

Implementation Plan

2009-10

New South Wales

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

PART 1 – FORMALITIES

Preliminaries

1. This Implementation Plan has been developed to facilitate implementation of Closing the Gap: the National Partnership Agreement on Remote Indigenous Public Internet Access (the Agreement).
2. Agreement to the Implementation Plan fulfils the requirement under Part 4 of the Agreement to jointly develop and agree an Implementation Plan to achieve the objectives of the Agreement.

Parties

3. The Implementation Plan has been agreed bilaterally between the Commonwealth of Australia and the State of New South Wales.

Term of the Implementation Plan

4. The Implementation Plan will commence when both Parties agree in writing to the Plan and will expire on 30 June 2010.
5. In accordance with paragraph 26 of the Agreement, amendments to the Plan can be requested at any time to accommodate emerging issues. These amendments will need to be agreed in writing bilaterally with the Commonwealth.

PART 2 – IMPLEMENTATION DETAIL

Target communities

6. The following remote Indigenous communities will be targeted to receive public internet access facilities and/or training services under this Implementation Plan:

	Community name	Pop.	Latitude	Longitude	Existing public internet access*	Services†
1	Wilcannia Mallee	170	31°22'S	143°26'E	Nil	Both
2	Wilcannia Warrali	70	31°22'S	143°26'E	Nil	Both
3	Walgett Gingie	250	30°41'S	148°5'E	Nil	Both
4	Walgett Namoi	156	30°41'S	148°5'E	Nil	Both

* Nil; Limited

† Internet access; Training; Both

Mode of service delivery

7. In accordance with Output 1 of the Agreement, internet access facilities will be delivered to the communities at item 6 which are listed to receive internet access services as follows:

	Description and intended benefits of internet access facilities	Funding
1	<p>General approach to Wilcannia Mallee: Work in close consultation with Aboriginal Affairs NSW and Community Working Party to ensure implementation is tailored to suit the community. Leverage Community Technology Centres Association (CTCA/CTC Association) infrastructure and processes, utilise ex-government computers and equipment.</p> <p>Work in alignment with other Closing the Gap programs, such as Remote Service Delivery Program. Engage Local Government Associations (LGAs) and Registered Training Organisations. Detailed Project and Quality Plans will be produced for each site, following the formal acceptance of the overall Implementation Plans.</p> <p>Note about Community Technology Centres (CTCs): <i>Community Technology Centres (CTCs) are community hubs, such as small halls or rooms in larger buildings, where there is support for the economic, educational, cultural and social life in regional, rural and remote NSW. CTCs use technology as a platform for programs and services and offer internet access points, training, venue hire, telework and economic and community development opportunities.</i></p> <p><i>The Community Technology Centres Association is a member-based organisation, representing and supporting the CTCs.</i></p> <p><i>The advantages of using the CTCs is that they offer:</i></p> <ul style="list-style-type: none"> * An already established recognized brand and a proven interface between communities and new technologies; * A dependable distribution channel and delivery arm to regional, rural and remote communities; and * Cost effective services for skills training and community programs using technology as a platform. <p>Key strategy: Re-open the Community Technology Centre (CTC) in an appropriate location determined by the community to provide public access to the internet. The CTC program has technical, filtering, management and training support provided by the CTC Association.</p> <p>Location options are:</p> <ol style="list-style-type: none"> 1. New Service Centre currently being rebuilt by Central Darling Shire Council or old Council Chambers. Potential opening hours 9am – 5pm 5 days a week. 2. Existing empty building within the town or co-location with existing service 3. Youth Centre (interim option – at least two computers could be left there for access if and when the program moves into a permanent home. 	\$9,000

