultation with the shire CEO.

By the end of May 2010, 80% of equipment was ordered, as sign-off was achieved from significant stakeholders.

By 30 June 2010, delivery of Internet infrastructure had commenced. There were some difficulties obtaining internal approval for the wireless technology infrastructure which will push the delivery of this project component into July. This is an example of the limitations of using NTG systems and processes to purchase and supply to entities outside of NTG. While it has been difficult, the problems are not insurmountable, however they have proved time-consuming.

Partnerships and collaboration

Library services in Indigenous communities are provided through a partnership between Shires and NTL. NTL has also established additional partnerships with a range of community organisations which have been beneficial to this Project. Organisations such as The Smith Family, Red Cross, the Centre for Appropriate Technology and the Central Australian Youth Link Up Service have provided assistance and/or advice.

In several of the communities the library is situated in the local school with library services delivered jointly by the Shire and DET, with the relationship being facilitated by NTL. In these communities, NTL facilitated discussions regarding possible IT solutions and has worked with both organisations to develop acceptable solutions for all.

In a special pilot arrangement, NTL has a staff member 'embedded' in East Arnhem Shire Council, where there are five community libraries. Her role is to co-ordinate training and support to all Shire library staff, and to seek additional funds for library programs. This partnership has greatly assisted implementation of the Project in the East Arnhem region.

NTL has received a substantial grant from Microsoft for software to the value of \$250 000. It is envisaged that the grant will be used for the Project over time, to provide operating systems, application software and remote desktop functionality in communities.

NTL have engaged the firm EasyWeb to provide wireless hot spots based on the successful model in use at the Northern Territory Library site in Parliament House. This is free public access wireless Internet with intervention-grade filtering.

An existing NTG outsourcing arrangement requires a contractor (CSG) to provide IT services to remote communities. NTL intends to leverage this service, using CSG for the delivery of the configured equipment onto the sites and for support services to communities. While this arrangement has yet to be finalised, there is the potential for a worthwhile partnership to be formed here. Discussions have been ongoing.

To satisfy the mandated intervention Internet filtering, NTL has joined the Internet Industry Association of Australia and engaged a service provider to assist in having the *OpenDns* solution listed as a 'family friendly filter'. The achievement of this listing and implementation by wireless hot spot will satisfy all intervention filtering requirements

where applied. This has been a complex aspect of the project and required extensive consultation and interaction with third parties.

3. Achievements

Outcomes under the Agreement

- (a) *Increased public access to online resources and services, principally for financial, educational, health, economic and social purposes*

Only with time will we be able to report against this outcome. Relevant government and commercial, particularly online banking and travel resources featured predominantly in the training, however usage has not been accurately measured. Please see the training survey summary at the end of this section for more detail.

- (b) *Increased awareness of the benefits and uses of online resources and services*

Online resources have been featured in the training including In2Era (online picture books), TumbleBooks, online maths games, typing tutor programs, YourTutor, email and social networking. The ability to connect with family and friends using the Internet was identified as extremely important and supports social inclusion and cultural preservation initiatives. Access to online learning tools supports education and literacy initiatives.

Anecdotes from communities relating to this aspect of the Project:

- At Angurugu the Community Library Officer (CLO) reports that more people have personal laptops and need to know how to use them effectively.
- The CLO in Milingimbi already has well-developed Internet skills and is keen to share her skills with her new co-worker and with community members.
- Pirlangimpi CLOs enjoyed the Webex remote training session and are looking forward to connecting up again in the near future when the library has Internet.
- Since Internet training was delivered in March, all Wadeye library employees have access to email accounts. This is a positive step for the CLOs professional and personal development, and for the development of Wadeye Knowledge Centre. CLOs are encouraged to sign-in daily to check emails.

- (c) *Increased computer-literacy enabling effective use of information and communication technology and the Internet*

E-mentoring has been incorporated into regular training and support sessions for the CLOs and various NTL staff. Some CLOs are using this facility independently. Computer literacy resources and activities featured in the training have been proved appropriate.

