



Australian Government

**Department of Broadband,
Communications and the Digital Economy**

Indigenous Communications Program



Community Phones Element Program Guidelines

January 2011

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Section 1—Program overview

Who is this document for? What is its purpose?

These guidelines have been prepared by the Department of Broadband, Communications and Digital Economy (the Department) for use by departmental staff, and for the information of other government officials, community phone nominating agents and Indigenous organisations and communities.

What does the document describe?

These guidelines provide a brief overview of the Indigenous Communications Program Community Phones Element. They outline:

- the eligibility criteria for a community phone
- the nomination, assessment, and installation process
- use of the community phone
- maintenance and monitoring procedures.

What is the Indigenous Communications Program?

The objective of the Indigenous Communications Program (ICP) is to improve access to essential telecommunications services for remote Indigenous communities. It aims to support the provision, monitoring and maintenance of community phones, as well as support for public internet and information and communications technology training facilities.

The program commenced on 1 July 2009 and is funded until 30 June 2013.

What is the ICP Community Phones Element?

The ICP Community Phones Element aims to increase the take-up and productive use of community phones in approximately 570 small, remote Indigenous communities. It will enable these communities to more readily access assistance through increased availability of communications infrastructure, particularly for public safety and health needs. This will also improve access to government agencies and business, as well as friends and families.

The provision of community phones will serve to enhance safety, law and order, social wellbeing and economic development by targeting small, remote Indigenous communities that are the most disadvantaged in Australia.

What is a community phone?

A community phone is a shared telephone service that must be available for use by all community members. A community phone can be installed on an existing wall, be freestanding or be a mobile satellite handset, depending on the community's need. It provides for free incoming calls and some free or purchased outgoing calls. Purchased calls are available using pre-paid phone cards.

Section 2—Eligibility

Who is eligible for a community phone?

Communities eligible for a community phone are those identified as having all of the following characteristics:

- discrete Indigenous communities that are designated remote or very remote according to the Australian Bureau of Statistics (ABS) remoteness index (a map showing these designations is at Attachment A)
- remote Indigenous communities that do not have reasonable access* to a public payphone
- Indigenous communities with a permanent population of less than 50 people, including children
- communities normally populated for more than six months of the year, on average.

**Reasonable access to a public payphone means that there is no public payphone within two kilometres by walkway, path or road.*

The Department may consider nominations of communities that do not meet these criteria if there are demonstrated exceptional circumstances in the community (see Section 4, page 12).

What type of community phone is available?

Communities can apply for a fixed community phone or a mobile satellite handset.



Fixed community phone



Close up of handset and keypad



Satellite handset in protective case

Fixed community phone

The fixed community phone will be installed at a site that offers 24-hour access to community members and has adequate lighting (if possible). The equipment to be installed includes robust phones designed to withstand environmental extremes and damage and will be inside a robust phone casing or stand-alone facilities installed by Australian Private Networks (APN) Pty Ltd. It may also include solar and satellite equipment. Attachment B lists the components and equipment provided with the fixed community phone.

Communities will not have to pay for ongoing line rental charges for these phones.

Mobile satellite handset phone

The mobile satellite handset phone is an Iridium/Motorola 9505a handset (or equivalent) plus associated equipment, including a solar charger, a protective case and user manual.

At the time of issue of the handset, each community will receive 10 pre-paid calling cards (or 300 minutes talk time). This may be followed by a top up of additional pre-paid cards

after six, nine and 12 months. The process for topping up pre-paid cards for the mobile satellite handset is outlined in Section 6, page 15.

Communities can purchase additional pre-paid calling cards from the handset provider—Applied Satellite Technology Australia (ASTA) Pty Ltd, phone 1300 660 084. Attachment B provides the components and equipment provided with the mobile satellite handset.

Communities will not be required to pay line rental charges on the handsets for the first three years.

How many phones will be approved for each community?

Normally one phone will be provided to each approved nominated community. In exceptional circumstances, an interim satellite mobile phone may be issued to a community while a fixed community phone is being installed (for more information, see Section 4, page 11).

Section 3—Nomination process

The following table outlines the nomination process.

