

- Q1 What did TAPRIC and previous initiatives do well? Where did TAPRIC and previous initiatives fall short?
- Q2 How can the design and delivery of Backing Indigenous Ability be optimised to achieve long term sustainable quality telecommunications solutions for Indigenous communities?

Q1: Nil contact with the TAPRIC initiative.

Q2: To understand the current community environment there also needs to be consideration to Government agencies and their ability to provide funding for short, medium and long term activities. While Federal Government Departments may contribute together to provide capital and infrastructure works, it is State and Local government which will manage and contribute to the medium to long term objectives and for community to continue the research of grant funding across all tiers of government and through NGO and charitable organisations for activity based and annual funding.

- Q3 Should the installation of community phones into Indigenous communities be regarded as a priority under Backing Indigenous Ability?
- Q4 Is it appropriate to use regional agents and ICCs to identify communities in need of community phones and to assist them in an application process? How else could priority communities in need of community phones be identified?
- Q5 Is it appropriate to use an application process to identify a need for a community phone? If so, what should be the key elements of the application process? What are the alternatives to using an application process?
- Q6 Once priority communities requiring a community phone are identified, what is the best way to facilitate provision of the phone? For example, should there be a tender process or some other approach?

Q3: Based on the location of remote and rural communities it is not only community telephones that are needed but also mobile reception.

Q4: There are several methods to ascertain if communities have community phone needs including regional agents and the ICC. Having a database of community telephones will help identify those communities without a community phone. Additionally there are homelands and farmlands that should be eligible to community phones, so linking in with State Government departments websites and also their planning and development sections may offer an appropriate link.

Q5: Application option should be available. Government may be able to build the question of community phones in a Grant Application for a Risk Assessment process which will trigger a need to install community telephones with elements for location and phone maintenance and care process provision. In the case of a community not having a phone which is identified a risk assessment; government response would be to start the application process with follow up by the Government agency program section head.

Q6: A National Contract to a provider to install community phones would be the best and fastest approach with a requirement to maintain a database, check on phone use and working order.

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| Q7  | Are hub communities the appropriate location for implementing public access Internet facilities? If so, how best can hub communities be prioritised as appropriate locations for new Internet access?  |
| Q8  | Should ICCs, regional agents or other assistance be used to identify communities with a need for Internet facilities and assist them in an application process? How else could priority sites for Internet facilities be identified?   |
| Q9  | Is it appropriate to use an application process for communities to identify a need for Internet facilities? If so, what should be the key elements of the application process? What alternative process could be used?   |
| Q10 | Once implemented in a community, how best can the use of the facilities be encouraged? What arrangements such as Shared Responsibility Agreements or other local or regional agreements should be used for communities to support the installation and maintenance of Internet services? |
| Q11 | Are there more innovative models of delivering Internet access to Indigenous communities?  |

Q7: On the APY Lands, PY Ku is the key organisation to house internet facilities across the main communities. Through the development of PY Media's Regional Transaction Centre, seven hubs are available to set up internet broadband access.

Q8: Part of the DoHA COAG trail, the long term strategy is to provide broadband access to communities on the APY Lands through PY Media as the key organisation. Applications are not the only way to provide internet connections; as it would not be necessary when dealing with COAG trail sites which have a whole of government response to work as one, other options could be included in a grant funding application process for communities, or through a community risk assessment as well as an economic development plan.

Q9: Application process should not be the only option for communities to request for internet facilities. ICC's and departmental solution brokers should see it as part of their role when helping community to identify community priorities and options.

Q10: Encouragement to use internet services across the APY lands will come through PY Media's Regional Transaction Centre (RTC) project, as a regional partnership agreement with communities PY Media will train clients in computer and internet use, to use internet banking facilities, use the research tool, able to read websites, be available to submit applications, set up email etc. While everyone has a right to be able to access telecommunications 'Shared Responsibility Agreement' are an option if community/individuals want to negotiate further on equipment and training needs, as required. Support can also be gained from Schools, TAFE and other educational facilities to provide funds for a hub or RTC site.

Q11. The PY Ku's Regional Transaction Centre and PY Media projects aims to take Broadband across the APY lands to seven communities to address the current issues of slowness, breakdowns, and interruptions which are a regular complaint for remote and rural communities.