Anecdotes from communities relating to this aspect of the Project:

- A request was received at Ti Tree for assistance to access to websites relating to creating resumes.
 - The Anmatjere CLO, who is new to the position, showed a keen interest in developing her Internet skills. After training, she was able to competently assist community members to sign up to Gmail, and send and reply to emails.
 - The Wadeye Knowledge Centre successfully participated in the 2010 National Simultaneous Storytime Event on Wednesday 26 May 2010. The success of the event can be measured by the presence of teachers and students from the school as well as other community members, willing to engage and participate. The Library staff participated fully, and engaged readily with the recently-introduced technology. CLOs managed the connection, participating from start to finish with out any technical problems on the day and without external support from NTL.
 - Both of the Community Library Officers at Ramingining are young women who have strong backgrounds in using multi-media programs. Their experience, in addition to the Internet training provided through the Project, is being used to develop interactive storytelling sessions with young children in the community.
 - At Umbakumba the first Webex session with an NTL e-Mentor went very well and ran for an hour with full and enthusiastic participation.
 - Since the train-the-trainer session in March 2010, Wadeye Library staff have participated five further Webex sessions with their e-Mentors using VOIP. The interactive lessons have included:
 - NTL Online Resources
 - In2Era, an interactive storytelling web service
 - FIDO
 - Power Up Plus
 - Facebook
 - Wadeye Library staff are very keen and proactively planned to host a WebEx meeting with the Milingimbi CLO to share ideas and information.
- (d) *Increased information literacy enabling the search for, evaluation and use of online information.*
- An important first step in increasing the information literacy skills of Community Library Officers involved introducing them to the Community Library Officer Facebook page. This private Facebook page facilitates communication between library officers and provides opportunities for CLOs to share information about good online resources they have found and used.

- A major component of the training package focused on some of the high-quality information resources provided by Northern Territory Library, for example Answers.com and the Australian & New Zealand Reference Centre (ANZRC).
 - The training also included information about “reliable” online information sources versus unreliable or less reliable sources. For example, the nature and reliability of popular tools such as Wikipedia was discussed, as well as suggestions for how to assess results retrieved in Google searches to ensure that selected links are reliable and relevant to the search query. These skills were demonstrated and practised by CLOs.
 - In 2010/11 training sessions trainers will introduce trainees to more sophisticated information sources and will focus on additional ways to evaluate online information.
- (e) *Increased Internet use that facilitates transactions and communication with government agencies, businesses, communities and families.*

Relevant government and commercial, particularly online banking and travel resources featured predominantly in the training, however usage has not been accurately measured.

On locations where we are installing the wireless hot spot automated collection of internet use statistics will be readily available. On locations where other methods of internet access are utilised random surveys will be carried out regularly.

Anecdotes from communities relating to this aspect of the Project:

- After signing the Elliott CLO on to Gmail and Facebook, the next morning she had received 29 ‘friend requests’ including an old school friend that had moved from the area.
- At Peppimenarti the CLO was keen to learn new skills, particularly the newly-established Community Library Officer’s Facebook page to support communication between the Libraries and Knowledge Centres.

Summary of training content

The RIPIA (Remote Indigenous Public Internet Access) training covered basic IT skills, and using the Internet to manage finances, look for jobs and training opportunities, find relevant health government information. All respondents reported that they found this training useful.

Analysis of Feedback Survey

Community Library Officers (CLO’s) completed a RIPIA Training Feedback Survey. The online survey was designed using Survey Monkey and provided additional exposure to using current online technology.

The questionnaire included a series of questions that required yes no responses, as well as questions that required more detailed responses, which allowed respondents to provide personal comments.

At the time of the survey, June 2010, the total number of CLO's that received the train the trainer RIPIA Training were 28, of these 18 completed the feedback survey.

68.8% of respondents reported that the training would be *helpful for their job*.

56.3% of respondents felt *confident to practice alone* the skills they had learned through the training.

81.3% of respondents found the training very *easy to follow*.