STEP	ACTION
1	Consult with the community and determine eligibility.
2	Fill out the nomination form at Attachment C, ensuring that all information is provided, including Global Positioning System (GPS) coordinates (latitude/longitude), distance to nearest public payphone, map showing preferred site for phone installation etc.
3	Send the nomination form to the Department (see page 8).
4	Be available for possible follow up requests for clarification from the Department.

How do I nominate a community for a phone?

To be considered for a community phone, a completed Community Phone Nomination and Agreement Form at Attachment C must be lodged with the Department.

Is there a closing date for nominations?

Nominations for a community phone will be accepted until December 2012, subject to the availability of funds.

Who can nominate for a community phone?

Completed Community Phone Nomination and Agreement Forms can be submitted by any person with an interest. A good avenue for communities to use is their closest Indigenous Coordination Centre (ICC), Government Business Manager (GBM), and the Community Liaison Officers, engaged by the Department to assist with gathering completed nomination forms.

While communities can be nominated by anyone, all nominations must be endorsed by either a:

- GBM
- ICC officer
- State, territory or local (e.g. mayors, councillors, CEO) government official, or
- Commonwealth Government officer with local knowledge of the nominated community and able to validate the information in the nomination form.

It is the nominating officer's responsibility to provide sufficient information in support of the nomination. A checklist for this process is at Attachment D.

What information is required on the Community Phone Nomination and Agreement Form?

Information required on the nomination form includes:

- community name and any alternative community name(s)
- exact GPS coordinates of the nominated community
- size of population—must be less than 50 (including children)
- number of permanent dwellings to assess if a community is eligible for a fixed phone or mobile satellite handset

- distance to the nearest public phone—to be eligible must be more than two kilometres unless exceptional circumstances are invoked
- community's preferred site for the phone—consultation with community is required to complete the sketch map showing agreed phone location
- nominating person's contact details so that the Department and service providers can liaise with this person
- a community representative's signature to confirm the nominated community has been consulted and has agreed to have a phone
- an endorsing Commonwealth, state or local government official's signature and contact details.

A copy of the form is at Attachment C and checklist is at Attachment D.

What is a Community Liaison Officer?

Community Liaison Officers (CLOs) are being contracted by the Department to assist other nominating agencies with identifying and nominating remote Indigenous communities eligible for a community phone. They are expected to have extensive experience and knowledge of remote Indigenous communities and will visit communities to discuss their telecommunications needs.

The CLOs will:

- confirm the eligibility of remote Indigenous communities for a community phone
- complete and lodge nominations for a community phone (fixed phone or satellite handset) for all eligible communities
- visit eligible remote Indigenous communities that receive a community phone, at least once
- facilitate liaison and consultation services between the Department, telecommunications service providers, community representatives and other stakeholders
- facilitate the signing of the Community Phone Nomination Form and Agreement
- assist the Department and the telephone service providers with the installation and delivery of fixed community phones and satellite mobile phones
- hold information sessions on the operation of the phones, as required.

Who is a Community Representative?

The Community Representative can be:

- an existing Indigenous support agency
- a Homelands Association
- an Indigenous resource agency, or
- a local council.

The Community Representative will consult with the nominated community, gain agreement from the community for the installation of a community phone and inform the community of their responsibilities (for further information see Section 6, page 15).

Alternatively, where no appropriate organisation is available, the Community Representative could be a community elder who has also consulted with other community members, obtained agreement about where the phone should be installed and informed them of their responsibilities should a community phone be installed.

Who is the decision maker or delegate?

The decision maker or delegate is an officer within the Department, at least at the Executive Level 2 or above who has responsibility for the program. However, an officer at

least at the Senior Executive Service Band 1 level, must approve all exceptional circumstance cases.

The Department reserves the right to reconsider a successful nomination pending confirmation of the details set out in the Community Nomination and Agreement Form, such as the results of a site survey.

What support is available to assist with completing a nomination form?

Departmental staff are available to provide information about the nomination and assessment process. They can be contacted by:

- phone: 1800 355 014 (free call), or
- email: icp@dbcde.gov.au.

Your closest ICC, GBM or CLO should also be able to assist. Departmental staff can provide contact information for these officers (see contact information above).

