

Implementation Plan

2010-11

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 annual Implementation Plan to achieve the objectives of the Agreement.

Parties

3. The Implementation Plan has been agreed bilaterally between the Commonwealth Minister for Broadband, Communications and the Digital Economy and the NSW Minister for Commerce.

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 2011.
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.
6. The Parties to this Implementation Plan do not intend any of the provisions to be legally enforceable. However, that does not lessen the Parties' commitment to this Implementation Plan.

Project objective

7. Through this Implementation Plan, the Parties seek:
 - (a) enhanced social inclusion and community well-being in remote Indigenous communities by improving links between people, information and technology;
 - (b) improved access for Indigenous Australians in remote Indigenous communities to basic information and communication services required for participation in contemporary Australian economic, political and social life;

- (c) reduced barriers to the use of information and communication technology in remote Indigenous communities; and
- (d) better understanding of the benefits of the effective use of the internet and associated hardware and software in remote Indigenous communities.

Role of the Commonwealth

8. The Commonwealth is responsible for reviewing the State's performance against the project benchmarks specified in this Implementation Plan.

Role of the State

9. The State is responsible for all aspects of project implementation, including:
- (a) fully funding the project, after accounting for financial contributions from the Commonwealth and any third party;
 - (b) completing the project in a timely and professional manner in accordance with this Implementation Plan; and
 - (c) meeting all conditions including providing reports in accordance with this Implementation Plan.

PART 2 – IMPLEMENTATION DETAIL

Target communities

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

Site No	Community name	Pop.	Latitude	Longitude	Existing public internet access [*]	Services [†]
1	Brewarrina Barwon 4	210	29°57'S	146°51'E		1,4
2	Brewarrina West	100	29°57'S	146°51'E		1,4
3	Bourke Alice Edwards	60	30°05'S	145°55'E		1,4
4	Murrin Bridge	110	33°13'S	146°22'E		1,4
5	Weilmoringle	70	29°15'S	146°55'E		1,4
6	Menindee	150	32°23'S	142°25'E		1,4
7	Goodooga	210	29°06'S	147°27'E		1,4
8	Enngonia	50	29°19'S	145°51'E		1,4
9	Wilcannia Mallee	170	31°33'S	143°23'E	NPA 2009-10	2,3,4
10	Wilcannia Warrali	70	31°33'S	143°23'E	NPA 2009-10	3,4
11	Walgett Gingie	250	30°01'S	148°07'E	NPA 2009-10	2,3,4
12	Walgett Namoi	160	30°01'S	148°07'E	NPA 2009-10	2,3,4

^{*} Nil; Limited; NPA 2009-10

- † 1. New internet access (new location for 2010-11)
- 2. Expand/upgrade internet access (in a location that received internet access in 2009-10)
- 3. Maintenance (in a location that received internet access in 2009-10)
- 4. Training

Mode of service delivery

11. In accordance with Output 1 of the Agreement, new or expanded internet access facilities will be delivered to the following communities listed at item 10:

Site No	Description and intended benefits of internet access facilities	Funding
<p>1. Brewarrina – Barwon 4</p>	<p>Site visits have been undertaken by the Office of Rural Affairs (ORA) and the host agreements negotiated with the site owners and the Community Technology Centres Association (CTCA). Two sites have been set up: the Brewarrina Business Centre and the Northern Star CDEP (Community Development Employment Project) office. As at 22 February 2011, telecommunications access services to both sites and additional communications cabling and routers had been installed.</p> <p>It is expected to set up 21 ex-government computers (8 desktops and 13 laptops) supplied by ORA in the two sites. As at 22 February 2011, 2 desktop computers and 1 laptop computer had been set up at the Business Centre, and 2 desktops at the Northern Star CDEP office. A further 12 laptops and 4 desktops will be setup at the Northern Star CDEP Office. The 12 laptops will be a relocatable resource to be used over 6 communities as needed: Brewarrina Barwon 4, Brewarrina West, Bourke - Alice Edwards Village, Menindee, Weilmoringle and Goodooga. Wireless internet access will be provided for the laptops.</p> <p>These 12 laptops will also be available for online training at a Yarn Up where the 35 women participating will have access.</p> <p>The laptop at the Brewarrina Business Centre is dedicated to the Strong Women’s Project funded by Department of Human Services (Community Services) and the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs and hosted by the Brewarrina Business Centre. This project aims to increase knowledge and skill in supporting babies and children, increase self esteem and provide opportunities and pathways for Women. This Project is being implemented in the NPA participating communities of Weilmoringle, Walgett Gingie, Walgett Namoi, Brewarrina West, Brewarrina Barwon 4, Bourke, Goodooga and Menindee. The Project Office will use the laptop to offer one-to-one online training when appropriate.</p> <p>It is expected that the sites will be operational by the end of March 2011.</p> <p>General Approach for All Communities</p> <p>1. Hardware and Software</p> <p>Used PCs are sourced from NSW Government agencies. For 2010-2011 these PCs are then being shipped by ORA to the Pilliga Community Technology Centre (CTC). All computers for the program are being hardware checked, licensed software loaded, and antivirus, filtering and internet enabled. Once</p>	<p>\$6,110</p>