62.5% of respondents were able to better *use a computer*, as a direct result of attending the training.

18.8% of respondents said that they were *more confident* with using the Internet as a result of attending the training.

43.8% of respondents would like to have *more computer training*.

80.3% of respondents felt that the training session *times were adequate*

93.8% of respondents stated that the *pace of the training* was just about right.

62.5% of respondents found the printed training manual *very helpful*

56.3% of respondents stated that they *enjoyed the hand- on component* of the training.

70.6% of respondents stated that the training would allow them to *show others how to use computers and the Internet*

50% of respondents stated that they were *more confident in helping people* find information using websites.

18.8% of respondents said that they were *in a better position help people* in their library to use word processing.

18.8% stated they could now *help people use email*.

Individual Participants' Comments

"I liked learning new things in my workplace so I would teach the people in our community to learn as well."

"I think this computer training and Internet is very important to us and young people to learn more about computer lesson."

"Being made aware of the multitude of ways to communicate using the computer."

“The library does not have Internet so I cannot practice.”

“I liked learning about the databases and how to do email, using the web, saving files, printing and *Our Story*.”

“Jan, Chris and Jane were wonderful trainers and they helping us and show the good sites on web.”

“I have found the training to be helpful and engaging. The smaller group is more supportive than, say, the size of the group at forum.”

“I am aware that to gain confidence in the skills being taught, I need to practice.”

“I enjoyed the training.”

Links to Closing the Gap targets

(a) *Reading, writing and numeracy*

The Project links to NTL’s *Walk to School Indigenous Early Years Literacy Strategy* which aims to foster and improve Indigenous early years literacy and school readiness through appropriate library programs. The program builds on evidence that language awareness amongst very young children leads to success in formal education. Association with the library is less formal than a school-based environment, yet children are exposed to a wide range of resources that raise awareness and support reading, writing and numeracy practice.

- In2Era (online picture books), Tumble Books, online maths games, typing tutor programs, YourTutor, email and social networking.
- Literacy and numeracy freeware software was set up on Pirlangimpi library computers and used by community members.
- Literacy and numeracy freeware software was used by community members and Shire staff at Umbakumba as part of the training session.

(b) *Schooling to Year 12*

Young people in communities where internet access has been improved by the provision of infrastructure under this project have already benefited from the Project, and provision of

Internet connections allows them equitable access to highly valued and relevant education resources.

- Services provided through the Project include YourTutor, online maths games, typing tutor programs, online research tools, EbscoHost Australian and New Zealand Reference Centre, Computerschool.net, Internet safety (FIDO), PictureNT and Picture Australia, email and social networking and digital storytelling using Photostory.
- Wadeye Library is hosting senior school work experience students on a weekly basis, with CLOs acting as role models and mentors. For some of the participating students, this experience is their first exposure to a professional work environment. Students personal development is encouraged, and the work experience enables them to gain a broader perspective of the function of libraries and Knowledge Centres and future work opportunities.

(c) *Employment Outcomes*

As training and online support is delivered to the CLOs on a regular and consistent basis, the Project Team is confident that employment outcomes are being enhanced through skills development, increased confidence and job satisfaction for the CLOs.

Anecdotes from communities relating to this aspect of the Project:

- Requests have been received from community members at Anmatjere for access to easy to use resume-writing websites
- The CLO at Anmatjere showed an interest in the job assistance websites and he was able to pass on this knowledge to community members.
- The CLO in Milingimbi already has well-developed Internet skills and is keen to share her skills with her new co-worker and with community members.

Case studies

Wallace Rockhole- an example of 'awareness raising'

Much time was invested in Wallace Rockhole, through consultation and discussion to determine the community's needs. Consultation took place among community members, the school, the Shire and local non-government service providers. These discussions clearly identified need and demand for Internet services, and several interested stakeholders were identified, including a small tourist operation, school teachers and students and pre-school aged children and carers.

Training was successfully delivered, which raised overall community awareness of Internet services and their usefulness to the community. An ongoing, reliable and supported access-point is yet to identified, however conversations continue and future success is anticipated.

