



**Australian Government**

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**Indigenous Communications Program**

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

**Implementation Report  
2010-11**

**Northern Territory**

**5 August 2011**

# 1. Introduction

This report fulfils the reporting requirements of the National Partnership Agreement on Remote Indigenous Public Internet Access (the Agreement) and the 2010-11 Implementation Plan under that Agreement.

This report captures information about the role of service delivery design, community consultation and partnerships in the delivery of remote IT services. This information will inform future policy plans, program design, and delivery of IT services and demonstrates the Department's completion of projects with reference to the Northern Territory Implementation Plan.

On 21 February 2011, the Northern Territory Implementation Plan for 2010-11 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, \$757 760 in Commonwealth funding was provided to deliver public internet access facilities, maintenance and basic computer training in 40 remote Indigenous communities.

Briefly, the Northern Territory Implementation Plan for 2010-11 outlines the following specifications:

**Service delivery model:** This primarily utilises existing library premises for the installation of public internet access PCs in each community.

**IT training:** Training is provided to Local Support Officers (LSOs), where available, in each community under a 'train-the-trainer' model, ensuring LSOs have appropriate IT and internet skills to pass on to community residents.

**Targeted community sites:** Negotiations to be held with relevant stakeholders to establish suitable locations and then identify a method for delivering the internet. Where no other options are available, Australian Broadband Guarantee applications to be submitted by local Indigenous organisations. Finally, equipment lists are to be augmented, equipment is to be purchased and delivered to sites.

A project-wide approach to web conferencing has been adopted and all project contacts are to be offered two one-hour sessions; with a training emphasis on producing 'Connectors'; able to train community members to host their own online meetings. Each project site is to be allocated a discrete web conferencing licence.

During the implementation of the scheme, the Northern Territory Government (NTG) provided an estimated \$80 000 in administrative and staff support. Further, NTG supplied \$60 000 for additional *Community Stories* software licences. *Community Stories* is a database which provides access to cultural and historical resources about each community.

Lastly, NTG provided at no cost, ex NTG computers which have been distributed to sites where additional demand has been evidenced.

## 2. Service delivery model

### Service delivery model

Northern Territory Library (NTL) continues with the service delivery model adopted throughout the implementation of the 2009-10 plan. To that purpose, procurement, installation and maintenance determinations were carried out internally by NTL.

Training for online web conferencing was outsourced to an external trainer who delivered training with an emphasis on preparing 'Connectors', able to mentor, demonstrate and share skills required to host online meetings. Additional project staff were appointed to assist with administrative tasks such as timetabling, dissemination of required hardware, for example headsets and cameras, production of training materials/guidelines, chairing and minuting meetings, delivering extra online conference training sessions and organizing IT checks such as audio/visual tests.

While some 2010-11 targeted communities have proved problematic in terms of achieving the Implementation Plan objectives, there have been significant successes in many of the community sites. The successes can be attributed to crucial connections between stakeholders which either already existed and/or have been newly developed. In particular, networks involving Shire staff, Government Business Managers (GBMs) and Non Government Organisations (NGOs) based in Central Australia, have been integral to the increase of the service delivery success rate. The project carried out a number of publicity activities and briefings in Alice Springs and Darwin as well as information sessions online via web conferencing.

Furthermore, site visits based on consultative approaches with community members resulted in positive attitudes towards the implementation of the procedures/actions and associated improved IT services. Primarily, this means that knowledge of and support for this project has increased significantly across the broad network of stakeholders.

### Consultation

NTL continues to uphold the consultative model adopted during the management of the 2009-10 Implementation Plan. As a result of consultative forums such as briefings and discussions with Shire staff, GBMs and NGOs, the project was successful in securing people who were able and willing to facilitate the placing of the infrastructure, thus enabling increased access to IT services.

### Partnerships and collaboration

All the partnerships described in the 2009-10 report continue to be essential to attaining the objectives of the Implementation Plan. Likewise, many of these partnerships have been further enhanced with the introduction of the online web conference training which was delivered to as many stakeholders as possible. Accordingly, it is intended that the 'Connectors' will share their learned skills with

community members, as they coach trainees to host online meetings, (with a focus on communication between communities).

New or improved partnerships which commenced in this 2010-11 Agreement included:

### **Government Business Managers**

The project has had excellent support in time and effort from GBMs and certain sites would have been unsuccessful in achieving improved IT services without this support. For example, GBMs have offered/facilitated alternate site locations such as Community Centres in communities where libraries have not been available.