Where do I send the completed form?

Community Phone Nomination and Agreement Forms should be returned to the Department by any of the following means:

By post:	By email:	By fax:
ICP Community Phones Manager Regional and Indigenous Communications Branch Department of Broadband, Communications and the Digital Economy GPO Box 2154 CANBERRA ACT 2601	icp@dbcde.gov.au	02 6271 1435

Additional copies of the Community Phone Nomination and Agreement Forms are available from the Department's website: www.dbcde.gov.au/icp or by phoning 1800 355 014 (free call).

Section 4—Assessment process

The following table outlines how nomination forms are assessed.

STEP	ACTION
1	Nominations are received in the Department.
2	All details in the nomination form are checked and any clarification or missing information sought from the nominating officer.
3	Any request or need for an interim satellite handset is considered and included in the assessment process.
4	Assessment documentation, including nomination form, maps and clarification material, is assembled for the decision maker or delegate. (For a mobile satellite handset, the next step is step 9)
5	If not approved, nominating officer is advised by phone and in writing (see page 12).
6	If approved, nominating officer is contacted to inform them that the community has received preliminary approval and that a site survey will be ordered.
7	Contact APN and/or CLO to order site survey and community visit.
8	Site survey received in the Department.
9	Final assessment completed. If approved, installation/delivery is ordered from APN/ASTA. Nominating officer is contacted to inform her/him the community has been approved and a community phone will be ordered.
10	If not approved, nomination officer is advised by phone and in writing (see page 12).

NOTE All non-approvals will be investigated regarding the existence of any exceptional circumstances.

Priority

Over the life of the program, nominations will be continually assessed to ensure that priority is given to remote Indigenous communities with no existing telecommunications services.

As part of the assessment process, nominations will be prioritised according to identified need. For example, the assessor will take into consideration issues such as:

- any specific health and safety issues in the nominated community
- distance to the closest public payphone
- permanent population of the community
- access to existing telecommunications services such as mobile phone services and the number of fixed home lines in the community.

Following the above considerations, the Department will then determine whether a community is eligible to receive a community phone after which the nominating officer will be notified of the decision.

Should a community be deemed eligible, the Department will prioritise the scheduling of installation or receipt of a community phone according to the following considerations:

- identified need
- service provider installation schedule
- the availability of funds.

How are the nominations assessed?

Nominations are assessed on a continuing basis by the Department up until February 2013. This will allow time to schedule any approved installations before the program ceases on 30 June 2013.

Completed Community Phone Nomination and Agreement Forms will be assessed against the following criteria.

Part A: Must meet all criteria to qualify for a community phone

1. Has the community been nominated or endorsed by a relevant Australian/state/territory/local government official?
2. Is the discrete Indigenous community located in a remote or very remote area of Australia?
3. Is the community's population between 1 and 49*, including children?
**If more than 49, the community's nomination will be referred to Telstra for consideration of a Telstra payphone.*
4. Is the nearest public payphone two kilometres or more away from the nominated community?

Part B: Criteria to decide whether the community is eligible for a fixed community phone or mobile satellite handset.

1. Is the community's population below six?

If the population of the community is six people or below, they are eligible for a mobile satellite handset unless exceptional circumstances exist (see page 12). Sufficient justification must be provided outlining reasons why a fixed phone should be considered. Communities with a population of more than six are eligible for a fixed community phone. A community's preference for a fixed or mobile satellite phone will be considered by the Department on a case-by-case basis and on the application of these guidelines.

2. Does the community have mobile phone coverage?

A community that is otherwise eligible under these guidelines, but has terrestrial mobile phone coverage and a reasonable degree of mobile phone ownership (50 per cent or more) is still eligible under the program. However, such a community will be given a priority for a community phone after communities that have no telecommunications services, subject to the availability of funds.

Part C: Criteria to decide whether the community is eligible for an interim mobile satellite handset.

While the Department will make its best endeavours to install fixed services to any approved community as soon as is practicable, past experience has shown that variables such as the wet season, cultural priorities and the remoteness of the communities can affect this outcome. In exceptional circumstances (see page 12), the Department may approve the

issuing of an interim mobile satellite handset to a community for use whilst the installation of a fixed phone is being organised. The decision to allocate an interim mobile satellite handset would be based on specific need and evidence of significant community health and safety issues.