- Q12 Are PC-based webcam videoconferencing facilities appropriate for Indigenous community needs? What parameters should be set for deciding when dedicated videoconferencing facilities need to be implemented into sites? What size of community is appropriate to receive videoconferencing facilities in the context of sustainability?
- Q13 What factors are contributing to the low use of videoconferencing facilities in many communities?
- Q14 Should ICCs, regional agents or other assistance be used to identify communities with a need for videoconferencing facilities? How else could priority locations for videoconferencing facilities be identified?
- Q15 What can be done to ensure that videoconferencing facilities introduced into a community are widely used? For example, how should the appropriate location of videoconferencing sites be decided?
- Q16 Is it appropriate to use an application process for communities to identify a need for videoconferencing facilities? If so, what should be the key elements of the application process? Should communities need to establish a certain level of demand for the facilities as part of the application process?
- Q17 What arrangements such as Shared Responsibility Agreements or other local or regional agreements should be used for communities to support the installation and maintenance of videoconferencing facilities? What form should these take?

Q12. When ascertaining the appropriateness of video-conferencing facilities other community service providers and offices such as health, education, community stores, employment and transaction centres may be interested in having individual web-cam facilities. For larger video conferencing facilities, there is scope to extend a 'Backing Indigenous Ability' project to work in with the DoHA COAG trail across the APY lands with PY Media's, Regional Transaction Centres as a hub facility.

Q13. Factors which may result in less use of videoconferencing facilities are that departmental project officers, NGO's, charitable organisations or those to whom the community is doing business with do not have access to video conferencing facilities themselves. Those using the video conferencing programs are not properly trained and have confidence with the facility. The video conference reception is slow and delayed.

Q14. ICC's, regional agents and other assistance is an appropriate gauge to determine video-conferencing use. Priority locations should be based on research and if the location is a hub facility which offers a separate non-disruptive room.

Q15. Confidence and training for video conference use is a key issue, using educational services and linking in with other closer PY Media Regional Transaction Centres on the APY Lands, as part of the COAG initiative.

Q16: An Application process through an expression of interest and if successful a request for the full proposal of required Video Conferencing facilities.

Q17. Shared Responsibility Agreements, Regional Partnership Agreements and linking in with whole of government activity through COAG trial sites can provide for the support and maintenance requirements of video conferencing facilities. Additionally communities not in a position or willing to be involved with ICC's new business arrangements should include in the Video Conferencing Full proposal their business and action plans and community structure to ascertain who is responsible for the installation, maintenance and manager of the facility.

- Q18 How best can skill gaps be identified? Is it appropriate to use the ICCs, community champions and regional agents to identify priority areas for training and skills development in the area of telecommunications? How else could training and skills development needs of communities be identified?
- Q19 What types of training and skills development sessions on telecommunications are appropriate and how should these be implemented? Are different approaches required for different age groups? What flexible or innovative approaches could be undertaken to identify and deliver training and development sessions?
- Q20 Is a grants program an appropriate way to fund communities to deliver training and skills development sessions within accountability guidelines?
- Q21 How could communities support appropriate training and skills development programs?
- Q22 What obstacles exist for the successful delivery of training and skills development?

Q18: Linkages with School, Health Services, Community Councils and CDEP will provide a guide as to the type of programs that could be offered through telecommunications and identify the clients to which these can be offered to. Once clients have completed and achieved a new skill as an outcome, a record can be kept to record standard achieved and to offer continual courses of interest and program with the technology available to continue to skills can be maintained.

Q19: In regards to telecommunications having previously not been available for all community, basic and refresher courses through special programs such as one-on-one mentoring, TAFE basic to advanced courses and ongoing availability to use services through hub or Regional Transaction Centres should be automatically available. Older children having learning difficulties in the school arena would have other options through telecommunications programs to continue education.

Q20: Grant programs may be one way for community to offer clients the type of training packages required to assist in self learning, training, practice and motivation. The grants program could be one of the options available to rely upon as being the only option. Through a grants program it may be feasible to employ some one who has achieved new skills to arrange and promote the training and development sessions.