Yirrkala – an example of ‘supported practice’

Yirrkala was the first of the communities involved in RIPIA training where a community library or Knowledge Centre did not exist in the community. Considerable organisation and consultation was required engage participants to attend the training sessions, however the enthusiastic community response suggests that community members will continue to build awareness and make full use of publicly available Internet access and support. NTL has received requests and enquiries from other communities in Arnhem Land, which is valuable evidence that the project has stimulated discussions among communities, and raised expectations demand for such a service.

Wadeye –an example of ‘established practice’

The Project’s success was clearly demonstrated in this community by Wadeye’s independent and proactive participation in National Simultaneous Storytime on 26 May 2010.

Library staff at Wadeye have participated enthusiastically in the training, and have engaged particularly well with the online books provided by In2Era. The staff have taken the initiative to share and demonstrate this resource with children in Wadeye, demonstrating their new engagement, confidence and skills. Through the project, connections to the school have been strengthened, and plans are in place to use WebEx to communicate with CLOs in other communities for information-sharing and professional networking.

4. Conclusion

The public library network and existing relationships with Shires and communities are critical success factors to the delivery of the Project.

In the communities where NTL does not have existing relationships, there were difficulties in establishing contacts, building relationships, consulting with community leaders, gaining consent and locating suitable training premises. However, experience with these challenges will assist with planning for Year 2 of the Project. NTL has already begun forging relationships with organisations who do have existing strong community connections in those identified locations without a library.

The National Simultaneous Story time event goes a long way to documenting the success that this project has had in providing the groundwork for use of the Internet in remote communities. Please see: <http://www.territorystories.nt.gov.au/handle/10070/220467> for a recording of that event.

The short time frame of this first year has prevented establishment of a clear training success measure, however anecdotal evidence is compelling. Sites with existing libraries have proved ready and willing to take on the training and new technology and to participate willingly in sharing the knowledge with other members of their communities.

Appendix: Reporting Tables

A1. Statement of expenditure

Commonwealth funding

In 2009-10, Northern Territory received \$205,000 in funding under the Agreement. This was expended in the communities listed at Item 6 of the Implementation Plan as follows:

	Description (Item/Service)	Qty	Amount
Angurugu	Training Delivery 19, 20 & 23 April 2010	1	6,000
	FREE Microsoft Operating and Application Software Package	1	5,000
	RipiaAir Wireless Hotspot Solution with Intervention filtering	1	
	Apple iMac 21-inch	2	
Angurugu Total			11,000
Anmatjere	Training Delivery 23 – 26 March 2010	1	6,000
	Apple iMac 21-inch	1	5,000
	FREE Microsoft Operating and Application Software Package	1	
	Dell DO-760VSF Performance Small Form Factor		
	Intervention Software		
Anmatjere Total			11,000
Barunga	Training Delivery 19 – 21 May 2010	1	6,000
	FREE Microsoft Operating and Application Software Package	1	5,000
	RipiaNet NextG Solution	1	
	HP Photosmart Premium Fax All-in-One Printer series - C309 (CC335A)	1	
	Dell DO-760VSF Performance Small Form Factor	1	
	RipiaAir Wireless Hotspot Solution with Intervention filtering	1	
	2 FREE EX NTG Hallmark PC with monitor and wireless card	2	
Barunga Total			11,000
Elliot	Training Delivery 15 – 19 March 2010	1	6,000
	Free Microsoft Operating and Application Software Package	1	5,000

