



Australian Government

Indigenous Communications Program

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

**Implementation Report
2009-10**

Queensland

1. Introduction

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

On 2 July 2009 the Premier of Queensland and the Minister for the Arts, the Honourable Anna Bligh MP, signed a National Partnership Agreement for "*Closing The Gap: National Partnership Agreement (NPA) on Remote Indigenous Public Internet Access*" as part of the Queensland Member on the Council of Australian Governments.

In November 2009, a Memorandum of Understanding was signed between the Department of Public Works and the State Library of Queensland defining each agency's responsibility in the implementation of the NPA.

On 25 November 2009 the Queensland implementation plan for 2009-10 was agreed between the Hon Robert Swarten MP and Stephen Conroy, the Minister for Broadband, Communications and the Digital Economy. Following this, \$95,343 in Commonwealth funding was transferred to deliver public internet access facilities and basic computer training in nine remote Indigenous communities.

In implementing the Agreement in 2009-10, the Queensland Government through its Department of Public Works (DPW) and the State Library of Queensland (SLQ) also provided \$55,000 in hardware acquisition, training, technical and administrative support. The Queensland implementation plan for 2009-10 provided services to nine remote communities outlined following:

Council	Communities & Service Delivery
Pormpuraaw Aboriginal Council	Pormpuraaw (Internet Access)
Aurukun Shire Council	Aurukun (Internet Access)
Northern Peninsula Area Regional Council	New Mapoon (Internet Access + Training)
Wujal Wujal Aboriginal Shire Council	Wujal Wujal (Internet Access + Training)
Torres Strait Island Regional Council	Poruma (Internet Access + Training) Iama (Internet Access + Training) Mabuiag (Internet Access + Training) Badu (Internet Access) Boigu (Internet Access)

A sustainable approach was the key focus of the implementation of the NPA. Each of the nine locations had an existing Indigenous Knowledge Centre (IKC)¹ thus ensuring that the project would remain sustainable over the long term. These IKCs are owned by the councils and operate in partnership with the State Library of Queensland.

As the existing facilities varied considerably at each location, the first year of implementation focussed on delivering improved services, providing filtering, standardising equipment and completing a detailed audit of computer hardware and network services.

All nine sites now have improved access and the results of the audit have enabled additional investment into ICT infrastructure by the State Library of Queensland. Although still a work in progress at some sites the unified filtering and reporting system is proving invaluable in creating customised profiles to suit each individual site and enabling collective reporting across all locations.

¹ <http://www.slq.qld.gov.au/about/who/orgchart/ils/ikc>

2. Establishment

The Queensland Government identified that the Indigenous Knowledge Centre network (IKCs), established by the State Library of Queensland (State Library) in partnership with local Aboriginal and Torres Strait Island Councils, provided an existing structure for the 2009-2010 Implementation Plan. When planning the implementation this NPA is important to understand the nature of councils businesses and the impact of improved public Internet access.

The IKCs located in the nine remote locations, in Cape York and the Torres Strait, are both well supported by the local councils and are visited by community members for a range of activities including internet access where facilities already exist. Each IKC is staffed by at least one local community member, sometimes more, and is open during normal council hours. For a more detailed understanding of the impact of providing internet access and supporting facilities to indigenous communities refer to the State Library of Queensland publication "*Queensland's Indigenous Knowledge Centre Network*".

None of the target councils have a dedicated technical support staff member.

Historically information and communication technology (ICT) has been installed by a range of external contractors over time with no unified plan across the entire range of council operations.

Since the Queensland local government amalgamations in 2008, this has begun to gradually change with local government services becoming more clearly defined. The provision of library services and access to information, including the Internet, through IKCs has remained a core service managed and delivered by local government in Queensland since the rollout of the program commenced in 2002.

Developing a service delivery model

Each council where the Indigenous Knowledge Centre had been identified for improvement entered into an updated Service Level Agreement with the State Library. The Parties acknowledged that the ownership of assets purchased through the project would be vested with the local government authority and the value of such assets would be a grant to that council.

In terms of a sustainable public internet service, where possible, the underlying network connection was based around an existing connection used by core council services. For example if council used an existing Digital Subscriber Line (DSL) for accounting and staff internet access; this service could also provide the link to the IKC public access computers, albeit on a separate network for security purposes. This model ensured that in locations with limited ICT support and knowledge, should a core service be disrupted there would be a priority focus for maintenance and repair.