1. Is there a need for an interim mobile satellite handset?

Consideration on the need to provide a community with an interim mobile satellite handset will include:

- whether the community has requested an interim service
- exceptional circumstances (see page 12), including any immediate health and/or safety concerns
- relevant timeframes, for example, a mobile satellite handset can take four weeks or more to deliver to a remote Indigenous community, depending on clarification requirements and delivery opportunities, or
- if the installation timeframe for a fixed community phone is likely to be delayed for an extensive period (see below for further explanation).

2. Is the speedy installation of a fixed community phone possible?

As a general rule, if information available to the Department indicates that a fixed community phone cannot be installed within three months, the Department may consider the provision of an interim mobile satellite handset. The Department will seek confirmation from the nominating officer about the need for an interim mobile satellite handset, on a case-by-case basis. This will take into consideration the timing gap between delivery of an interim mobile satellite handset and the installation of a fixed community phone and any particular needs/circumstances of the community.

Part D: Verification and approval by the Department Delegate

Remote Indigenous communities nominated under the program are approved on the basis of all available information provided to the Department by nominating officers, through the Community Nomination and Agreement Form. As part of the assessment process, the Department may source supplementary information from other agencies or request additional information from the community contact or nominating officer. Approval by the Department Delegate is therefore made on a preliminary basis pending verification of the details contained in the nomination documents through a site visit.

Why is a site survey conducted prior to a phone being approved?

Once the preliminary assessment against the critical criteria is completed and preliminary approval for a fixed community phone is given, a site survey will be conducted by the contractor engaged to install the phones. The survey will:

- verify information provided in the community's nomination form
- confirm the community's site preference for the installation
- include a geological study to ascertain site suitability.

Assuming all details contained in the pre-approval are confirmed from the site survey, the installation of the phone will then be commissioned. If there are any inconsistencies, the issues will be referred back to the Department and further clarification will be sought from the nominating officer and/or community contact.

How do I know if the application is approved?

Nominations will be acknowledged upon receipt and written confirmation will be provided on the assessment outcome by the next business day of the assessment being approved. If a nomination is not approved, the community contact and nominating officer will be advised

in writing of the reason/s. Nominations received by post will be notified of approval or otherwise by regular mail.

What are exceptional circumstances?

The Department acknowledges that some remote Indigenous communities may experience exceptional circumstances and therefore require assistance although they are unable to meet the program's criteria.

In exceptional circumstances consideration may be given to approving nominations for a community phone that do not meet all the program's criteria. Examples include:

- significant health and/or safety issues of the population
- delays in the installation of a fixed phone where a probable threat to the health or safety of community members is present
- difficulty in accessing planned community phones or existing public payphones because of natural barriers, such as a wet/dry watercourse
- social conditions that prohibit access to planned community phones or existing payphones
- lack of access to a useable satellite signal which would prevent effective use of a mobile satellite handset, such as. extensive vegetation or tree canopy.

In such cases, strong supporting arguments and evidence must be provided with the Community Nomination and Agreement Form. This information, together with any additional information sourced independently by the Department, will be considered by the Delegate. The approval of an interim mobile satellite handset will also be considered an 'exceptional circumstance' and must meet the requirements of these provisions.

Section 5—Installation process

The following table outlines the installation process for a community phone.

STEP	ACTION
1	On final approval, following completion of a successful site survey, the Department orders the installation/delivery of the phone from the service provider.
2	Mobile satellite handset —ASTA posts phone to nominating officer. Fixed community phone —APN logs installation in its roll out schedule.
3	Mobile satellite handset —nominating officer delivers the phone to the community, providing assistance and instruction on the use of the phone, where practicable. Fixed community phone — APN seeks site clearances from relevant authorities and contacts the community representative to arrange installation.
4	Fixed community phone —APN installs the phone in the community, providing assistance and instruction on the use of the phone, where practicable.
5	Nominating officer confirms installation and provides completed checklist to the Department.

Who will install the phone?