### **Shire Staff**

Shire staff, some of whom have expended many hours of effort and contributed valuable local knowledge, have been fundamental in the facilitation of the Plan's objectives. Certainly, the goodwill of Shire management has been a key factor in the accomplishment of project outcomes.

### **Non Government Organisations**

Currently many NGO's have participated in the project including:

- Central Australian Youth Link-Up Service (CAYLUS)
- Group Training Northern Territory
- Centre for Appropriate Technology (CAT)
- Injalak Arts and Crafts Association
- Bawinanga Aboriginal Corporation
- Catholic Education
- Pintubi Homelands Health Service
- Warlpiri Youth Development Aboriginal Corporation

### **Government Agencies**

Criminal Justice Centre  
Dept of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)

### **School staff**

The Northern Territory Department of Education and Training (DET) has new focus on after school programs for families, making school facilities open between 3-9pm. This has resulted in benefits to the RIPIA implementation, as enthusiastic teachers have been involved in the project.

### **One Laptop per Child Australia (OLPC)**

OLPC's participation in this project is unique in Australia. This NGO distributes XO computers outside of the school network. To date, 17 computers have been distributed to community libraries (or an alternative site where necessary), and a comprehensive online training course is close to being completed. A further 71 computers have been designated to RIPIA sites, and will be delivered over the next two to three weeks.

### **Ara Irititja**

Whilst not strictly a project partnership, the recent agreement reached between NTL and Ara Irititja has meant that all project sites have the opportunity to engage with a purpose-built digital repository of a high quality, the *Community Stories* database.

## 3. Achievements

### Outcomes under the Agreement

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

Access to online banking and BasicsCard balance checks has been a strong focus in all training sessions in communities. This has been extremely useful to community members and is an accessible and practical introduction to using IT. For instance, at Daguragu a gentleman of approximately 60 years of age with minimal IT skills attended the training over three sessions. After the sessions, he was able to access his bank accounts without any prompting. His other request was to be able to listen to Country and Western online. With minimal assistance, he was able to find an online streaming radio station playing Country and Western.

Another example of improved communication involves Santa Teresa School which has an established program of "sister classes" in interstate and overseas schools. Previously, the sister classes have had real-time contact conference telephone but are planning to use online conferencing and Skype to communicate in the future.

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

An example of increased awareness of online resources emerged from a training visit to Ali Curung. Two youths searched Youtube and other sites for electric guitar music, techniques and resources to further develop their music skills.

There is now increased awareness of alternate methods of communicating with family and friends with people using Skype and Webex with confidence in a number of communities including.

Older people were very interested in their local history and used the internet to search for historical information. Using Picture Australia they were able to view photos of the community and were thrilled to find photos of their own families going back to the 1940's and 1950's.

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

An example of increased literacy was observed during a recent training visit to Santa Teresa.

A trainer was showing a group of Indigenous community members an XO computer. They joined a web conference that another trainer, back at her desk in Darwin, was holding for advanced training. The Darwin-based trainer shared the relevant XO online training videos and helped one of the participants to take photographs with the XO computer. Later, the photo was copied to a USB and loaded into the *Community Stories* database and a profile was created, with help from other Santa Teresa training participants.

At Wadeye, a regular timetable was established at the Library and Knowledge Centre to enable parents to talk via Skype to their home-sick children at a boarding college in Melbourne. Using online tools to connect with friends and family is becoming increasingly popular as awareness of these tools spreads.

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

During training sessions at Kalkaringi community, a young girl about 10 years of age asked to search for images and stories of her people. She was assisted in her search for Gurindji people and culture and she spent approximately 4 hours locating information about her family by searching and viewing the various resources, including photos, video, audio and text.

Top ten web sites from the Hotspot records:

www.facebook.com  
www.abc.net.au  
www.bbc.co.uk  
www.apple.com  
www.google.com  
www.youtube.com  
www.theage.com.au  
twitter.com  
www.smh.com.au  
www.myspace.com

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

In the three months leading up to this report, 285 web conferences were held with 782 attendees. This amounts to total 'people hours' of 484. The majority of these sessions were direct training in how to use the web conferencing system, with the intention that participants become advocates for web conferencing to enhance communication within and between remote Indigenous communities.