The social implication of utilising an IKC to provide the service is another important factor as they provide a shared public space. This assists in reducing the likelihood of the service being monopolised by any single group within the community. The social investment by the State Library through a broad range of co-ordinated projects, aimed at a range of demographics within the community, also contributes to a shared

understanding that these centres are public spaces where all members of the community have equal access.

Consultation

Discussions between the Department of Public Works, The State Library of Queensland and local councils together with other federal, state and local agencies identified the nine locations most suited to the first stage of implementation.

Regular contact was maintained with the Far North Queensland Regional Manager's Coordination Network (RMCN) including monthly reporting to the RMCN's Indigenous Services sub-committee. Additionally senior council staff ensured that perceived and required needs aligned with existing and planned projects

The State Library had also gained considerable insight into the specific community requirements through previous projects funded through:

- the Australian Government's *IT Training and Technical Support Program* in 2006/07

The Department of Communications, Information Technology and the Arts funded *Taking IT On* which provided basic IT training to 22 remote communities and *Taking IT On - Internet connectivity* which assisted 11 of these communities by establishing improved Internet access.

- the Queensland Government's *Blueprint for the Bush* in 2008/09.

The Department of Communities funded *Online Public Access in Libraries (OPAL)* ICT training which provided ongoing opportunity to build capacity and progress sustainability.

Partnerships and collaboration

IKCs benefit from strong linkages within the community and with external agencies.

In addition to the daily use by individuals from the community, Schools, Churches, Art Centres, Traditional Owner organisations, Health Clinics and Aged Care facilities are just some of the local groups also take advantage of the IKC facilities. Government agencies and service providers also make use of the space and services on offer in IKCs for training, general meetings and presentations (e.g. training and work placement providers, Department of Housing, Department of Natural Resources and the Department of Communities).

The contribution by government departments and philanthropic partners further highlights the support behind IKCs to deliver services such as public internet access through a sustainable methodology. Government Departments partnering to date include:

- the Queensland Department of Communities, Arts Queensland, Queensland Health

- the Australian Government agencies of the Torres Strait Regional Authority, Department of Environment, Water Heritage and the Arts and the Department of Families, Housing, Community Services and Indigenous Affairs.

Corporate Express, the Dot Com Mob and WorkVentures are some of the philanthropic partners who work with the State Library and the local councils to develop, maintain and sustain the IKC network.

Through all these linkages the value and potential of these spaces continues to grow and flourish. As the use of information technology and Internet access continues, the skilled users within each community will share their knowledge both directly and indirectly through active sharing of skills and passively modelling of behaviours.

3. Achievements

Outcomes under the Agreement

All nine sites now have increased and more sustainable public internet access and members of the community have improved skills to take advantage of the service. The experience gained by both trainers and trainees is a strong reminder that **the effects of exposure to online services for members of the public, who have never witnessed the internet, are profound**. This is much more so for individuals who live in remote communities and who have not been regularly exposed to constantly evolving technology.

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

Financial

A gentleman came to the training at Iama with his own laptop. He wanted help connecting to the internet. When asked how he usually connected to the internet, he advised that he had never connected to the internet, though he had a Telstra Next G modem. He had bought the modem from Cairns, but the salesperson had showed him only briefly how to use it, and he had not tried it since for fear of breaking it. Within five minutes, he was shown how to connect to the internet via his modem. Needless to say, he was ecstatic and a little amazed at how easy it was! This gentleman runs his own small business selling live crayfish, and was excited that he could now access information to assist his business from anywhere on the island.

Community Health

One individual on Boigu stands out as a perfect example of the value of public internet access to remote communities. This local lady is the environmental health officer. She was using the computer while SLQ staff were visiting. On asking how she found the quality of the internet access she responded that this was the only place where she could access the internet and print out the results. She was downloading fact sheets from a health website to help explain dengue fever to people in the community.

Online Video's through YouTube – Social services

Public internet access to online videos is extremely popular for all ages in all IKCs. The ability to view music videos on demand in some cases leads to a permanent streaming of video as a replacement for radio while users are playing online games and talking to friends. This popularity can cause some conflict as the council can be directly affected if monthly download limits are exceeded. Business data accounts with Telstra (the primary provider of data services in remote Queensland communities) do not shape data after limits are exceeded rather Telstra imposes a penalty for every Megabyte of data over the limit.