Q21: Community could support training and skills development programs by offering times to suit clients, collecting clients to ensure course start timeliness, by ensuring the facility and equipment is kept clean and tidy.

Q22: Obstacles include the ability for community to employ and accommodate tutors, mentors or teachers to run programs if not already employed elsewhere in the community. The long term strategy may not fit into government's annual funding rounds and therefore community unable to offer long term contracts or training courses.

- Q23 Are community champions an appropriate way to engage the community and assist them in using telecommunications technology? For what size of community would a community champion be appropriate? Would every Indigenous community with a phone, Internet or videoconferencing facility need access to a local champion?
- Q24 What roles could community champions play within communities?
- Q25 How could community champions be identified within regions and communities?
- Q26 What would be the best way to engage and compensate community champions for their role and how could their performance be monitored and assessed?

Q23: The focus for new CDEP participants and school leavers is to find work. Community champions could be an employment option. Community Champions should work from organisations such as PY Media to run telecommunication activities out of the Regional Transaction Centres for the development of long term training and skills development plans. Community size may not be the only factor when assessing the employment of a community champion; other considerations include location and ability to engage with home or farm lands. Networking of community champions based in Regional Transaction Centre or hub facilities is also a key to resolution of telecommunication issues.

Q24: Within communities, the role of the community champion would be to engage with clients on assessing needs and to formulate a plan for skills, training, experience and development. Community champions could be available to assist and support in any community technological and telecommunications problems, to book and arrange video conferencing and teleconferencing, to maintain, clean and keep tidy all equipment and facilities. Community Champions would develop individual skills and development records and plans. To engage with those external to the community, to pick up and support clients to attend programs. To seek additional program funding, to link in with other training programs and to train another in a Community Champion role as a succession plan, also maintain and contribute to a Community Champions website.

Q25: Community Champions could be self identified, nominated by services such as school, CDEP or by community members. Those selected could be trained and supported with ongoing skills development.

Q26: Community Champions would have to be employed in their role and performance assessed through the number of time they have engaged with clients, number of client skill development plans underway, number of callouts to fix telecommunication problems. Community Champions to find suitable programs for clients, which may not easily fit into an everyday normal model.

- Q27 What models of delivering increased culturally appropriate content to the Internet could be introduced under Backing Indigenous Ability?
- Q28 How could a grant or funding model to encourage development of culturally appropriate content be structured? What are the benefits and risks of the models?
- Q29 Will the ability to digitally record and archive culturally significant material encourage usage of Internet services?
- Q30 What funding approaches could be adopted to encourage the recording and archiving of culturally significant material under Backing Indigenous Ability?

Q27; The ability for community to comment of the presentation and functionality of Internet content and to be able to set up and maintain a website of their community, with favourite links to other culturally appropriate websites.

Q28: Grant funding to a major holder of hub telecommunication facilities such as PY Media for Regional Transaction Centres across the APY Lands would provide a model for a network of centres to work on and develop culturally appropriate content. The benefit would be that PY Media could monitor and co-ordinate content for individual communities.

- Q31 Who should facilitate demand aggregation within communities and regions? Is it appropriate that ICCs, regional agents and community champions assist with demand aggregation or should alternative models be implemented (for example using a demand aggregation broker)?
- Q32 What other initiatives could assist in demand aggregation?

Q31: For a demand aggregation within communities and regions linking in with other government agencies is optimum through ICC's and COAG trial sites. These co-ordination points have the ability to effectively link in with other government programs and develop the bigger picture of placing the infrastructure require to Indigenous communities over remote and rural areas. The use of a demand aggregation broker would be suited to the technical aspect, and properly ascertain connection requirements and provide quotes/budget to work toward.

Q32: Other demand aggregation initiatives include pushing service providers to commit to the formulation of telecommunication and infrastructure need planning.

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| Q33 | What innovative and/or flexible approaches are being used elsewhere that could be used to deliver elements of Backing Indigenous Ability? |
| Q34 | What technologies offer greater flexibility and why?  |
| Q35 | What are some innovative means of service delivery to provide telecommunications improvements to Indigenous communities?                  |
| Q36 | What are some innovative approaches that could be used to fund communities in need under the Backing Indigenous Ability program?          |

Q33: With the Backing Indigenous Ability capital and infrastructure develops there is scope to achieve commitment from other government organisations through ICC's or COAG trial sites that would foster the delivery of program elements.