Aputula does not have NextG service and, prior to the installation of the Optus satellite dish and computers through the RIPIA program, there was very limited internet access (only online banking at the Shire Service Office). Some community members did have mobiles with AirG accounts on them but these were only

accessed when they visited other communities and towns with telecommunications services. When NTL staff arrived to install computers and conduct training, it was encouraging to see a significant number of people lined up, waiting to access their AirG accounts to catch up on what their friends and family and been doing.

## Links to Closing the Gap targets

### (a) Reading, writing and numeracy

During the RIPIA community training sessions, the Northern Territory Library's online resources are accessed. In the resources are databases that support students to improve their reading, writing and numeracy skills including the *YourTutor* service, which gives students live online access to qualified tutors for homework assistance in English, Maths and Science. *Tumblebooks* and *In2Era* are databases that assist reading and memory skills from early school age to youth.

During a recent visit to Wadeye, a trainer was checking for software updates on a PC when a boy of approximately nine years of age sat down at the next PC and, unprompted and unassisted, accessed a database called *StudyLadder*. This online database assists students in numeracy skills through games activities. During training visits, NTL staff add desktop shortcuts to educational online databases which support self-driven improvement in reading, writing and numeracy.

### (b) Schooling to Year 12

The Northern Territory Government's initiative to open schools after hours will allow students to be exposed to the internet in a supportive environment. The One Laptop per Child partnership with NTL provides an opportunity for school children to experience the same learning environment in school as at after hours. Eighty-eight free laptops are being distributed by NTL.

At Gunbalanya, the school provides internet access to the public after hours two days a week.

### (c) Employment outcomes

The provision of public internet access in communities is in itself an employment opportunity. The training in digital audio capture and manipulation taps into the strong music performance focus that is occurring on many communities. The Community Stories software is a guided learning system to enable participants to capture, store, annotate and distribute data.

The LSOs have new skills and knowledge which in turn increases job satisfaction and the potential to participate in rewarding community-based employment.

### Numbulwar

Numbulwar is a very small community with basic infrastructure and very low employment opportunities. There is no existing public library in the community.

**This is the initial report after the first site visit:**

"The internet site is set up and operational. It will be a long process to achieve regular public access. The new school library offers two secure rooms, air conditioned, with supervision and educational support. The level of computer literacy in the community is extremely low. Exploiting the advantages of this internet access will take careful ongoing training, patience and support.

The public internet site was set up in the new school library/linguist centre in the central area of the township. The building is new and secure, and will offer longevity, education support and access for archiving using Community Stories.

An LSO was appointed and we have negotiated with the school principal to have the public internet access open at least one hour per week on weekdays between 2:30pm and 4:30pm. We are currently negotiating for more funding through the Smith Family for more opening hours.

Training focused on video conferencing for future support, using Webex and Skype. The features and benefits were displayed to the LSO, Teacher Linguist, School staff, secondary students and members of the public. Support via video conferencing will be constant and ongoing for Numbulwar."

**This is the report after the second visit, clearly demonstrating the positive outcomes:**

"Public interest and site use has grown to the point that Numbulwar now requires a second location. With recent renovations to the Shire office, a RIPIA PC and iPad set-up will offer internet access, mainly for banking, in the Shire foyer between the Shire reception and Centrelink reception. The internet will also remain available in the school library/linguist centre."

This case study reveals a feature of a few sites, in that when the equipment is delivered the people on the ground reassess what is required and moves, additions and changes are carried out. The project has displayed the ability to be agile under such situations. One location requested three separate internet delivery locations.

**Papunya**

Papunya does not have a public library but has a strong presence of the Central Australian Youth Link Up Service (CAYLUS) organisation which manages a public Computer Room in the community. With this strategic partnership in place, results in Papunya have been impressive. Innovative use of the training funds by CAYLUS including housing support to volunteers, including a member of the Dot Com Mob, have returned a comprehensive training result. Infrastructure provided included furniture which has helped to create a functional, well presented environment.

**From the training report:**

"A Computer Room Supervisor has been trained with three volunteers and the In-Community Manager acting in a mentoring capacity. Areas of training included:

- Gmail – sending, receiving, attachments, drafts, and archiving.