With this shift from books and DVD's to online content, IKC staff from an earlier generation have had to learn to accept that the youth are interested in music and videos which they may find violent or inappropriate. Balancing the fair use of public access with appropriate limits depending on the age and maturity of the user is a complex and important role for staff in any public facility. In Wujal Wujal the filtering service was used to set limits to video access to a specific time of day when children were at school or could be supervised by adults.

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

Awareness

A local who had attended the training on one island turned up for the training on another island and asked the trainer if he remembered her. The trainer was then advised that she '*wanted to learn more*' as she had learnt about emails and Skype technology during the first training and that had '*really opened her eyes to what was available*'.

(c) Increased computer literacy enabling effective use of information and communication technology and the internet.

Access historic records – Family History research

Online collections are of great interest to community members, especially when personal ownership of photographs and records is limited. One community member (in his late 50's) discovered a picture of a family elder online during a training session which included the Picture Australia database <http://www.pictureaustralia.org/>. He then printed and laminated the image before taking it home to show his elderly mother.

Another popular database is the Australian War Memorial <http://www.awm.gov.au/>. One lady discovered her father's service records by searching this site and proudly printed these documents out to take home.

(d) Increased information literacy enabling the search for, evaluation and use of online information.

Online participation

Email, Facebook, Bebo², personal YouTube accounts and blogs are slowly emerging after many years of repeated visits to communities and training in a range of areas. As in mainstream society, not everyone is a citizen journalist. The increase in online content from remote Indigenous peoples demonstrates that given an opportunity that is affordable and accessible, participation can grow. An example of this is more than 180 blog posts from training and project reports are now online at <http://ikcnetwork.blogspot.com/>.

To view further examples see the DVD, LONGTIME LEARNING...from message stick to memory stick, including with the report, or use online search terms: *Indigenous Knowledge Centres in Queensland*.

(e) Increased internet use that facilitates transactions and communication with government agencies, businesses, communities and families.

Hearing of the training one local asked about running a night course as she was unable to attend during the day due to her work commitments. The trainer was happy to be flexible with the training delivery and extended the course into the evening. The lady had next to no experience working on computers and was even hesitant to touch the keyboard for fear of breaking it. The trainer did all the typing for her in the first half an hour. Gradually the lady grew in confidence and started typing for herself and was really interested in emails, though at first didn't really understand the concept. The trainer explained email to her and eventually they set up a Gmail account. The following evening she returned and had two friends' email addresses written on a piece of paper. She said that both of these friends, who worked at the council office, had been amused when she had proudly told them she was learning how to use email and the computer. They had said to her, "*Why are you learning how to use the computer you have never used it, and will never have a need for it.*" Both these people were then sent an email and the lady "Couldn't wait to see their faces when they opened up their emails the next day".

² <http://en.wikipedia.org/wiki/Bebo>

Links to Closing the Gap targets

The 2009-2010 NPA Implementation Plan contributes to the Closing the Gap targets of:

- *closing the life expectancy gap within a generation and*
- *halving the gap in mortality rates for Indigenous children under five within a decade ;*

by improving access to public health information and specific health issues. This information may be used by local staff employed to assist with public health issues (as outlined above in Outcome a - Community Health) or by individuals wishing to access online information to research and understand private health concerns. The importance of being able to access in-depth information in private cannot be understated.

As a staffed community space an Indigenous Knowledge Centre provides:

- a safe and comfortable space for all community members
- a range of literature and support to develop reading skills
- access to the Internet with ongoing training
- facilities for printing, burning CD's and DVD's

This combination ensures that both children and parents have the opportunity to be involved in lifelong learning activities in an intergenerational environment. Community members and visitors to these spaces demonstrate behaviours and attitudes that contribute to improved education, numeracy and literacy outcomes and change the 'social norm' of the community. Employment opportunities inevitably improve with increased literacy and 'digital literacy'; whilst access to print and digital information assists individuals to both find and define meaningful work from their individual life situation.

