



LEARNING NETWORK QUEENSLAND
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Creating opportunities for you

Learning Network Queensland

Submission for

Backing Indigenous Ability:

Delivering a Comprehensive Telecommunications Package

by

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Response from Learning Network Queensland

Backing Indigenous Ability using Clever Networks

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History

Learning Network Queensland (LNQ) established in 1989, is an initiative of the Queensland Government established to meet the training and educational needs of communities, community learners, tertiary institutions, industry, business and government. LNQ (www.LNQ.net.au) is recognised state and nationwide as a best practice example of training and education delivery and support for regional, rural and remote communities.

The Networking the Nation funding was used to provide more centres and computers for public access by more communities. Significant funds from DCITA were spent on our mobile laptop labs which are being used at present for the DCITA funded IT Training and Technical Support Program delivered to 150 very remote communities in Qld.

Mission

Learning Network Queensland's mission is to meet the challenge of ensuring a better quality of life for all Queenslanders by helping to build learning communities so that individuals may have informed and effective participation in every sphere of life.

To be a valued community education and training organisation that supports whole-of-life learning and creates opportunities for individuals and communities to realise their full potential and contribute to the future of Queensland.

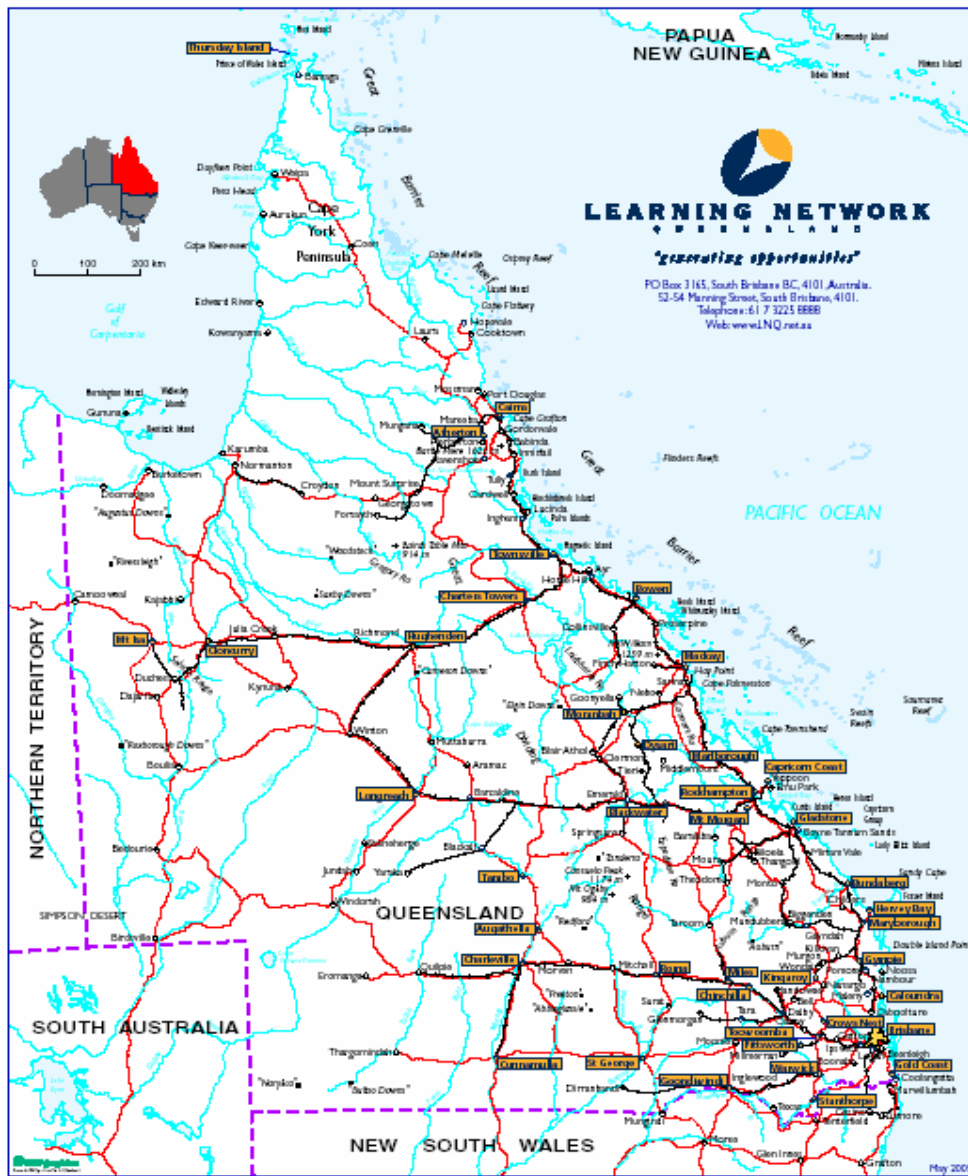
Resources

LNQ has considerable resources available to support our members, communities and clients, including a team of core specialists in flexible learning and a network of over 40 Learning Centres across Queensland. LNQ infrastructure facilitates delivery of training and education programs using a wide range of communication methods and technologies including combinations of on-line and off-line resources, print based materials and face-to-face delivery.

LNQ's network stretches from Torres Strait and Far North Queensland, south to the New South Wales border, and as far west as Mt Isa and Cunnamulla. This network of learning centres uniquely positions LNQ to provide opportunities for people to engage in learning in areas beyond the scope of other education and training providers. The

outreach capability of the network, utilising laptop computer labs, further expands the reach of LNQ into an unlimited number of rural and remote Queensland communities. At the present time we are engaged in a distance learning project with the Soloman Island UN funded Project First Network.