	Description (Item/Service)	Qty	Amount
	RipiaNet NextG Solution	1	
	HP Photosmart Premium Fax All-in-One Printer series - C309 (CC335A)	1	
	Dell DO-760VSF Performance Small Form Factor	1	
	FREE EX NTG Hallmark PC with monitor and wireless card	1	
	RipiaAir Wireless Hotspot Solution with Intervention filtering	1	
Elliot Total			11,000
Galiwinku	Training Delivery 13 – 16 July 2010		2,000
	FREE Microsoft Operating and Application Software Package	1	
	Apple iMac 21-inch	1	
	RipiaNet NextG Solution	1	
	RipiaAir Wireless Hotspot Solution with Intervention Filtering	1	
Galiwinku Total			7,000
Hermannsberg	Training Delivery 15 – 16 June 2010		6,000
	FREE Microsoft Operating and Application Software Package	1	
	HP Photosmart Premium Fax All-in-One Printer series - C309 (CC335A)	1	
	RipiaAir Wireless Hotspot Solution with Intervention filtering	1	
	Dell DO-760VSF Performance Small Form Factor	2	
Hermannsberg Total			11,000
Lajamanu	Training Delivery 24 – 27 May 2010	1	6,000
	HP Photosmart Premium Fax All-In-One Printer Series - C309 (Cc335a)	1	
	Free Microsoft Operating and Application Software Package	1	
	Intervention Software	1	
	Dell DO-76ovsf Performance Small Form Factor	3	
Lajamanu Total			11,000
Milikapiti	Training Delivery 15 – 17 June 2010	1	6,000
	Free Microsoft Operating and Application Software Package	1	
	HP Photosmart Premium Fax All-In-One Printer Series - C309 (Cc335a)	1	

	Description (Item/Service)	Qty	Amount
	Dell DO-76ovsf Performance Small Form Factor	3	
	Intervention Software	1	
	Free Microsoft Operating and Application Software Package	1	
Milikapiti Total			11,000
Milingimbi	Training Delivery 8 – 12 March 2010	1	6,000
	Dell Do-76ovsf Performance Small Form Factor	1	
	Free Microsoft Operating and Application Software Package	1	5,000
	Intervention Software	1	
	Connect to school wireless network	1	
Milingimbi Total			11,000
Minyerri	Training Delivery 21 – 24 June 2010	1	6,000
	FREE Microsoft Operating and Application Software Package	1	
	Dell DO-76oVsf Performance Small Form Factor	1	5,000
	Intervention Software	1	
	Onsite Visit to Minyerri to set up computers on Satellite Internet with supply printer	1	
Minyerri Total			11,000
Ngukurr	Training Delivery 28 June – 2 July 2010	1	6,000
	FREE Microsoft Operating and Application Software Package	1	
	RipiaNet Nextg Solution	1	
	HP Photosmart Premium Fax All-In-One Printer Series - C309 (Cc335a)	1	5,000
	Dell DO-76ovsf Performance Small Form Factor	1	
	RipiaAir Wireless Hotspot Solution with Intervention Filtering	1	
Ngukurr Total			11,000
Peppimenarti	Training Delivery 11 – 14 May 2010	1	6,000
	FREE Microsoft Operating And Application Software Package	1	
	Dell DO-76ovsf Performance Small Form Factor	1	5,000
	Fund Telstra Internet Connection	1	

	Description (Item/Service)	Qty	Amount
	Powerware 9130 700va UPS	1	
	RipiaAir Wireless Hotspot Solution with Intervention Filtering	1	
Peppimenarti Total			11,000
Pirlangimpi	Training Delivery 5 – 7 May 2010	1	6,000
	FREE Microsoft Operating And Application Software Package	1	
	Hp Photosmart Premium Fax All-In-One Printer Series - C309 (Cc335a)	1	
	Powerware 9130 700va Ups	1	5,000
	Intervention Software	1	
	Dell Do-76ovsf Performance Small Form Factor	3	
Pirlangimpi Total			11,000
Ramingining	Training Delivery 28 – 30 April 2010	1	6,000
	FREE Microsoft Operating And Application Software Package	1	
	Intervention Software	1	5,000
	Mac Pro One 2.66ghz Quad-Core Intel Xeon	1	
Ramingining Total			11,000
Santa Teresa	Training Delivery 13 – 16 April 2010	1	6,000
	FREE Microsoft Operating and Application Software Package	1	
	Dell DO-76ovsf Base 760 Small Form Factor	5	5,000
Santa Teresa Total			11,000
Umbakumba	Training Delivery 21 – 22 April 2010	1	6,000
	FREE Microsoft Operating and Application Software Package	1	
	RipiaAir Wireless Hotspot Solution With Intervention Filtering	1	5,000
	Apple iMac 21-Inch	2	
Umbakumba Total			11,000
Wadeye	Training Delivery 2 - 4 March 2010	1	6,000
	FREE Microsoft Operating and Application Software Package	1	
	HP Photosmart Premium Fax All-In-One Printer Series - C309 (Cc335a)	1	5,000
	Intervention Software	1	