All of which contributes to the Closing the Gap targets of:

- *ensuring all Indigenous four years olds in remote communities have access to early childhood education within five years*
- *halving the gap for Indigenous students in reading, writing and numeracy within a decade*
- *halving the gap for Indigenous students in Year 12 attainment or equivalent attainment rates by 2020 and*
- *halving the gap in employment outcomes between Indigenous and non-Indigenous Australians within a decade.*

4. Conclusion

The Old approach, through the SLQ, of delivering services through a participatory community development model is seen as the cornerstone to success. A model that empowers and supports local government bodies to sustain and expand their municipal services builds on a structure of longevity, endurance and mutually respectful relationships.

The 2009-2010 implementation of this project has been crucial to further empowering remote councils to provide the core community service of public internet access. Some communities received assistance for the first time whilst others received assistance with an existing public internet access service to increase sustainability of the service.

The 2009-2010 implementation has been very successful, now has only a small number of technical issues need to be resolved. These are:

- The nominated filtered wireless access, for after hours, is still under development as this has proved difficult to set up without using a local server.

Currently the implementation team with its consultant experts is investigating a system for the filtered wireless access which uses a 'white list' of allowed sites so that specific services such as banking and government services can be available 24 hrs a day seven days a week.

- In addition some sites, despite best efforts have not received the requisite filtering through the Webroot proxy filtering service.

The network configuration in the Torres Strait communities has a number of parties involved so the solution is complex and if the network issue cannot be solved the implementation team will investigate a desktop based solution which will filter the content. Unfortunately such a solution will not provide universal reporting.

Both of the above issues are works in progress and are not insurmountable. They just require the testing of different solutions and ensuring they can be sustained as part of the overall IKC model.

Amongst remote community councils the understanding about the importance of these services is growing.

With limited resources and technical skills the services are continually at risk. Communities need to be empowered at all levels of decision making, managing delivery and developing staff to have the capacity to assist members of the public and to take the necessary steps to ensure that the service continues.

The nine sites chosen for the first stage of this project all have a sustainable structure in place, whereby each location and staff is supported at local and remote level by the community, local council, State and Australian Government.

By building on existing relationships, structures and government investment, a relatively small additional investment can produce substantial improvements in technology and data services in remote Australia.

Appendix: Reporting Tables

A1. Statement of expenditure

Commonwealth funding

In 2009-10, Queensland received \$95,343 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
1	New Mapoon New public Internet access	1	\$16,675
	Training	1	\$0
		Total	\$16,675
2	Wujal Wujal New public Internet access	1	\$9,835
	Training	1	\$0
		Total	\$9,835
3	Iama Upgraded public Internet access	1	\$7,657
	Training	1	\$0
		Total	\$7,657
4	Mabuiag Upgraded public Internet access	1	\$10,157
	Training	1	\$0
		Total	\$10,157
5	Aurukun Upgraded public Internet access	1	\$6,919
		Total	\$6,919
6	Badu Upgraded public Internet access	1	\$12,156
		Total	\$12,156
7	Porpuraaw Upgraded public Internet access	1	\$12,996
		Total	\$12,996
8	Boigu Upgraded public Internet access	1	\$6,327
		Total	\$6,327
9	Poruma New public Internet access	1	\$12,621
	Training	1	\$0
		Total	\$12,621
	2009/10 Budget		\$95,343

State/Territory contribution

The contribution by the Queensland Government towards this project included project management, equipment, procurement and administration, travel and wages for training at five locations. This has been calculated to a minimum value of \$55,000.

The project team has included two field support staff, ICT support team, finance and administration team, procurement, project management and involvement by senior management from the regional and central offices of the State Library of Queensland in association with the Department of Public Works.

A2. Outputs

In 2009-10, Queensland 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 public internet access	2	Yes
Expanded public internet access	7	Yes in 2 sites 5 sites are still experiencing some network issues for which a resolution is being developed

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	Proposed No. of trainees	Actual No. of trainees	Actual Hours of training delivered	Outputs delivered *
New Mapoon	15-20	16	65	<i>a,b,c,d,e</i>
Wujal Wujal	10-15	17	82	<i>a,b,c,d,e</i>
lama	10-15	17	116	<i>a,b,c,d,e</i>
Mabuiag	10-15	20	124	<i>a,b,c,d,e</i>
<i>Poruma</i>	15-20	14	136	<i>a,b,c,d,e</i>
<i>Totals</i>		84	523	