- Internet banking – registering for Internet banking and learning how to help other community members register for Internet Banking
- Webex online conferencing – How to host a meeting and participate in a meeting
- Facebook and AirG – social networking
- Downloading and using Skype
- Photo archiving and retrieval
- Garage Band and iMovie
- iTunes
- Google searching
- General computer room management

Three hundred and three community members have received IT training at Papunya. All community members were supported in an informal way by the volunteers and the local Computer Room Supervisor. The most popular programs and websites that were accessed included Gmail, Facebook, Online banking, AFL websites, Photo Booth, iTunes, Garage Band, iMovie, Microsoft Word, Photoshop and iPhoto.

All the training for community members was delivered on the Computer Room's networked Macs. The ex NTG PC's that were donated have been given to community members that have demonstrated more advanced computing skills and have a prominent role in the community. All recipients were given training on how to maintain and use the PCs. It is hoped that by embedding computers in the community, family literacy outcomes will improve.

## 4. Conclusion

NTL's public library network and existing collaborative relationships with Shires and communities are critical success factors to the delivery of the Project.

In some of the communities where NTL did not have existing relationships, there were sometimes difficulties in establishing contacts, building relationships, consulting with community leaders, gaining consent and locating suitable training premises. NTL has worked hard to forge relationships with organisations who do have existing strong community connections in those identified locations.

The short time frame of this year has provided challenges to sourcing infrastructure and installing in a timely fashion. The common difficulties faced in delivering services into remote Indigenous communities also impacted project outcomes. For example, NTL staff encountered access difficulties with roads impassable and airstrips flooded, buildings being unavailable or unsuitable for installations, 'sorry business', staff movement etc.

Another critical success factor is the competency and availability of a local champion – a person who has an interest in technology, willingness to learn and commitment to community development.

The overall response to the project has been enthusiastic and supportive and it is envisaged that the opportunities presented in Year Three will include continued training in; web conferencing, *Community Stories*, and online library resources.

# Appendix: Reporting Tables

## A1. Statement of expenditure

### Commonwealth funding

In 2010-11, Northern Territory received \$757 760 of funding under the Agreement. This was expended as follows:

Type of service	Allocated <sup>1</sup>	Actual Spend	Balance <sup>2</sup>
Internet Access	<b>Carried over:</b>		
	Angurugu 5 000	Angurugu 5 000	
	Milingimbi 5 000	Milingimbi 5 000	
	Peppimenarti 5 000	Peppimenarti 5 000	
	Wallace Rockhole 5 000		
	<b>Carry Over Total:</b>		
	<b>20 000</b>	<b>15 000</b>	<b>5 000</b>
	<b>This Years funds:</b>		
	Expand 17 360	Expand 13 888	Expand 3 472
	New 208 320	New 138 880	New 69 440
<b>This Years funds Total:</b>			
<b>225 680</b>	<b>152 768</b>	<b>72 912</b>	
<b>Total Funds:</b>			
<b>245 680</b>	<b>167 768</b>	<b>77 912</b>	
<b>Maintenance</b>	<b>52 080</b>	<b>48 608</b>	<b>3 472</b>
<b>Training</b>	<b>480 000</b>	<b>348 000</b>	<b>132 000</b>
<b>TOTAL</b>	<b>\$777 760</b>	<b>\$564 376</b>	<b>\$213 384</b>

<sup>1</sup> Includes amount from 2010-11, including carried-over funding from 2009-10.

<sup>2</sup> This amount will be carried over to the 2011-12 financial year.

### State/Territory contribution

During the implementation of the scheme, the Northern Territory Government (NTG) provided an estimated \$80 000 in administrative and staff support. Further, NTG supplied \$60 000 for additional *Community Stories* software licences.

## A2. Performance indicators and benchmarks

In 2010-11, Northern Territory Library delivered the following achievements against the performance benchmarks, timelines and reporting stated at item 21 of the Agreement.

Performance indicator	Benchmark	Statement of achievements (at 5 August 2011)
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 30 approved communities in 2010-11.*	New public internet access was provided to 14 of 21 communities in 2010-11. Expanded public internet access was provided to 7 of 9 communities in 2010-11. Installation for the remaining 9 communities is expected to be completed by 19 September 2011.
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 40 approved <b>communities</b> annually.* (b) Training received by 480 agreed <b>participants</b> annually.*	Training in information technology and internet use was provided to 29 of 40 communities in 2010-11. Training was received by 895 participants as at 5 August 2011 in 2010-11. Training for the remaining 11 communities is expected to be completed by 19 September 2011.
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.	21 of 30 communities have new or expanded public internet access facilities in use. Installation for the remaining 9 communities is expected to be completed by 19 September 2011.