Q34: On the APY Lands a broadband line is available to access. Through networking with SA government agencies via Dept of Health & Ageing COAG trial site project, the ability to connect the seven identified Regional Transaction Centres can be achieved. The delivery of broadband services to communities would offer a non-disruptive and valuable service to community.

Q35: Telecommunication improvements can come from a broad range of services providers and establish links such as; better health network systems, better educational and library tools, faster Centrelink and government response, ability to do internet banking and Auspost transaction.

Q36: Innovative approaches to respond to communities in need, could be to have an action plan to help government work towards placing Indigenous organisations out of crisis or of major concern through a skills and development program linking in to identify and train Community Champions who have an interest to further their telecommunication ability.

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| Q37 | How should funding be provided under Backing Indigenous Ability?   |
| Q38 | What type(s) of funding provision best suit each program element?  |
| Q39 | Should a mix of funding approaches be used?  |
| Q40 | How can communities be assisted to develop grants applications so as to compete on a more equal basis for funding? |

Q37 Funding for the APY Lands, PY Ku's Regional Transaction Centre project would be best arranged through Dept of Health & Ageing's COAG trail section. The ability have

options to contribute to funding programs as well as built on community plans strategically through an application process and the use of departmental solution brokers as a co-ordination point provide non-restrictive funding options. Issues arise concerning the ability to transfer departmental program funds to another department so having only one funding agreement and one reporting requirement should be resolved with Dept of Finance and Administration.

Q38: The provision of funding for a telecommunications package would compliment the Dept of Health & Ageing 'broadband for health' program.

Q39: For continuity and sustainability purpose connecting other departmental programs such as the 'broadband for health' and other e-health projects a more sound and long term project has the ability to achieve better outcomes.

Q40: Through the provision of departmental agencies getting together with community to talk on the long term outcomes for a better telecommunication system would assist clients being able to express and know the advantages of future business and community planning.

- Q41 In delivering Backing Indigenous Ability in a culturally appropriate manner, what should be done to enable acceptance and ownership of telecommunications technology to aid sustainability within Indigenous communities?
- Q42 What are some best practices in engaging communities in the planning, development and implementation stages of introducing or improving telecommunications technology?

Q41: Indigenous communities have previously expected Government to fix infrastructure, change programs, and to have the ideas as their business. With the new directions of mutual obligation and partnership, Indigenous communities are able to have more ownership and control over the project. Government is developing a more flexible delivery approach and departments are looking to work in a whole of government environment. To ensure sustainability is to provide for paid work, fund administration and reporting components to develop the ability for communities to create businesses for themselves.

Q42: The best way to engage with communities is on the ground, with community meetings, smaller group meetings with visual aids, demonstrations and individual hands on work. A one day workshop would be a start, with close follow up to reiterate the ease and simplicity of use. Technology and the attached facets are very hard to grasp, to understand what can be achieved and the effort is rewarding needs to be explained.

- Q43 How can telecommunications services delivered to Indigenous communities become operationally and financially sustainable and remain sustainable beyond the life of the package?

- Q44 What innovative and flexible approaches could be used by communities to aid in the sustainability of telecommunications technology?
- Q45 How could telecommunications industry participants be encouraged to form partnerships with Indigenous communities? What form might these arrangements take?
- Q46 In what ways can local Indigenous Australians assist in service delivery of telecommunications in Indigenous communities?

Q43: Public servants being involved from the start to work with consultants, community and paid community project officers to structure their business and develop business plans and create a follow up reporting pattern with the community business. In the first instance to work with community and develop 12month, 2 year, 5 year and 10 years plans with a continual ability for the updating. A detailed action plan to assist in assessing progress and identifying problems will assist to resolve issues.

Q44: To work in a whole of government environment is to step outside boundaries to assist in filling gaps that would not necessarily be occurring in mainstream communities. Examples of gaps would be to fund and train community members to take on project roles, rather than expect there is someone who has the time and capacity to take on the role, to contribute to administration costs plus as required provide for accommodation.