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

A3. Performance indicators and benchmarks

In 2009-10 Queensland 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 nine approved communities annually.	Nine remote Indigenous communities have new or expanded public Internet access facilities which are accessible during regular weekday times.
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 five approved communities annually. (b) Training received by 84 agreed participants annually (60-85 expected).	Training attendance, by adults and young people, was at full capacity in most locations. In some locations, participants attended training before and after working hours. In some areas, some participants attended all four days of training on offer.
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.	All communities have reliable public internet access with two or more computers, printers and a scanner. Reviewing network access log files reveals: - a majority of online services accessed fall into the social end of the scale e.g. Facebook, Bebo, YouTube etc... - a comparative volume of government services is low but the actual number of sites accessed is broad. eg Medicare, Centrelink, Defence, Health, Education, Local government sites etc...

* 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

	Services/benefits delivered	Services/benefits not delivered
1	<p>New Mapoon</p> <p>A new Bigpond ADSL service was enabled with the assistance of a helpful Telstra technician. The local exchange is not DSL enabled however it was possible to route the line to an exchange in the neighbouring community of Bamaga.</p> <p>Initially a Telstra data account was enabled however, discussions with the council resulted in a disconnection and reconnection to Bigpond. This means that excess data use does not cost the council and the service simply slows when data limits are reached. This is useful from both a financial and an educational aspect.</p> <p>Basic networking, three Dell PCs and a multifunctional colour printer / scanner were installed in mid May 2010.</p> <p>Filtering using the Webroot proxy service was successfully enabled.</p>	<p>Filtered wireless access for after hours access</p>
2	<p>Wujal Wujal</p> <p>A new Telstra 3G wireless based service with a 30Gb monthly limit was installed and connected to the local network and four desktop computers provided by the by the council's philanthropic partner - Work Ventures. A colour multifunctional printer / scanner was also installed.</p> <p>The service was activated in and heavily used in the first week of installation causing the 30gb limit to be exceeded. The excess data is charged at a high rate. Filtering options were modified using the Webroot proxy service to limit high bandwidth content to specific time slots each day. This has been refined over time and continues to be evaluated by IKC staff and the State Library support team.</p> <p>Filtering using the Webroot proxy service was successfully enabled.</p>	<p>Filtered wireless access for after hours access</p>

3	<p>Iama</p> <p>The existing Telstra 3G wireless based service (maintained by Computing SOS, a small private IT business) was inspected and two new Dell desktop computers and a colour multifunctional printer / scanner was also installed. The 2 existing computers were also maintained.</p>	<p>Filtering using the Webroot proxy service is still having problems due to network configuration issues.</p> <p>Filtered wireless access for after hours access</p>
4	<p>Mabuiag</p> <p>The existing Telstra 3G wireless based service (maintained by Computing SOS) was inspected and 2 new Dell desktop computers and a colour multifunctional printer / scanner was also installed. The two existing desktop computers and laptop were also maintained.</p>	<p>Filtering using the Webroot proxy service is still having problems due to network configuration issues.</p> <p>Filtered wireless access for after hours access</p>
5	<p>Aurukun</p> <p>At the request of the Aurukun Shire Council the existing connection provided by CYDN was replaced by a council operated service. This involved linking the council network (maintained by Civica, a large private IT company) to the Aurukun library building via a wireless bridge. Existing desktop computers were damaged by lightning in January. These were replaced under insurance and upgraded to enable filtering and remote desktop support. A colour multifunctional printer / scanner was also installed.</p> <p>Filtering using the Webroot proxy service was successfully enabled.</p>	<p>Filtered wireless access for after hours access</p>
6	<p>Badu Island</p> <p>The existing Telstra 3G wireless based service was inspected and 2 new Dell desktop computers and a colour multifunctional printer / scanner was also installed. The two existing desktop computers were also maintained (maintained by Computing SOS).</p>	<p>Filtering using the Webroot proxy service is still having problems due to network configuration issues.</p> <p>Filtered wireless access for after hours access</p>
7	<p>Pormpuraaw</p> <p>The DSL council service at Pormpuraaw provides public internet access on a separate VLAN (maintained by Brilliant Technologies).</p> <p>2 new Dell desktop computers and a colour multifunction printer / scanner were also installed. three existing desktop computers were maintained but left as offline computers.</p> <p>Filtering using the Webroot proxy service was successfully enabled.</p>	<p>Filtered wireless access for after hours access</p>