Fixed community phones

The Department has contracted Australian Private Networks Pty Ltd (APN) as the provider of fixed community phone services and equipment under the program. APN or its approved sub-contractors also complete the site surveys. Approximately 300 fixed community phones will be installed over the next three years.

As part of the site survey, APN staff and sub-contractors will consult with the community about:

- the type of phone that will best meet their needs, for example, either a free standing phone or a wall mounted one
- community phone location
- site clearances
- likely installation timeframes.

All APN staff and sub-contractors must carry identification into communities. They will also have completed and passed a police check and all relevant documentation should be carried by APN staff and sub-contractors at all times.

Mobile satellite handsets

The Department has contracted Applied Satellite Technology Australia Pty Ltd (ASTA) as the provider of mobile satellite handsets and equipment under the program. The phones are usually mailed to the nominating officer for distribution.

The make up and maximum number of mobile satellite handset packages to be issued remains at the discretion of the Department.

Where is the fixed phone usually installed?

The fixed community phone should be installed at an appropriate site that has been identified and given clearance by the community, has received relevant approvals and has 24-hour access.

Securing the satellite handset

The mobile satellite handset should be held securely in an agreed community location, where it can be accessed readily by all community members.

Section 6—Use of the community phone

What are the community's responsibilities?

The nominating agency and or community representative will:

- sign the Community Phone Nomination and Agreement Form setting out the community's responsibilities for use of the community phone
- ensure that the community understands their user responsibilities
- encourage the community to look after the phone
- ensure the phone can be used by everyone in the community
- ask the community to advise the Department on 1800 355 014 if the fixed community phone and/or the satellite handset is not working
- help the community understand how to use the fixed community phone or satellite handset
- give the Department any information about the phone or handset, as requested.

What calls can be made from the community phone?

The community phones and mobile satellite handsets enable a customer to access:

- 000 emergency services (free, without using a pre-paid card);
- pre-paid calling card platforms (for calls to the normal phone network); and
- the APN phone will allow free un-timed calls to all Australian fixed-line phones and 1800 numbers (calls to mobile phones, international numbers and 13 numbers will require access using a pre-paid phone card).

What calls can be received?

Both the fixed community phones and mobile satellite handsets are available to any community member to accept incoming calls without charge. Incoming calls that result in a charge being made to the phone service are barred. This includes calls such as:

- reverse charge calls
- wake up/reminder calls.

Pre-paid card top-ups for mobile satellite handsets

Assessment of the need to top-up satellite phone users with additional pre-paid cards is based on the following criteria:

- review pre-paid card usage after six, nine and 12 months from the date of delivery
- identify the handsets (communities) that have used the pre-paid cards, drawing on call usage data from ASTA
- ascertain if the satellite phone is being used appropriately, made available for wide community use and protected from damage, loss or theft (this will require liaison with the community contact via the GBM, ICC or other agency)
- determine which satellite phones have less than half the available pre-paid cards remaining
- replace the used cards that have less than 10 minutes left, thus returning the available cards to 10 for the identified phone (community).

Top-up pre-paid phone cards will not normally be issued to those communities that are provided with an interim satellite handset.

What happens if we are allocated a satellite handset and it is lost or stolen?

In the event of a mobile satellite phone being lost or stolen, you should report the stolen or lost handset to the Department on 1800 355 014. Once reported, the Department will

instruct the service provider to disconnect the handset from the network. Depending on the circumstances, the Department may replace the handset.

Section 7—Maintenance and monitoring of the community phone

Who is responsible for the repairs and maintenance of the community phone?

The Department has contracts with several service providers to monitor and maintain all existing community phones and any new phones that will be installed over the life of the program.

If there are operational difficulties with any of the fixed community phones, communities should contact the Department's phone maintenance service provider using the number listed on the information panel next to the phone. APN can be contacted on 1800 137 500. Alternatively they can call the Department on 1800 355 014 or email icp@dbcde.gov.au.

If community members have problems using the pre-paid calling card service, they should contact the card service provider.

A three-year extended warranty is provided with the mobile satellite handsets. If the handset is not working, the provider (ASTA) should be contacted on 1300 660 084.