	<p>each computer is checked and loaded they are boxed ready to be delivered to the sites by ORA or other Government agencies. The costs for the licensing of the software are incurred on an annual basis for each computer.</p> <p>The Pilliga CTC is using this work as a work-ready program as there is no current employment within the village for the local Aboriginal community.</p> <p>Microsoft operating system and Microsoft Home Office 2007 licenses are purchased for the targeted town by ORA through the DonorTec program. A not-for-profit incorporated organisation in the town hosts the licences for the program which are managed by the CTCA on behalf of the town.</p> <p>All computers will provide</p> <ul style="list-style-type: none">• Internet Explorer• Email• Life skills task-based training modules and applications that have basic computer literacy, internet negotiation built into the training (for example: video editing, photoshop, webdesign application, online transactions). <p>All internet access is to be routed through Webroot, which is contracted to provide malware and inappropriate content filtering of internet access.</p> <p>2. Implementation Arrangements</p> <p>Due to the short timeframe to implement the yearly program and in order to overcome problems that were encountered last year, infrastructure has been set up in most locations prior to the Implementation Plan being signed. Costs that have been incurred such as services, routers, cabling and electrical work have been included in the funding required for each community.</p> <p>3. Site Installation and Support</p> <p>The project management is being undertaken as per the installation for the 2009-10 sites by the CTCA who provides an onsite installer who sets up the computers, networks them and connects them to the internet. All computer cords and electrical cords are bundled and wall mounted so they are OH&S compliant.</p> <p>Under the program a CTC is established 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 CTCA.</p> <p>4. Sustainability</p> <p>Each new site becomes a member of the CTCA. As a member of the CTCA it receives ongoing technical, management, training and grant funding support through the Association. CTC members also deliver programs such as the NSW Government Online Access program, Seniors Kiosk and cyber safety training.</p> <p>5. Costs</p> <p>A significant portion of the funding is used for the cost of broadband, networking, cabling, installation, Microsoft operating system, Microsoft</p>	
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	<p>Home Office 2007, filtering and antivirus software, other applications, and support services.</p> <p>6. Closing the Gap - Benefits:</p> <p>The implementation of this program will provide community members with public access to internet facilities in a number of new locations, often involving multiple sites in the same town. This will result in increased awareness of the benefits and uses of public access to online resources and access to online services, financial, education, economic and social purposes is being provided through tailored training (see Training in next section).</p>	
<p>2. Brewarrina West</p>	<p>A site visit has been undertaken by ORA and the host agreement negotiated. One site has been set up, at the Brewarrina Local Aboriginal Land Council building.</p> <p>12 ex-government desktop computers supplied by the ORA will be set up. As at 22 February 2011 the computers had not been set up but this is anticipated in the near future. Telecommunications access services to the site and additional communications cabling and routers had been installed.</p> <p>It is expected that the sites will be operational by the end of March 2011.</p> <p>Note: Details in the paragraphs under the heading "General Approaches for All Communities" for Community 1 (Brewarrina - Barwon 4) apply to this community.</p>	<p>\$6,429</p>
<p>3. Bourke - Alice Edwards Village</p>	<p>Site visits have been undertaken by ORA and the host agreements negotiated. Two sites have been set up: the Bourke CDEP building managed by the Birrang Enterprise Development Corporation and the Bourke Local Aboriginal Land Council office.</p> <p>As at 22 February 2011 22 ex-government computers supplied by ORA had been installed and were operational: 10 desktop computers at the Bourke CDEP building, and 7 desktop computers and 5 laptop computers at the Bourke Local Aboriginal Lands Council office. Telecommunications access services to the two sites and additional communications cabling and routers had been installed. Extra electrical work had been undertaken to accommodate the equipment.</p> <p>Note: Details in the paragraphs under the heading "General Approaches for All Communities" for Community 1 (Brewarrina Barwon 4) apply to this community as well.</p>	<p>\$7,812</p>