	Description (Item/Service)	Qty	Amount
	Dell DO-76ovsf Performance Small Form Factor	3	
Wadeye Total			11,000
Wallace Rockhole	Training Delivery 17 June 2010	1	6,000
	FREE Microsoft Operating and Application Software Package	1	
	Connect To Shire Network By Shire. Reimbursement For Capital Items By Councils	1	
	Intervention Software	1	
	Funding of \$5,000 will be carried over to the 2010 – 2011 Implementation Plan.		0
Wallace Rockhole Total			6,000
Yirrkala	Training Delivery 5 -7 May 2010	1	6,000
	Free Microsoft Operating and Application Software Package	1	5,000
	Intervention Software	1	
	Apple iMac 21-Inch	3	
Yirrkala Total			11,000
Total expenditure for 2009 - 2010			200,000

State/Territory contribution

The Manager Library Technology has enabled a complex set of interactions to reach fulfilment via a significant and persistent contribution of time and resources. Specifically:

- A training package was developed over two months in late 2009, with input from qualified teaching staff and trainers.
- Production of training materials was completed using in-house equipment and resources including computer hardware.
- Administration of travel and accommodation associated with on-site consultation and training.
- Administration and management of the Steering Committee, reporting and feedback.

A2. Outputs

In 2009-10, the Northern Territory 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	At 30 June 2010	At 12 Aug 2010	Scheduled by 1 Oct 2010	Postponed to 2010-11 plan	Total	Filtering installed?
New public Internet access	0	0	5	1	6	Yes
Expanded public Internet access	4	0	9	0	13	Yes or existing
	4	0	14	1	19	

Output 2: Maintenance

Reporting on maintenance of public Internet access facilities is not required in 2009-10.

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 the communities listed at item 8 of the Implementation Plan as follows:

	Location	No. of trainees	Hours of training delivered	Outputs delivered *
1	Anmatjere	2 Library 4 Community	18 hours	a b c d e
2	Angurugu	3 Library 0 Community	18 hours	a b c d e
3	Barunga	1 Library 1 Community	15 hours	a b c d e
4	Elliot	2 Library 4 Community	18 hours	a b c d e
5	Galiwinku	2 Library 3 Community	15 hours	a b c d e
6	Hermannsberg	0 Library 4 Community	3 hours	a b c d e
7	Lajamanu	1 Library 2 Community	18 hours	a b c d e
8	Milikapiti	2 Library 0 Community	10 hours	a b c d e
9	Milingimbi	2 Library 5 Community	18 hours	a b c d e
10	Minyerri	0 Library 20 Community	12 hours	a b c d e
11	Ngukurr	2 Library 3 Community	18 Hours	a b c d e
12	Peppimenarti	1 Library 2 Community	18 hours	a b c d e
13	Pirlangimpi	5 Library 3 Community	18 hours	a b c d e
14	Ramingining	2 Library 4 Community	18 hours	a b c d e
15	Santa Teresa	1 Library 4 Community	12 hours	a b c d e
16	Umbakumba	4 Library 0 Community	18 hours	a b c d e
17	Wadeye	5 Library 4 Community	18 hours	a b c d e
18	Wallace Rockhole	0 Library 9 Community	5 hours	a b c d e
19	Yirrkala	0 Library 2 Community	10 hours	a b c d e

- Specify the relevant output delivered ((a),(b),(c),(d), and/or (e))