Modifications to the community phone

The robustness, reliability and effectiveness of the community phone are a priority for the Department. As a result, modifications may be required to the community phones from time to time. The cost of any such modifications are covered by the Department, within budget and program timeframes.

The community and/or nominating officer, on behalf of the community, is encouraged to provide feedback to the Department or relay any concerns regarding operation of the community phone. The Department may request, or be requested by the service provider, to conduct modifications to ensure optimum efficiency, useability and security of community phone components and equipment.

Circumstances where modifications are required for the community phone may include:

- user feedback
- damage caused to the community phone through environmental factors (such as floods, storms)
- damage caused to the community phone through vandalism.

Relocation of the community phone

Limited funding is available through the program for the relocation of a community phone. However, it will only be approved in a small number of cases.

The community or the nominating officer (on behalf of the community) may request the Department to relocate the community phone. This request must be made in writing providing evidence of broad community support and consultation. Following assessment of the request for relocation of the community phone the Department may:

- accept the relocation request and liaise with the service provider to relocate the community phone
- provide written explanation as to why the relocation request is declined
- seek further information, or
- outline that some costs may need to be paid by the requesting body.

If there are other public phones available to the community, the Department may propose that the phone be removed rather than relocated.

Decommissioning the community phone

When a community requests that a phone be decommissioned or removed, the Department will consider the following:

- broad community support for the request
- the number of public payphones in the community
- the distance to the closest payphone
- reason for removal
- possible impact on the community as a result of removing the phone
- views of other parties such as the GBM, ICC or Shire Service Manager
- if there are other options available to address the issue
- any specific health, safety or social issues in the community.

Section 8—Privacy and complaints resolution

Privacy of individuals

Personal information, including documents containing personal information, will be handled and protected in accordance with the provisions of the *Privacy Act 1998*, which sets standards for the collection, storage, use and disclosure of personal information. Personal information will be disclosed only with the permission of the individual to whom it relates, or where the Act allows. The Department will, wherever possible, seek specific permission from individuals to use photographs.

Complaints resolution

A complaints officer is available at the Department to help with a dispute resolution process or resolve issues within the nomination and funding process. In the first instance, please contact the ICP staff on 1800 355 014 (free call) or email icp@dbcde.gov.au.

If you are unable to resolve your concerns with the ICP staff, the Department also has a complaints committee which can help. An applicant can request a review of the complaint by the Departmental Complaints Handling Committee. The committee can be contacted by

Post: Client Service Manager
Corporate and Business Division
Department of Broadband, Communications and the Digital Economy
GPO Box 2154
Canberra ACT 2601