<p>4. Murrin Bridge</p>	<p>Site visits have been undertaken by ORA and the host agreements negotiated. Two sites have been set up: the Murrin Bridge Local Aboriginal Land Council Building and the Child Care Centre.</p> <p>10 ex-government desktop computers supplied by ORA will be set up in the two sites. As at 22 February 2011 these had been delivered but had not yet been installed and connected. It is proposed to set up 8 desktop computers at the Murrin Bridge Local Aboriginal Land Council Building and 2 desktop computers at the Child Care Centre. Telecommunications access services to the two sites and additional communications cabling and routers had been installed. Extra electrical work had been undertaken to accommodate the equipment.</p> <p>It is expected that the sites will be operational at the end of March 2011.</p> <p>Note: Details in the paragraphs under the heading "General Approaches for All Communities" for Community 1 (Brewarrina Barwon 4) apply to this community as well.</p>	<p>\$5,230</p>
<p>5. Weilmoringle</p>	<p>Site visits have been undertaken by ORA and the host agreements negotiated. One site has been set up: the Community Centre / Weilmoringle Local Aboriginal Land Council office.</p> <p>14 ex-government computers supplied by ORA will be set up in the two sites: 6 desktop computers and 8 laptop computers. As at 22 February 2011 satellite telecommunications access services to the site had been installed but were not operational due to recent flooding. However, additional communications cabling and routers had been installed in anticipation of services becoming available. The laptop computers had been installed and were using mobile data services, and the 6 desktop computers were in place but not connected.</p> <p>The site was affected by floods and the local Aboriginal community was displaced. 6 families relocated to Dubbo, 2 to Brewarrina and the rest of the community moved to various locations to be with their families. 8 laptops were set up with wireless internet supplied by Telstra Countrywide for the displaced families to use as an interim measure while Weilmoringle was flooded.</p> <p>It is expected that the site will be operational at the end of April 2011 or when the community is allowed to return after the flooding.</p> <p>Training in the use of webcams will also be provided so that parents are able to communicate with their children who are living in Aboriginal hostels away from the community.</p> <p>Note: Details in the paragraphs under the heading "General Approaches for All Communities" for Community 1 (Brewarrina Barwon 4) apply to this community as well.</p>	<p>\$9,571</p>
<p>6. Menindee</p>	<p>Site visits have been undertaken by ORA and the host agreements</p>	<p>\$6,879</p>

	<p>negotiated. Three sites have been set up: the Rural Transaction Centre/Community Centre (RTC), the Men's Shed, and the Cultural Museum. Telecommunications access services to the three sites and additional communications cabling and routers have been installed. Extra electrical work is still to be undertaken to accommodate the equipment.</p> <p>10 ex-government computers supplied by ORA will be set up in the three sites: 2 desktop computers at the RTC, 2 desktop computers and 4 laptop computers at the Men's Shed, and 2 desktop computers at the Cultural Museum. As at 22 February 2011 all the computers had been delivered but had not been installed and made operational.</p> <p>It is expected that the sites will be operational at the end of March 2011.</p> <p>Note: Details in the paragraphs under the heading "General Approaches for All Communities" for Community 1 (Brewarrina Barwon 4) apply to this community as well.</p>	
<p>7. Goodooga</p>	<p>Site visits have been undertaken by ORA and the host agreements negotiated. Two sites have been set up: the Community Cooperative Building and the Goodooga Local Aboriginal Land Council office.</p> <p>18 ex-government computers supplied by ORA will be set up in the two sites: 5 desktop computers at the Community Cooperative Building, and 5 desktop computers and 8 laptop computers at the Goodooga Local Aboriginal Land Council office.</p> <p>As at 22 February 2011 the desktop computers were in place but not connected as the sites were affected by floods. Satellite telecommunications access services to the site had been installed but were not operational. Additional communications cabling and routers had been installed in anticipation of services becoming available. Extra extensive electrical work to accommodate the equipment at both sites will have to be undertaken.</p> <p>The site was affected by floods and the local Aboriginal community was displaced. 2 families relocated to Dubbo, and other families relocated to Brewarrina and Bourke. 2 of the laptops were loaned to the families in Dubbo, and the remaining 6 laptops that were available were loaned to the other displaced families as an interim measure while Goodooga was flooded.</p> <p>It is expected that the site will be operational at the end of April 2011 or when the community is allowed to return after the flooding.</p> <p>Training in the use of webcams will also be provided so that parents are able to communicate with their children who are living in Aboriginal hostels away from the community.</p> <p>Note: Details in the paragraphs under the heading "General Approaches for All Communities" for Community 1 (Brewarrina Barwon 4) apply to this community as well.</p>	<p>\$14,185</p>
<p>8. Enngonia</p>	<p>Site visits have been undertaken by ORA and the host agreements</p>	<p>\$12,710</p>