\* Number reflects Implementation Plan benchmarks. The NPA specifies 90% of these should be achieved.

### A3. Internet access

#### Commonwealth funding

The Agreement requires reporting on Output 1, new or expanded public internet access, in 2010-11.

In 2010-11, Northern Territory received \$225,680 in funding under the Agreement for Output 1. This was delivered to communities listed at Item 11 of the Implementation Plan as follows:

	Community	Facilities installed	Date installed/ scheduled	Access times	Filtering installed	Usage of computers [H / M / L]	\$ Amount
1	Angurugu	As per 2009-2010 report and 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance	24 June 2011	M-F 9-4	Yes	L	Carry Over 5 000
2	Anmatjere	1 RipiaAir Wireless Hotspot Solution with intervention filtering 1 RipiaNet NextG Solution 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance	7 April 2011	M-F 9-4	Yes	L	3 472
7	Lajamanu	1 RipiaAir Wireless Hotspot Solution with Intervention filtering 1 Community Stories instance 1 RipiaConnect Web Conferencing Solution	11 April 2011	M-F 9-4	Yes	L	3 472
8	Milikapiti	1 Apple iMac 27-inch 1 Community Stories instance 1 RipiaConnect Web Conferencing Solution	scheduled 19 September 2011	N/A	Yes	L	3 472
9	Milingimbi	As per 2009-2010 report and 1 Community Stories instance 1 RipiaConnect Web Conferencing Solution	1 June 2011	M-F 10-3	Yes	L	Carry Over 5 000

	Community	Facilities installed	Date installed/ scheduled	Access times	Filtering installed	Usage of computers [H / M / L]	\$ Amount
10	Minyerri	1 PC 1 Printer 1 Community Stories instance 1 RipiaConnect Web Conferencing Solution	17 May 2011	M-T	Yes	L	3 472
12	Peppimenarti	As per 2009-2010 report and 1 Community Stories instance 1 RipiaConnect Web Conferencing Solution 1 RipiaAir Extender	10 February 2011	M-F	Yes	L	Carry Over 5 000
13	Pirlangimpi	2 Apple iMac 27-inch 1 Wall Mounted Monitor	15 February 2011	M-F 8-4	Yes	L	3 472
18	Wallace Rockhole	As per 2009-2010 report and 1 Community Stories instance 1 RipiaConnect Web Conferencing Solution	scheduled 19 September 2011	M-F 8-4	Yes	L	Carry Over 5 000
20	Ali Curung	1 RipiaNet NextG Solution 1 RipiaAir Wireless Hotspot Solution with Intervention filtering 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance 1 PC 1 Microsoft Operating and Application Software Package	12 July 2011	M-F	Yes	L	9 920
21	Alpurrurulam	1 RIPIA ABG Dish 2 iMac 1 Wall mount monitor 2 iPad with case 1 Community Stories instance 1 Microsoft Operating and Application Software Package 1 RipiaConnect Web Conferencing Solution	22 July 2011	M-F	Yes	L	9 920

	Community	Facilities installed	Date installed/ scheduled	Access times	Filtering installed	Usage of computers [H / M / L]	\$ Amount
22	Aputula	1 RIPIA ABG Dish 1 RipiaAir Wireless Hotspot Solution with Intervention filtering 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance 1 Microsoft Operating and Application Software Package 2 PC 1 iMac 1 Wall mount monitor 1 Printer	18 July 2011	TBA	Yes	L	9 920
23	Areyonga		scheduled 19 September 2011	TBA	Yes	L	9 920
24	Belyuen	1 RipiaConnect Web Conferencing Solution 1 Community Stories instance 1 Microsoft Operating and Application Software Package 2 PC 1 iMac 1 Printer	30 June 2011	M-F	Yes	L	9 920
25	Borroloola	1 RipiaNet NextG Solution 1 RipiaAir Wireless Hotspot Solution with Intervention filtering 2 PC 2 iMac 1 Furniture 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance 1 Microsoft Operating and Application Software Package	15 March 2011	M-F 12-4	Yes	L	9 920