	Description and intended benefits of internet access facilities	Funding
	<p>Ongoing management will be provided by the Central Darling Shire Council, supported by the CTC Association of NSW.</p> <p>Computing Equipment: The centre will have 8 to 10 ex-government computers supplied by the Office of Rural Affairs.</p> <p>A significant portion of the funding will be used for the cost of backhaul, network cabling, installation, Microsoft operating system, filtering and antivirus software. All computers will provide</p> <ul style="list-style-type: none"> • Internet explorer • Email • Life skills task-based applications that have basic computer literacy, internet negotiation built into the training (for example: video editing, photoshop, webdesign application etc.) <p>Backhaul and Laptops: Wilcannia is a pilot community in the NSW Government Building the Country \$11.6 million Community Broadband Development Program to provide an open access high speed broadband service via fibre or wireless technology. The Central Darling Shire Council is proposing to roll out a laptop library program in conjunction with the broadband program which will allow for outreach wireless – program access points around the village. Access can be provided within safe environments for target groups (e.g. Youth centre, Women’s refuge).</p> <p>Closing the Gap - Benefits: The plan for Wilcannia Mallee will provide community members with new and increased public access to internet facilities via a community service centre, including other locations across the village or at home. Increased awareness of the benefits and uses on public access to online resources and access to online services, financial, education, economic and social purposes will be provided through tailored training. (See Training in next section).</p> <p>Increased online service provision opportunities will be integrated into the National Partnership Agreement on Remote Service Delivery to further support the objectives, outcomes and outputs within the agreement.</p> <p>Key dates and dependencies</p> <p>It is expected that the CTC outreach location will be ready for the installation of facilities by March 2010 and the outreach broadband expected to be available by February 2010.</p> <p>Sustainability</p> <p>Technical support will be provided onsite by the Central Darling Shire Council. Establishing a CTC program provides ongoing access to grant funding through the CTC Association to provide a computer for the NSW Government Online Access program and provide, for example, a Seniors Kiosk and cyber safety training etc.</p>	
2	<p>General approach to Wilcannia Warrali: As for Wilcannia Mallee.</p> <p>Key strategy: Expand to an outreach Community Technology Centre (CTC) in an appropriate location determined by the community within the Warrali village. The CTC program has technical, filtering, management and training support provided by the CTC Association. Location options will be identified when broadband options become available under the Community Broadband Development Program.</p> <p>Computing Equipment: As for Wilcannia Mallee.</p> <p>Backhaul and Laptops: As for Wilcannia Mallee.</p> <p>Closing the Gap - Benefits: As for Wilcannia Mallee.</p> <p>Key dates and dependencies</p> <p>It is expected that the CTC outreach location will be ready for the installation of facilities by March 2010 and the outreach broadband expected to be available by February 2010.</p>	\$9,000

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	<p>Sustainability Establishing a CTC program provides ongoing access to grant funding through the CTC Association to provide a computer for the NSW Government Online Access program and provide, for example, a Seniors Kiosk and cyber safety training.</p>	
3	<p>General approach to Walgett Gingie: As for Wilcannia Mallee.</p> <p>Key strategy: Establish a Community Technology Centre (CTC) in a culturally appropriate location determined by the community. The CTC program has technical, filtering, management and training support provided by the CTC Association. Location options are being assessed (for example a Youth Centre).</p> <p>Computing Equipment: The centre will have 6 to 8 ex-government computers supplied by the Office of Rural Affairs.</p> <p>The funding will be used as for Wilcannia Mallee.</p> <p>Ongoing management will be provided either by an Aboriginal Affairs NSW nominated organisation or by the CTC Association of NSW outreaching from Lightning Ridge.</p> <p>Closing The Gap Benefits: It is assumed that Walgett will be part of the NSW Government Building the Country \$11.6 million Community Broadband Development Program (CBDP) in the future. Outreach access will be provided modelled on the Wilcannia pilot.</p> <p>It is expected that in June 2010 it will be known if this location will be part of the CBDP. If this location is not in the next round of the CBDP initiative internet access and training will be delivered out of a CTC service hub serviced by ADSL2 which will have a higher cost implication on the program and restrict outreach training via wireless network. It is proposed to establish an initial CTC service hub within the Youth Centre in Walgett and provide the initial training from that building. Ongoing location negotiation with the community will determine an additional outreach location within the community if the community receives the CBDP and requires an outreach location due to increased demand after initial training is provided.</p> <p>The proposal will provide community members with new and increased public access to internet facilities via a community service centre, including other locations across the village or at home. Increased awareness of the benefits and uses on public access to online resources and access to online services, financial, education, economic and social purposes will be provided through tailored training.</p> <p>Increased online service provision opportunities will be integrated into the National Partnership Agreement on Remote Service Delivery to further support the objectives, outcomes and outputs within the agreement.</p> <p>Key dates: Identification of a location and installation of the computers by April 2010.</p> <p>Sustainability: As for Wilcannia Warrali.</p>	\$9,000
4	<p>General approach to Walgett Namoi: As for Wilcannia Mallee.</p> <p>Key strategy: As for Wilcannia Warrali.</p> <p>Computing Equipment: As for Wilcannia Mallee.</p> <p>Closing The Gap Benefits: It is assumed that Walgett will part of the NSW Government Building the Country \$11.6 million Community Broadband Development Program in the future. Outreach access will be provided modelled on the Wilcannia pilot. The proposal will provide community members with new and increased public access to internet facilities via a community service centre, including other locations across the village or at home. Increased awareness of the benefits and uses on public access to online resources and access to online services, financial, education, economic and social purposes will be provided through tailored training.</p> <p>It is expected that in June 2010 it will be known if this location will be part of the CBDP.</p>	\$9,000