8	<p>Boigu Island</p> <p>The Boigu public Internet access network was moved from the existing satellite service to a terrestrial frame relay over microwave link which services the council (maintained by Civica).</p> <p>The site had computers and printers supplied through the previous Backing Indigenous Ability (BIA) programme. These machines were installed and configured to provide two public access, one staff computer and printing facilities.</p>	<p>Filtering using the Webroot proxy service is still having problems due to network configuration issues.</p> <p>Filtered wireless access for after hours access</p>
9	<p>Poruma (Coconut Island)</p> <p>Poruma IKC was upgraded as part of a new council building which included a dedicated data room. The public internet shares the council Telstra 3G WAN service (maintained by Civica).</p> <p>2 new Dell desktop computers and a colour multifunctional printer / scanner were installed, an existing desktop computer was also maintained.</p>	<p>Filtering using the Webroot proxy service is still having problems due to network configuration issues.</p> <p>Filtered wireless access for after hours access</p>

Training

Training was delivered at all locations in a flexible manner adapting to the needs and interest of the community. Whilst each trainer had a range of intentional outcomes such as developing basic skills and establishing an understanding of the Internet and the World Wide Web etc; the approach of giving the public a choice ensured a style of engagement which placed the individual at the centre of every training session. This approach, both labour intensive and more difficult to manage, was chosen as the most relevant approach to take given the dynamic attention and attendance rates at any given location.

A typical training visit lasted 5 days and was promoted prior to the visit by the local IKC staff through posters, radio announcements and word-of-mouth. Early attendees; some of whom would have pre-existing online skills wanted to improve on their skills. Those without any skills would initially be shy and simply watch from a distance. Engagement through the use of photographs, online searching for favourite performers and sports stars would lead to the introduction of the broader concept of the internet and associated services.

A typical process would cover the following steps over several sessions.

Stage 1 - Introduction

An introduction to computers and networking, keyboard and mouse skills, web pages and searching, search engines and images, Google Maps and Street View, web based email accounts, understanding usernames and passwords, privacy and security concerns, sending and receiving emails. Re-enforcing basic steps such as logging in and logging off when leaving are essential aspects which are repeated at every session.

Stage 2 – Intermediate concepts - Real time chat, videoconferencing, social networking (Bebo or Facebook), blogging, Wikipedia, banking, online newspapers, online databases (e.g. historic photographs and war records), job searching and online health information.

Stage 3 - Advanced concepts – Photographs and online photo albums (usually Picasa after starting with a Google account), recording, editing and uploading video (once again using the Google account to link in to YouTube).

A rolling group of trainees with differing skills and experience assisted in making the training easier. Those with advanced skills were able to assist beginners in their own language explaining why certain steps need to be followed or the importance of privacy when writing down their username or password. The IKC staff received extensive training and support as they will now be the first point of contact to provide assistance into the future. If a member of the public has a question which they cannot answer the IKC Coordinator will direct the query to a 'power user' in their community or contact their SLQ IKC Support and Development team member in Cairns. Remote support, using Skype screen sharing or LogMeIn remote desktop control, has significantly improved the Help Desk capacity of the support team.

As part of future training modules the IKC Support and Development team plan to develop an online game / survey which will not be onerous to engage with. An ideal outcome would be to challenge participants to get involved in such a way that skills and areas of interest will be determined.

Training was delivered to five communities as follows:

	Services/benefits delivered	Services/benefits not delivered	Comments
1	New Mapoon Training was delivered to 16 people with a total of 65 hours of training.		Ongoing training will be essential to build on the existing training delivery as well as plain English training resources developed for longevity
2	Wujal Wujal Training was delivered to 17 people receiving 82 hours of training.		Ongoing training will be essential to build on the existing training delivery as well as plain English training resources developed for longevity
3	Mabuiag Training was delivered to 20 people receiving 124 hours of training		Ongoing training will be essential to build on the existing training delivery as well as plain English training resources developed for longevity
4	Iama (Yam Island) Training was delivered to 17 people receiving 116 hours of training.		Ongoing training will be essential to build on the existing training delivery as well as plain English training resources developed for longevity
5	Poruma (Coconut Island) Training was delivered to 14 people receiving 160 hours of training.		Ongoing training will be essential to build on the existing training delivery as well as plain English training resources developed for longevity