	Community	Facilities installed	Date installed/ scheduled	Access times	Filtering installed	Usage of computers [H / M / L]	\$ Amount
26	Daguragu	1 RipiaNet NextG Solution 1 RipiaAir Wireless Hotspot Solution with Intervention filtering 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance 1 Microsoft Operating and Application Software Package 2 PC 1 Furniture	20 June 2011	TBA	Yes	L	9 920
27	Gapuwiyak	2 PC's 2 iMacs 1 Display Unit 1 RipiaNet NextG Solution 1 RipiaAir Wireless Hotspot Solution with Intervention filtering 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance 1 Microsoft Operating and Application Software Package	28 March 2011	M-F	Yes	L	9 920
28	Gunbalanya	1 RipiaNet NextG Solution 1 RipiaAir Wireless Hotspot Solution with Intervention filtering 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance 1 Microsoft Operating and Application Software Package 2 Printer 2 PC 1 Laptop 1 Furniture 1 wall mount monitor	18 March 2011	M-F and 3-9	Yes	L	9 920

	Community	Facilities installed	Date installed/ scheduled	Access times	Filtering installed	Usage of computers [H / M / L]	\$ Amount
29	Haasts Bluff	1 RIPIA ABG Dish 1 RipiaAir Wireless Hotspot Solution with Intervention filtering 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance 1 Microsoft Operating and Application Software Package 1 iMac 2 PC 1 Printer	scheduled 19 September 2011	TBA	Yes	L	9 920
30	Harts Range	1 RipiaConnect Web Conferencing Solution 1 Community Stories instance 1 Microsoft Operating and Application Software Package 4 PC 1 iMac 1 Furniture	scheduled 19 September 2011	TBA	Yes	L	9 920
31	Kalkaringi	1 RipiaConnect Web Conferencing Solution 1 Community Stories instance 1 Microsoft Operating and Application Software Package 4 PC 1 Printer	20 June 2011	TBA	Yes	L	9 920
32	Kaltukatjara	1 ABG Dish by RIPIA 1 RipiaAir Wireless Hotspot Solution with Intervention filtering 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance 1 Microsoft Operating and Application Software Package 2 iMac 1 PC 1 Printer	3 August 2011	TBA	Yes	L	9 920

	Community	Facilities installed	Date installed/ scheduled	Access times	Filtering installed	Usage of computers [H / M / L]	\$ Amount
33	Maningrida	1 RipiaNet NextG Solution 1 RipiaAir Wireless Hotspot Solution with Intervention filtering 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance 1 Microsoft Operating and Application Software Package 1 iMac 1 PC 1 Wall mount monitor	25 May 2011	M-F	Yes	L	9 920
34	Mount Liebig	ABG Dish. 1 RipiaAir Wireless Hotspot Solution with Intervention filtering 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance 1 Microsoft Operating and Application Software Package 1 iMac 1 iPad 1 Printer 1 Furniture	scheduled 19 September 2011	TBA	Yes	L	9 920
35	Nguiu		scheduled 19 September 2011	TBA	Yes	L	9 920
36	Numbulwar	2 iMac, 1 Audio Visual equipment 2 Ex NTG PC 1 RipiaNet NextG Solution 1 RipiaAir Wireless Hotspot Solution with Intervention filtering 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance 1 Microsoft Operating and Application Software Package	28 February 2011	M-F	Yes	L	9 920

	Community	Facilities installed	Date installed/ scheduled	Access times	Filtering installed	Usage of computers [H / M / L]	\$ Amount
37	Papunya	1 RipiaAir Wireless Hotspot Solution with Intervention filtering 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance 1 Microsoft Operating and Application Software Package 1 Furniture 1 Audio Visual	1 June 2011	M-F	Yes	H	9 920
38	Walungurru	1 ABG Dish RIPIA funded internet via PHHSAC 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance 1 Microsoft Operating and Application Software Package 1 Air conditioning	15 June 2011	M-F	Yes	L	9 920
39	Willowra		scheduled 19 September 2011	TBA	Yes	L	9 920
40	Yuendumu		scheduled 19 September 2011	M-F	Yes	L	9 920
							<b>\$245 680</b>

\* Usage of the facility to be provided on average over a typical month during opening hours. This may be estimated if not formally recorded.

**High** = facility in use 75% or more of the time . **Medium** = facility in use 50% to 74% of the time. **Low** = facility in use less than 50% of the time.

## A4. Maintenance

The Agreement requires reporting on Output 2, maintenance of public internet access facilities.