	<p>negotiated. Two sites have been set up: the Birrang CDEP office and the Murrawari Local Aboriginal Land Council office. Telecommunications access services to the two sites and additional communications cabling and routers have been installed. Extra electrical work had been undertaken to accommodate the equipment.</p> <p>14 ex-government computers supplied by ORA will be set up in the two sites: 8 desktop computers and 6 laptop computers. As at 22 February 2011 the 2 desktop computers at the Birrang CDEP office had been installed and were operational. The 6 desktop computers and the 6 laptop computers at the Murrawari Local Aboriginal Land Council office were in place. The desktop computers were still to be connected but the laptop computers were available to be used as required.</p> <p>Training in the use of webcams will also be provided so that parents are able to communicate with their children who are living in Aboriginal hostels away from the community.</p> <p>It is expected that all sites will be operational by end of March 2011.</p> <p>Note: Details in the paragraphs under the heading "General Approaches for All Communities" for Community 1 (Brewarrina Barwon 4) apply to this community as well.</p>	
<p>9. Wilcannia Mallee</p>	<p>The existing sites (Women's Place and Wings Drop In) will be maintained. As at 22 February 2011, expansion had been undertaken at the Women's Place to provide an additional 3 laptops.</p> <p>A new site will be established at the Men's Shed with 8 desktop computers to ensure access to computer training and the internet is appropriate for all sectors of the community. As at 22 February 2011, telecommunications access services to the site and additional communications cabling and routers had been installed. Extra electrical work had been undertaken to accommodate the equipment.</p> <p>Note: Details in the paragraphs under the heading "General Approaches for All Communities" for Community 1 (Brewarrina Barwon 4) apply to this community as well.</p>	<p>\$3,017</p>
<p>11 Walgett Gingie</p>	<p>The existing sites (Community Centre and Men's Shed) will be maintained, and services will be expanded with additional laptops and wireless internet so that access and training can be provided in remote locations. An additional router had been installed to provide access to the additional computers.</p> <p>As at 22 February 2011, twelve additional laptops were being housed at the Community Centre which is open 7 days a week. As these laptops will be available to both communities in Walgett there is a nominal allocation of 6 to each community.</p> <p>Four of the laptops will be set up by the Walgett Local Aboriginal Land Council in the villages when programs or activities are being run. These will be available at the end of February 2011. Eight of the laptops will be made available for the local trainer to run courses at the village or available to any organisation who is running programs.</p>	<p>\$2,095</p>

	<p>Expansion of facilities at this community is expected to be completed by end of February 2011.</p> <p>Note: Details in the paragraphs under the heading "General Approaches for All Communities" for Community 1 (Brewarrina Barwon 4) apply to this community as well.</p>	
12 Walgett Namoi	<p>The existing sites (Murdi Paaki CDEP office and Youth Centre) will be maintained and expanded with additional computers where required: Murdi Paaki CDEP office from 10 to 12 (10 desktop computers and 2 laptop computers) and the Youth Centre from 5 to 6 (all desktop computers). This is expected to be completed by the end of February 2011.</p> <p>In addition, an additional site had been established with 2 desktops set up at the Walgett Local Aboriginal Land Council building.</p> <p>An additional router had been installed to provide access to the additional computers.</p> <p>As outlined for Walgett Gingie, there is a nominal allocation of 6 laptop computers to this community from the 12 additional laptops that will be available for both Walgett communities.</p> <p>Note: Details in the paragraphs under the heading "General Approaches for All Communities" for Community 1 (Brewarrina Barwon 4) apply to this community as well.</p>	\$2,875
Total funding for internet access		\$76,913

12. In accordance with Output 2 of the Agreement, maintenance services will be delivered to the following communities listed at item 10: (NB: These communities received public internet access facilities in 2009-10)

Site No	Description of maintenance services	Funding
9. Wilcannia Mallee	<p>The provision of maintenance services will include:</p> <ul style="list-style-type: none"> • Payments for internet services • Antivirus protection and filtering • Support including help desk, remote on-line support and site visits • Repair and replacement of failed equipment. <p>There are additional maintenance costs with Wilcannia Mallee associated with the support of laptops. The increased costs are mainly associated with the wireless internet services.</p>	\$5,731
10. Wilcannia Warrali	As for Community 9 (Wilcannia Warrali)	\$4,457