Phone: 02 6271 1000
Fax: 02 6271 1901
Email: dbcde.mail@dbcde.gov.au

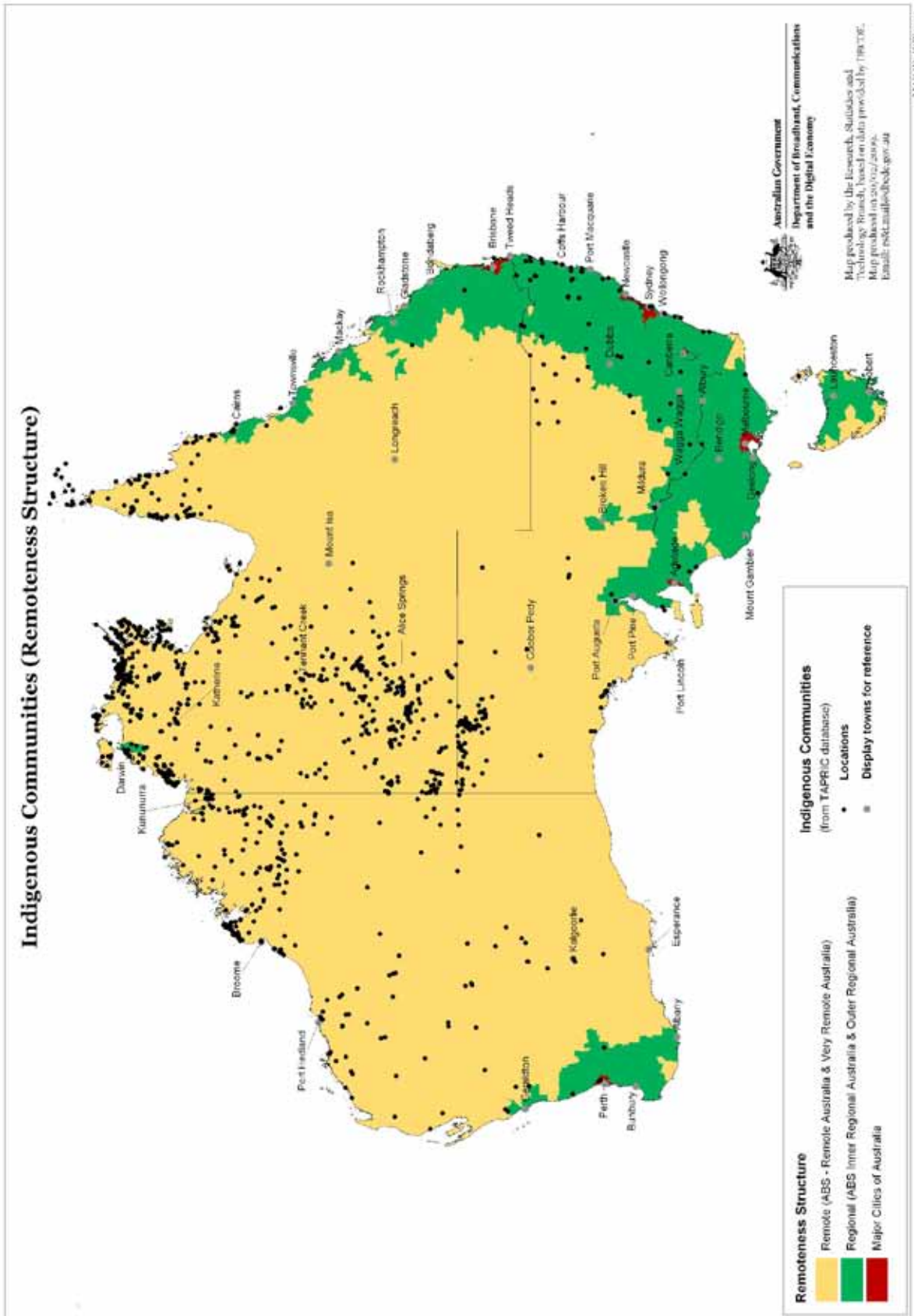
If you are dissatisfied at any time with our handling of your complaint, or feel that your complaint has not been dealt with satisfactorily, you may also contact the Commonwealth Ombudsman, as follows:

Post: The Commonwealth Ombudsman
GPO Box 442
Canberra ACT 2601

Phone: 1300 362 072
Website: www.comb.gov.au

Section 9—Further information

If you have questions regarding the eligibility of communities or any other questions about the ICP, you should contact the ICP staff on 1800 355 014.



ATTACHMENT B

What is on offer**If eligible for a fixed community phone, the community will receive:**

- stand-alone or building-mounted phone fixture with solar power and satellite connection
- galvanised steel construction
- free installation and connection to the network
- push button for emergency 000 calls
- user instructions displayed on the phone cabinet
- sample selection of low denomination pre-paid calling cards at the time of installation
- no charge on the community for repairs and maintenance of the phone.

If eligible for a mobile satellite handset the community will receive:

- an Iridium 9505a handset
- protective 'Pelican' case with foam inserts
- protective leather pouch for the handset
- electrical (AC) recharger and power adaptors
- solar recharger and cables
- car recharger
- hands free connector
- additional antenna (for use in vehicles)
- pictorial user manual
- Iridium user manual
- 10 pre-paid 'Go Chat' Iridium phone cards (30 minutes' talk time each)
- a two-year extended warranty on the phone handset
- network access paid for by the Commonwealth for three years (if, at the end of three years, the community wishes to continue with the satellite phone service, they will have to arrange for continuing network access with the service provider).