A3. Performance indicators and benchmarks

In 2009-10, the Northern Territory 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 19 approved communities annually.	4 communities received internet facilities at 30 June, a further 0 at 12 August with the remaining 14 to be completed by 1 October
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 19 approved communities annually. (b) Training received by 19 agreed participants annually.	Training was successfully delivered to 19 communities. Only some training was delivered at Angurugu, the CLO's were transported to Umbakumba and received full training there. Participant numbers have been consistent across most sites with 35 Library staff receiving train the trainer training and 74 community members being trained.
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.	4 communities have project provided internet facilities in use.

* Insert quantitative and qualitative achievements against performance indicators 1 and 2. For performance indicator 3, provide a statement of qualitative achievements as an overall assessment across all communities.

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.

Public Internet access

Whilst infrastructure delivery has been delayed a significant benefit is the fact that as a result of extensive community consultation appropriate solutions have been identified which will meet individual community needs. There is a new level of awareness and readiness within community to engage with the internet and the benefits to flow from this.

	Location	Services/benefits delivered as at June 30 2010	Services/benefits not delivered
1	Anmatjere	Nil	<p>Supply and install one internet enabled PC with connection in local library. Two additional PCs, one Mac computer and Microsoft software are to be supplied also.</p> <p>All items have been purchased and configured and are scheduled to be delivered by 1 September 2010.</p>
2	Angurugu	Nil	<p>In discussion with the shire it was decided not supply and install internet enabled PC in the local library and provide and fund internet connection, instead two internet enabled Mac computers, a wireless hot spot and a set of free Microsoft software are to be supplied. The shire has supplied the internet connectivity.</p> <p>All items have been purchased and configured and are scheduled to be delivered 1 October 2010.</p> <p>There is a new issue here, asbestos has closed the library.</p>

	Location	Services/benefits delivered as at June 30 2010	Services/benefits not delivered
3	Barunga	Nil	<p>In addition to the supply and install of an internet enabled PC in the local library and the provision of a wireless connection, two further computers, a wireless hot spot and free Microsoft software are to be supplied.</p> <p>All items have been purchased and configured and are scheduled to be delivered 27 August 2010.</p>
4	Elliot	Nil	<p>In addition to the supply and install of an internet enabled PC in the local library and the provision and funding of the internet connection, a wireless hot spot, Microsoft software and a multifunction device are to be supplied.</p> <p>All items have been purchased and configured and are scheduled to be delivered 31 August 2010.</p>
5	Galiwinku	Nil	<p>In negotiation with the shire a Mac computer was supplied instead of the PC. In addition to the provision of the internet connection and funding a wireless hot spot and Microsoft software are to be supplied.</p> <p>All items have been purchased and configured and are scheduled to be delivered 29 August 2010.</p>

	Location	Services/benefits delivered as at June 30 2010	Services/benefits not delivered
6	Hermannsberg	Nil	<p>In addition to the supply and install of an internet enabled PC a further PC, Microsoft software and a wireless hotspot are to be supplied. The internet connection was provided by the local organisation.</p> <p>All items have been purchased and configured and are scheduled to be delivered 6 September 2010.</p>
7	Lajamanu	Nil	<p>In addition to the supply and install of an internet enabled PC a further two PCs, Microsoft software and a multifunction device are to be supplied. The internet connection is supplied by the shire.</p> <p>All items have been purchased and configured and are scheduled to be delivered 21 August 2010.</p>
8	Milikapiti	Nil	<p>In addition to the supply and install of an internet enabled PC a further two PCs, Microsoft software and a multifunction device are to be supplied. The internet connection is to be supplied by the shire.</p> <p>All items have been purchased and configured and are scheduled to be delivered 26 August 2010.</p>
9	Milingimbi		<p>Supply and install internet enabled PC in local library. Provide and fund internet connection.</p> <p>The PC has been purchased and configured. The new principal has agreed to extend the school wireless network to the library, an order has been arranged and is scheduled to be delivered 1 September 2010.</p>