In 2010-11, Northern Territory received \$52 080 in funding under the Agreement for Output 2. This was delivered to the communities listed at Item 12 of the Implementation Plan as follows:

	Community name	Routine maintenance	Frequency	Operational	Non-routine maintenance issues	\$ Amount
2	Anmatjere	Yes	Ongoing	Yes	Nil	3 472
3	Barunga	Yes	Ongoing	Yes	1 iMac 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance	3 472
4	Elliott	Yes	Ongoing	Yes	1 PC 1 Flat Screen device 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance	3 472
5	Galiwinku	Yes	Ongoing	Yes	2 PC 1 UPS 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance	3 472
6	Hermannsburg	Yes	Ongoing	Yes	1 iMac 1 PC 1 RipiaConnect Web Conferencing Solution 1 Community Stories instance	3 472

	Community name	Routine maintenance	Frequency	Operational	Non-routine maintenance issues	\$ Amount
7	Lajamanu	Yes	Ongoing	Yes	Nil	3 472
8	Milikapiti	Yes	Ongoing	No <sup>1</sup>	Nil	3 472 19/09/2011
10	Minyerri	Yes	Ongoing	Yes	Nil	3 472
11	Ngukurr	Yes	Ongoing	Yes	1 iMac 1 Community Stories instance 1 RipiaConnect Web Conferencing Solution	3 472
13	Pirlangimpi	Yes	Ongoing	Yes	Nil	3 472
14	Ramingining	Yes	Ongoing	Yes	1 iMac 1 Community Stories instance 1 RipiaConnect Web Conferencing Solution 10 XO computers	3 472
15	Santa Teresa	Yes	Ongoing	Yes	1 Flat Screen device 1 Community Stories instance 1 RipiaConnect Web Conferencing Solution	3 472
16	Umbakumba	Yes	Ongoing	Yes	1 Community Stories instance 1 RipiaConnect Web Conferencing Solution	3 472
17	Wadeye	Yes	Ongoing	Yes	1 iMac 1 Community Stories instance 1 RipiaConnect Web Conferencing Solution	3 472
19	Yirrkala	Yes	Ongoing	Yes	1 iMac 1 Community Stories instance 1 RipiaConnect Web Conferencing Solution	3 472

<sup>1</sup> The building that housed the public internet access facility at Milikapiti has been condemned. The facility is moving to a new location that is yet to be determined.

	Community name	Routine maintenance	Frequency	Operational	Non-routine maintenance issues	\$ Amount
<b>TOTAL</b>						<b>\$52 080</b>

## A5. Training

The Agreement requires reporting on Output 3, delivery of training sessions be tailored to individual community needs. The following skills are to be provided to Indigenous Australians:

- (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
- (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 2010-11, Northern Territory Library received \$480 000 in funding for Output 3. This was delivered to the communities listed at Item 10 of the Implementation Plan as follows:

	Community name	Description	Name of Training Organisation	Trainees	Training Date	\$ Amount
1	Angurugu	a,b,c,d,e	NTL	1 LSO 20 Community	15/06/2011	12 000
2	Anmatjere	a,b,c,d,e	NTL	0 LSO 8 Community	14/07/2011	12 000
3	Barunga	a,b,c,d,e	NTL	1 LSO 11 Community	01/02/2011	12 000
4	Elliott	a,b,c,d,e	NTL	2 LSO 14 Community	11/02/2011	12 000
5	Galiwinku	a,b,c,d,e	NTL	2 LSO 21 Community	22/03/2011	12 000

	Community name	Description	Name of Training Organisation	Trainees	Training Date	\$ Amount
6	Hermannsburg	a,b,c,d,e	NTL	0 LSO 6 Community	28/07/2011	12 000
7	Lajamanu	a,b,c,d,e	NTL	1 LSO 35 Community	11/04/2011	12 000
8	Milikapiti	a,b,c,d,e	NTL		Scheduled 19/09/2011	12 000
9	Milingimbi	a,b,c,d,e	NTL	2 LSO 10 Community	1/06/2011	12 000
10	Minyerri	a,b,c,d,e	NTL	2 LSO 10 Community	17/05/2011	12 000
11	Ngukurr	a,b,c,d,e	NTL	2 LSO 10 Community	3/08/2011	12 000
12	Peppimenarti	a,b,c,d,e	NTL		Scheduled 19/09/2011	12 000
13	Pirlangimpi	a,b,c,d,e	NTL	4 LSO 10 Community	15/2/2011 and 10/05/2011	12 000
14	Ramingining	a,b,c,d,e	NTL	1 LSO 10 Community	11/07/2011	12 000
15	Santa Teresa	a,b,c,d,e	NTL	2 LSO 4 Community	25/07/2011	12 000
16	Umbakumba	a,b,c,d,e	NTL	1 LSO 10 Community	30/05/2011	12 000
17	Wadeye	a,b,c,d,e	NTL	4 LSO 23 Community	14/03/2011	12 000
18	Wallace Rockhole	a,b,c,d,e	NTL		Scheduled 19/09/2011	12 000
19	Yirrkala	a,b,c,d,e	NTL	0 LSO 23 Community	8/03/2011	12 000
20	Ali Curung	a,b,c,d,e	NTL	0 LSO 53 Community	11/07/2011	12 000