LNQ mainly uses wireless Ethernet technologies across its wide area network of approx. 550+ computers to facilitate ease of establishing and operationalising centres quickly, and minimising the physical impact on LNQ's host buildings. In addition to LNQ's network of Learning Centres across the state, LNQ has 18 mobile laptop 'labs'; each Lab consisting of 5 laptop computers, wireless networking, printing and internet capabilities.



Reach

LNQ delivers outreach programs to an additional 30 small communities each year using its award winning mobile laptop labs. In 2005 to 2007 LNQ will deliver training and support to over 150 very remote communities including 40% indigenous representation as part of the IT Training and Technical Support Program funded by DCITA delivering into the Torres St. Islands and across the west down to Birdsville.

Support for Indigenous Communities through Broadband Connect

- As discussed at the session with the Department of Communities and included in the *Queensland Governmentt Agency* submission, *an audit of what is already out in the state* is an important starting point. This audit should result in a matrix of resources to make it easier to find out what is needed and how it could be provided. This will have to take into account the various projects that have been implemented such as the *Cape York Digital Network* and the *Old State Library Indigenous Knowledge Centres* as well as *Learning Network Queensland*.
- As part of the audit and resulting matrix we want to find out what was *successful in the past* to give the bureaucrats and the community ideas as to what would be best to invest in for the future. At the same time we need to think about leveraging off existing resources and infrastructure to extend services and at the same time build sustainable models for future delivery of services in the communities.
- LNQ has considerable *state-wide infrastructure* with over 40 centres and satellite centres around Queensland and these could be used as a starting point for delivery and support. This model is a very inexpensive one in relative terms and is easy to replicate where there is a need and could be extended into indigenous communities on a long term or short term basis as required. The mobile laptop labs can easily be transported to wherever a course or experience has to be run. It seems wise to use these existing resources that the state and federal governments have already heavily resourced.
- LNQ feels that *strategic partnerships and collaboration* with other organizations and agencies would be an excellent model so that co-location of services was available and a one-stop-shop approach used. Partnerships with relevant stakeholders provide for a wider ownership of a project. At the present time LNQ has Membership and Partnership arrangements with:

- **BHP Mitsubishi Alliance (BMA)**: BMA co-funds three LNQ centres in the central mining towns of Dysart, Blackwater and Moranbah. LNQ delivers training programs for mine workers, partners and the general community;
 - **CISCO**: an LNQ technological partner;
 - **Comalco**: LNQ has developed courses for partners of mine workers;
 - **Department of Primary Industries, AgForce, Meat and Livestock Association**: LNQ provides training support for the National Livestock Identification Scheme.
 - **Greening Australia**: LNQ provides e-conferencing support;
 - **Griffith University**: LNQ provides e-conferencing support for Griffith Law advice to rural communities;
 - **E-democracy**: LNQ provides training and technological support for e-democracy initiatives in rural and remote Queensland;
 - **Microsoft** is an LNQ technological partner;
 - **Open Universities Australia (OUA)**; an LNQ member and supporter of the Unilearn program for bridging courses and study skills;
 - **QGAP (shared services)**: co-location in Mt Morgan;
 - **Southern Qld. Institute of Tafe**: support and collaboration in the South West;
 - **State Library Qld.**: is a partner in our IT Very Remote project;
 - **Telstra Country Wide** is an LNQ technological partner;
 - **Volante** is an LNQ technological partner;
 - **Western Mining Corporation**: LNQ has developed courses for partners of mine workers.
 - Australian Catholic University
 - Barrier Reef Institute of TAFE
 - Brisbane School of Distance Education
 - Central Queensland University
 - Charles Sturt University
 - Griffith University
 - Open Universities Australia (formerly Open Learning Australia)
 - Open Learning Institute of TAFE
 - Queensland University of Technology
 - Southern Queensland Institute of TAFE
 - The University of New England
 - The University of Queensland
 - University of the Sunshine Coast
 - Wide Bay Institute of TAFE
- LNQ can be an excellent delivery model for all types of **information dissemination, community support and training based** on our track record of success. We have sophisticated web-conferencing technology to allow easy dissemination of information from one location to many.
 - LNQ specializes in a pathways approach to learning and refers many students to the local Tafes and Universities. Our relaxed learning environments encourage marginal learners with proven success.

More Specifically:

LNQ and Indigenous Communities

LNQ can act as a **community enabler** to work with other government and non-government organisations to help ***build community capacity and sustainability*** by having a supportive presence in a community, having locals employed in the centres and delivering appropriate training and support to different groups. LNQ can offer:

1. A common meeting place and location point in communities.
2. The use of local community volunteers to help staff the Centre as well as paid LNQ staff.
3. A learning place for any courses to be delivered – LNQ courses and other partnered RTO programs.
4. Use of the Information Technology (IT) resources that an LNQ Centre or Satellite Centre contains plus further support as below for IT and Training.
5. The provision of direct feedback and a two-way communication process for that community.

IT Support

LNQ can offer the following IT support to sustain Indigenous communities:

1. The **LNQ Helpdesk** could be used to support Indigenous communities without access to support. The Helpdesk could be available according to needs each day through phone or email access. An 1800 No. could be made available to call with the knowledge that LNQ could cover most issues. The issues covered could be:
 - Hardware issues for PCs, printers, scanners and faxes
 - Software issues for Microsoft products particularly MS Office
 - Basic Communication issues
2. Using the **Centra web-conferencing** system to train and connect with Indigenous communities via LNQ Centres or directly into community computers. This system is superior to video-conferencing as it offers many other components including electronic whiteboards, attachment of file, use of video clips, graphic art and interaction. This technology allows recording for reviewing at a later time.

Training

Basic training delivery for the communities based on the non-accredited training programs that LNQ already delivers but re-written to include culturally appropriate approaches and examples:

- a. Business skills
- b. Training and Assessment skills for volunteer trainers
- c. Basic literacy and numeracy skills
- d. Basic IT skills covering Internet, email, word
- e. Advanced IT skills with spreadsheets, Powerpoint, scanning etc.
- f. Basic governance skills: running meetings, roles and responsibilities
- g. Employability skills
- h. Leadership skills
- i. Any course according to community need.