Q45: SA State Government has a cabinet submission pending to use the funds from a Telstra Credit to connect six of the seven communities to broadband. Seven communities across the APY lands will have PY Media Regional Transaction Centres; six of these will have some of their costs covered with a Telstra credit. To process to have the seventh community connected would ideally involve Telstra. To have Regional Partnership Agreement or a Memorandum of Understanding with PY Ku, SA State Government, Australian Government through the Dept of Health & Ageing COAG trial project and Telstra would provide a formula for the connection of telecommunication technologies across the APY Lands.

Q46: Through community engagement, those with or wanting work experience to assist with the installation and maintenance to connect and assist in the service delivery aspect could be trained and employed in the telecommunication technology work force.

- Q47 How should Backing Indigenous Ability use arrangements such as Shared Responsibility Agreements to facilitate arrangements with communities?
- Q48 What elements of Backing Indigenous Ability should or should not be formalised through agreements with communities to share responsibilities and ensure appropriate service delivery?
- Q49 Would the use of Regional Partnership Agreements work within the Backing Indigenous Ability program and the wider *Connect Australia* package? If so, what form should these agreements take?

Q47: Backing Indigenous ability could use the Shared Responsibility arrangement to have community take on the ownership of a telecommunication facility and activities to achieve community objectives.

Q48: Providing connections to communities should not be a condition of a Shared responsibility agreement rather a project as a whole of government project to respond to the need to connect telecommunications to Indigenous communities. The assurance of community taking on ownership and responsibility for the continuation of the project through managing and organising the fundamentals of running the facility with work plans and for cleaning and employing a community person to take on a role of training and educational activities could form part of a Shared Responsibility package for the receiving of funds for telecommunication technology software, associated equipment and funding to manage and run the project.

Q49: A Regional Partnership Agreement across the APY Lands with Telstra, TKP, PY Ku, an Aboriginal Taskforce commitment, SA State Government, Dept of Health & Ageing COAG trial project would provide a method to take telecommunications with a longer term outcome across the APY Lands.

Q50 How can existing infrastructure and services in communities be used to provide access to a wider range of uses and users from the community?

Q50: The installation of PY Ku's Regional Transaction Centres (RTC's) across seven communities on the APY Lands provides a perfect setting to bring in telecommunication technology. Through the Dept of Health & Ageing's COAG trial a whole of government objective is to connect broadband across the region. The RTC's aims to offer a wide range of services eg, internet banking, consumer and educational training services, Service SA (on behalf of SA Police, Courts Administration Authority, Office of Consumer and Business Affairs, Transport SA) for Provision of payment of Expiation Notices, Fines, procurement of Births, Deaths, Marriage Certificates and renewal of standard vehicle registrations, currently negotiating with Australian Post for an Auspost community agent funding and short term accommodation to assist with income generation.

Q51 Are there any other key stakeholders that should be consulted (other than through this discussion paper and the consultation sessions planned for March and April identified at Section 8 below) in the design and implementation of Backing Indigenous Ability?

Q51: Other key stake holders could extend to Dept of Health & Ageing COAG trial site and Whole of Government SA office teams.

Q52 How best can Backing Indigenous Ability link in with the other elements of *Connect Australia* to ensure an efficient and effective delivery of telecommunications into Indigenous communities?

Q52: Approaching SA's Dept of Health & Ageing COAG trial site for projects across the APY Lands, other Departments responsible for COAG sites and involving State Governments as partners to commit to the ongoing facilitation of telecommunication activity and service delivery. Additionally, on being approached for telecommunication packages a wider scope to facilitate other internal and departmental programs through a departmental solution broker networks is accessed to assist or link in the development of potential SRA's or RPA's.

Q53 How best can the progress of Backing Indigenous Ability be monitored and assessed? How often should a formal assessment of Backing Indigenous Ability be undertaken?

Q53: In assessing the best method for monitoring use current reporting frameworks so not to cause repetitive report writing for a wider range of government departments. The collation of departmental reports for each community is yet to be streamlined, if easy data collection is required the essence is to ensure some one is paid to do the work as part of better working relationships and practices.