Australian Government

Indigenous Communications Program

COMMUNITY PHONE NOMINATION AND AGREEMENT FORM

What is on offer

The Department offers the community:	<ul style="list-style-type: none"> · Supply and installation of a free phone (fixed community phone or satellite mobile phone) for community use · Free delivery · Supply of pre-paid calling cards (satellite mobile phone only) · Responsibility for maintaining and repairing the fixed community phone, but you will help if we ask you · Two year extended warranty on the satellite mobile phone
Communities' responsibilities:	<ul style="list-style-type: none"> · Encourage the community to look after the phone · Ensure the phone can be used by everyone in the community · Advise the Department on 1800 355 014 if the fixed community phone and/or the satellite handset is not working (do not ring Telstra direct) · Help the community members understand how to use the fixed community phone or satellite handset <p>Give the Department any information you can provide if we ask about the phone or handset</p>

Indicate the community's preference for a fixed phone or satellite handset:

Fixed Phone the community receives: <ul style="list-style-type: none"> · A fixed community phone which operates using pre-paid cards and offers some free calls · Instructions on how to use the phone · Help to keep the phone working · Free emergency calls · Free incoming calls <p>Please tick <input type="checkbox"/></p>	Satellite Handset the community receives: <ul style="list-style-type: none"> · A satellite handset with everything it needs to work properly · Three years' rental paid by the Department for the satellite handset line · Up to three lots of pre-paid cards · Free emergency calls · Free incoming calls <p>Please tick <input type="checkbox"/></p>
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About your community (Please print)

Community name:	
State/Territory:	
Alternative community name:	
What is the main community support agency/corporation/council/department?	
GPS coordinates: Please attach a map showing how to get to your community	
How many people are usually in the community, including children (to be eligible, your community population must be under 50)?	

Is the community occupied for more than 6 months of the year?	Yes / No
Are there permanent dwellings in the community? If yes how many are there? Who owns and maintains the dwellings?	Yes / No
Any particular issues / circumstances within the community that we should know about, e.g. health or safety issues, difficulty getting to existing (closest) telephone? Please provide detailed information.	Yes / No
Is there a phone in the community? If not, distance to nearest public access phone: Is there reliable mobile coverage in your community? If yes, how many people have mobile phones?	Yes / No Distance: Town: Yes/No
Community's preferred locations for a fixed phone (Provide two sites. Take into account 24 hour accessibility and lighting) Please attach a sketch or location map showing where the phone would be installed (two options).	
Nominating Officer: (The person who identified the community as needing a telephone)	Name: Phone: Email: Position:

Signatures panel

Community Representative: If the community's preference is for a satellite handset, please provide the name of the responsible corporate organisation and contact details for a person within the organisation. The satellite handset will be registered to the organisation.	I understand the community's responsibilities for the phone and I have consulted with the community. Please print Name: Phone: Email: Signature:
Name and signature of endorsing Australian, State, Territory or Local Government Official:	I acknowledge and confirm the need for a phone and certify the information contained in this form is correct. Please print Name: Phone: Email: Signature:
Date:	/ /2011

ATTACHMENT D

Checklist for completing the Community Phone Nomination and Agreement Form

Community details	Completed
Provided community name and all alternative community names.	<input type="checkbox"/>
Provided accurate GPS coordinates of the community.	<input type="checkbox"/>
Provided population figure for the community.	<input type="checkbox"/>
Listed number of permanent dwellings in community.	<input type="checkbox"/>
If required, provided explanation of other exceptional circumstances in the community.	<input type="checkbox"/>
Existing public access phone	
Confirmed that the closest public payphone is more than two kilometres from the community.	<input type="checkbox"/>
Community phone preference	
Verified with community whether they require an interim mobile satellite handset and provided details justifying this phone to the Department.	<input type="checkbox"/>
Verified whether community requests a fixed community phone or mobile satellite handset.	<input type="checkbox"/>
Preferred location of phone	
Consulted with the community to draw the attached sketch map showing preferred location of community phone.	<input type="checkbox"/>
Nominating officer	
Inserted your name, contact details and position.	<input type="checkbox"/>
Signature panel	
Gained signature and contact details from Community Representative.	<input type="checkbox"/>
Gained signature and contact details of Commonwealth, state, territory or local government or state government official.	<input type="checkbox"/>