	Location	Services/benefits delivered as at June 30 2010	Services/benefits not delivered
10	Minyerri	Acquire PC and associated network and internet hardware.	Nil
11	Ngukurr	Nil	<p>In addition to the supply and install of a internet enabled PC in local library and the provision and funding of an internet connection, Microsoft software, a multi function device and a wireless hotspot are to be supplied.</p> <p>All items have been purchased and configured and are scheduled to be delivered 8 September 2010.</p>
12	Peppimenarti	Nil	<p>In addition to the supply and install of a internet enabled PC in local library, Microsoft software and a wireless hotspot are to be supplied.</p> <p>Pep. Is now ADSL capable and a telephone line will be ordered and an ADSL account will be created.</p> <p>The infrastructure is scheduled to be established 1 October 2010.</p>
13	Pirlangimpi	Nil	<p>In addition to the supply and install of an internet enabled PC a further two PCs, Microsoft software and a multifunction device are to be supplied. The internet connection is to be supplied by the shire.</p> <p>All items have been purchased and configured and are scheduled to be delivered 26 August 2010.</p>
14	Ramingining	In negotiation with the shire, instead of the supply and install of an internet enabled PC, a high end Mac was supplied. The internet connection was provided by the local organisation.	Nil

	Location	Services/benefits delivered as at June 30 2010	Services/benefits not delivered
15	Santa Teresa	In addition to the supply and install of an internet enabled PC a further four PCs and Microsoft software were provided. The internet connection is supplied by the school.	Nil
16	Umbakumba	Nil	In negotiation with the shire instead of the supply and install of an internet enabled PC, two Mac computers, a wireless hot spot, and Microsoft software are to be supplied. All items have been purchased and configured and are scheduled to be delivered 24 August 2010.
17	Wadeye	Nil	In addition to the supply and install of an internet enabled PC a further two PCs, Microsoft software and a multifunction device are to be supplied. The internet connection is supplied by the shire. All items have been purchased and configured and are scheduled to be delivered 12 September 2010.
18	Wallace Rockhole	Nil	Acquire associated network and internet hardware, carry forward to 2010-2011
19	Yirrkala	In negotiation with the organisation, instead of the supply and install of an internet enabled PC, three Mac computers were provided. The internet connection is provided by the organisation.	Nil

Training

Attached to this report are two training packages, train the trainer and community members. Please refer to those documents for details of training delivered.

	Location	Services/benefits delivered	Services/benefits not delivered	Comments
1	Anmatjere	Train the trainer, increase community familiarity with the Internet. Provide E mentoring.	Nil	Computers locked down, preventing software installs
2	Angurugu	As per 1 above	Internet training was not delivered at Angurugu. The staff attended full training at Umbakumba.	Shire provided satellite dish was not functioning at time of visit
3	Barunga	As per 1 above	Nil	Co-located with school.
4	Elliot	As per 1 above	Nil	VOIP not functioning
5	Galiwinku	As per 1 above	Nil	Word s/w out of date
6	Hermannsberg	As per 1 above	Nil	Good training site
7	Lajamanu	As per 1 above	Nil	Difficult local conditions
8	Milikapiti	As per 1 above	Nil	Good uptake on Webex
9	Milingimbi	As per 1 above	Nil	Strong knowledge here
10	Minyerri	As per 1 above	Nil	Good interest was shown from community members
11	Ngukurr	As per 1 above	Nil	Webex popular
12	Peppimenarti	As per 1 above	Nil	e-Mentoring delayed
13	Pirlangimpi	As per 1 above	Nil	Used training centre
14	Ramingining	As per 1 above	Nil	VOIP not functioning
15	Santa Teresa	As per 1 above	Nil	Strong local support
16	Umbakumba	As per 1 above	Nil	All Ok
17	Wadeye	As per 1 above	Nil	All Ok
18	Wallace Rockhole	As per 1 above	Nil	Difficult internet
19	Yirrkala	As per 1 above	Nil	Not a library site