Description and intended benefits of internet access facilities	Funding
<p>If this location is not in the next round of the CBDP initiative internet access and training will be delivered out of a CTC service hub serviced by ADSL2 which will have a higher cost implication on the program and restrict outreach training via wireless network. It is proposed to establish an initial CTC service hub within the Youth Centre in Walgett and provide the initial training from that building. Ongoing location negotiation with the community will determine an additional outreach location within the community if the community receives the CBDP and requires an outreach location due to increased demand after initial training is provided.</p> <p>Key dates: Identification of a location and installation of the computers by April 2010.</p> <p>Sustainability: As for Wilcannia Mallee.</p>	
Total funding for internet access	\$36,000

8. In accordance with Output 3 of the Agreement, training services will be delivered to the communities at item 6 which are listed to receive training services as follows:

	Description and intended benefits of training services	Trainees	Funding
1	<p>Wilcannia Mallee: Approach. 25 Life skills based training modules have been developed by the CTC Association and have been successfully delivered within Aboriginal communities across the state. These life skills-based training modules will be the basis of the training programs. These modules are tailored to the individual trainees level of skill, personal interest and objectives across the broad areas of:</p> <ul style="list-style-type: none"> • accessing and using online services • financial management and online banking • online shopping and selling • education and training • economic and small business training • social networking via local community websites and social inclusion portals <p>The modules will provide Aboriginal people with skills in the areas outlined in Output 3 of this National Partnership Agreement, ie basic computer use, internet applications (such as email and browsers, applied internet use with focus in the outlined areas, locating and navigating internet search engine and databases, and peer support techniques.</p> <p>Participants will self-nominate and, where possible, will be able to either attend dedicated classroom-style sessions, or to learn individually in their own time, or to access a combination of these techniques.</p> <p>The number of modules that participants will be expected to complete in 2009-10 will be negotiated with the participants at the time of the participant's nomination, based on the participant's expressed need for the training and the level of existing competency of the participant.</p> <p>Method</p> <p>Option 1: The CTC Association is contracted to deliver the training.</p> <p>Option 2: The CTC Association identifies one or more community members with a skill level appropriate to undertake a train-the-trainer program and to then provide the training within the community.</p> <p>Option 3: A combination of both delivery models (1 and 2) by initially delivering the training and identifying individuals with the capabilities to undertake the train-the-trainer program to take over training with online and or telephone</p>	25	\$5,400