	Community name	Description	Name of Training Organisation	Trainees	Training Date	\$ Amount
21	Alpurrurulam	a,b,c,d,e	NTL	2 LSO 20 Community	22 July 2011	12 000
22	Aputula	a,b,c,d,e	NTL	0 LSO 37 Community	18 July 2011	12 000
23	Areyonga	a,b,c,d,e	NTL		Scheduled 19/09/2011	12 000
24	Belyuen	a,b,c,d,e	NTL		Scheduled 19/09/2011	12 000
25	Borrooloola	a,b,c,d,e	NTL	2 LSO 24 Community	15/03/2011	12 000
26	Daguragu	a,b,c,d,e	NTL	0 LSO 17 Community	20/06/2011	12 000
27	Gapuwiyak	a,b,c,d,e	NTL	2 LSO 60 Community	28/03/2011	12 000
28	Gunbalanya	a,b,c,d,e	NTL	2 LSO 20 Community	18/03/2011	12 000
29	Haasts Bluff	a,b,c,d,e	NTL		Scheduled 19/09/2011	12 000
30	Harts Range	a,b,c,d,e	NTL		Scheduled 19/09/2011	12 000
31	Kalkaringi	a,b,c,d,e	NTL	0 LSO 58 Community	20/06/2011	12 000
32	Kaltukatjara	a,b,c,d,e	NTL	0 LSO 8 Community	3/08/2011	12 000
33	Maningrida	a,b,c,d,e	NTL	2 LSO 8 Community	25/05/2011	12 000
34	Mount Liebig	a,b,c,d,e	NTL		Scheduled 19/09/2011	12 000
35	Nguiu	a,b,c,d,e	NTL		Scheduled 19/09/2011	12 000

	Community name	Description	Name of Training Organisation	Trainees	Training Date	\$ Amount
36	Numbulwar	a,b,c,d,e	NTL	5 LSO 9 Community	28/02/2011 and 16/04/2011	12 000
37	Papunya	a,b,c,d,e	CAYLUS and Dot Com Mob Project	1 LSO 303 Community	2/05/2011 through 24/06/2011	12 000
38	Walungurru	a,b,c,d,e	Pintubi Homelands Health Service	2 LSO 10 Community	1/04/2011	12 000
39	Willowra	a,b,c,d,e	Mount Theo		Scheduled 19/09/2011	12 000
40	Yuendumu	a,b,c,d,e	NTL		scheduled 19/09/2011	12 000
<b>TOTAL</b>						<b>\$480 000</b>

## A6. Services not delivered

The communities below did not receive the services as scheduled in the 2010-11 Implementation Plan. This includes communities in which internet access facilities are not yet operational.

	<b>Community name</b>	<b>Outstanding / incomplete activity</b>	<b>Explanation and action</b>	<b>Finish Date</b>
8	Milikapiti	Internet/ Maintenance/Training	Scheduled	19/09/2011
12	Peppimenarti	Training	Scheduled	19/09/2011
18	Wallace Rockhole	Internet Access/Training	Scheduled	19/09/2011
23	Areyonga	Internet Access/Training	Scheduled	19/09/2011
24	Belyuen	Training	Scheduled	19/09/2011
29	Haasts Bluff	Internet Access/Training	Scheduled	19/09/2011
30	Harts Range	Internet Access/Training	Scheduled	19/09/2011
34	Mount Liebig	Internet Access/Training	Scheduled	19/09/2011
35	Nguiu	Internet Access/Training	Scheduled	19/09/2011
39	Willowra	Internet Access/Training	Scheduled	19/09/2011
40	Yuendumu	Internet Access/Training	Scheduled	19/09/2011