	Description and intended benefits of training services	Trainees	Funding
	<p>support from the Association.</p> <p>Regardless of the option chosen high-skilled users will be encouraged and trained where feasible to assist other community members.</p> <p>Partnerships and opportunities: Wilcannia has received additional funding under the Building the Country Small Community Awareness Fund to build a community website based on the geographic domain name program. Participants within this program will have the opportunity to have input into the content and design of the community website.</p> <p>Objectives and Benefits: The intended benefits will be increased computer literacy and effective use of information and communication technology, increased transactions and communication with government agencies, businesses, community and families.</p> <p>Community members will be trained in internet search techniques, web based search navigation within all modules.</p>		
2	<p>Wilcannia Warrali: Approach. As for Wilcannia Mallee.</p> <p>Method: As for Wilcannia Mallee.</p> <p>Partnerships and opportunities: As for Wilcannia Mallee.</p> <p>Objectives and Benefits: The intended benefits will be increased computer literacy and effective use of information and communication technology, increased transactions and communication with government agencies, businesses, community and families.</p>	15	\$4,320
3	<p>Walgett Gingie: Approach. As for Wilcannia Mallee.</p> <p>Method. As for Wilcannia Mallee.</p> <p>Objectives and Benefits: As for Wilcannia Warrali.</p>	35	\$6,480
4	<p>Walgett Namoi: Approach. As for Wilcannia Mallee.</p> <p>Method: As for Wilcannia Mallee.</p> <p>Objectives and Benefits: As for Wilcannia Warrali.</p>	25	\$5,400
	Totals for training services	100	\$21,600

Performance benchmarks, timelines and reporting

9. The State of New South Wales agrees to meet the following performance benchmarks:

Performance indicator	Benchmark
A reduction in the number of remote Indigenous communities that have limited or no public internet access.	New or expanded public interest access to 4 approved communities in 2009-10.
An increased number of people in remote Indigenous communities that have received training in information technology and internet use.	Training in information technology and internet use to 4 approved communities in 2009-10. Training received by 100 agreed participants in 2009-10.
An increase in transactions and communication between remote Indigenous communities and government agencies, businesses, communities and families.	All communities receiving new or expanded public internet access have internet facilities in use.

10. The Agreement at paragraph 27 requires that the States and the Northern Territory will report on a six monthly basis to the Commonwealth.
11. As the Implementation Plan will be effective for part of the 2009-10 financial year, the State of New South Wales will hold a meeting with the Commonwealth on or before 1 March 2010 in lieu of a first six monthly written report. At this meeting, the State of New South Wales will provide:
- (a) a progress report on delivering the services described at items 7 and 8 for each community listed;
 - (b) a forecast of anticipated achievements by the expiration of the Implementation Plan;
 - (c) an assessment of emerging issues and risks; and
 - (d) an update on other matters relevant to the Implementation Plan and/or the Agreement as requested by the Commonwealth.
12. A written report will be submitted to the Commonwealth by 30 June 2010. This report will be in the format specified at Schedule A and will contain:
- (a) a summary statement of expenditure of funding received under the Agreement for each community listed at item 6;
 - (b) a statement of achievements against the outputs specified in the Agreement;
 - (c) a statement of achievements against the outcomes specified in the Agreement;
 - (d) a statement of achievements against each performance indicator and benchmark specified at item 9 above; and
 - (e) a summary table of achievements against each community's proposed services and benefits specified at items and 7 and 8.

Promotion, acknowledgment and publicity

13. The Parties will reach prior agreement on the nature and content of any events, announcements, promotional material or publicity relating to activity under this Implementation Plan, and how the roles and contributions of the Parties will be acknowledged and recognised appropriately.

PART 3 – FINANCIAL ARRANGEMENTS

Funding

14. The maximum amount of funding available from the Commonwealth for the State of New South Wales in 2009-10 will be \$ 57,600.

Payment schedule

15. The Commonwealth will make payments to the State of New South Wales according to the following schedule, subject to achievement of performance benchmarks and reporting requirements specified in Part 2 above:

Date*	Amount	Comments
7 April 2010	\$57,600	In determining subsequent Implementation Plans and payments, the Commonwealth will have regard to achievement of previous benchmarks and reporting requirements.

* Not before the Implementation Plan is agreed in writing by the Parties.