11. Walgett Gingie	As for Community 9 (Wilcannia Warrali) There are additional costs with Walgett Gingie associated with the support of laptops.	\$5,860
12. Walgett Namoi	As for Community 9 (Wilcannia Warrali) There are additional costs with Walgett Namoi associated with the support of laptops.	\$5,731
Total funding for Maintenance Services		\$21,779

13. In accordance with Output 3 of the Agreement, training services will be delivered to the communities at item 10 as follows:

Site No	Description and intended benefits of training services	Trainees	Funding
1. Brewarrina Barwon 4	<p>Training will be provided in the following areas:</p> <ul style="list-style-type: none"> (a) basic computer use; (b) using internet applications including email and web browsers; (c) applied internet use, with a focus on financial management, education, health, communication, government transactions, and economic and employment opportunities; (d) locating and navigating internet search engines and databases, constructing effective searches, evaluating websites and accessing culturally appropriate digitised objects; and (e) peer support techniques that enable users with a higher skill level to provide basic assistance to other community members in using computers and the internet. <p>The training will be delivered by the CTCA trainer on site on the installed computers using training modules and the internet.</p> <p>Each person will be trained for an average of four hours in time allotments arranged between the trainer and the trainee.</p> <p>The CTCA provide an on site train-the-trainer program to nominated individuals who want to deliver the training at the local level.</p> <p>It is proposed to train 5 people to deliver training. In this and the other communities below the people trained to deliver training are not included in the trainee numbers.</p>	20 people	\$4,810
2. Brewarrina West	<p>As for Community 1 (Brewarrina Barwon 4)</p> <p>It is proposed to train 2 people to deliver training.</p>	20 people	\$3,820

3. Bourke Alice Edwards	As for Community 1 (Brewarrina Barwon 4) It is proposed to train 6 people to deliver training.	30 people	\$7,620
4. Murrin Bridge	As for Community 1 (Brewarrina Barwon 4) It is proposed to train 6 people to deliver training.	15 people	\$5,700
5. Weilmoringle	As for Community 1 (Brewarrina Barwon 4) It is proposed to train 4 people to deliver training.	15 people	\$5,740
6. Menindee	As for Community 1 (Brewarrina Barwon 4) It is proposed to train 5 people to deliver training.	15 people	\$5,370
7. Goodooga	As for Community 1 (Brewarrina Barwon 4) It is proposed to train 4 people to deliver training.	15 people	\$5,340
8. Enngonia	As for Community 1 (Brewarrina Barwon 4) It is proposed to train 4 people to deliver training.	10 people	\$3,400
9. Wilcannia Mallee	As for Community 1 (Brewarrina Barwon 4) It is proposed to train 2 extra people to deliver training.	20 people	\$4,420
10. Wilcannia Warrali	As for Community 1 (Brewarrina Barwon 4) It is not proposed to train extra people to deliver training.	20 people	\$2,560
11. Walgett Gingie	Walgett Gingie As for Community 1 (Brewarrina Barwon 4) It is not proposed to train extra people to deliver training.	25 people	\$3,200
12. Walgett Namoi	As for Community 1 (Brewarrina Barwon 4) It is proposed to train 4 extra people to deliver training.	25 people	\$4,520
	Totals for training services	230 people	\$56,500

Performance benchmarks, timelines and reporting

14. 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 11 communities in 2010-11.
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 12 communities in 2010-11. Training received by 230 participants in 2010-11.
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.

15. The Agreement at paragraph 27 requires that the States and the Northern Territory will report on a six monthly basis to the Commonwealth.
16. In fulfilment of the first six monthly reporting requirement, the State of New South Wales will hold a meeting with the Commonwealth by end of February 2011 at which a six monthly written progress statement will be delivered. This will contain:
- (a) a progress report on delivering the services described at items 11, 12 and 13 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.
17. An annual written report will be submitted to the Commonwealth by 30 June 2011. This report will include:
- (a) a summary statement of expenditure of funding received under the Agreement for each community listed at item 10;
 - (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 10 above; and
 - (e) a summary table of achievements against each community's proposed services and benefits specified at items 11, 12 and 13.

Promotion, acknowledgment and publicity

18. 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

19. The maximum amount of funding available from the Commonwealth for the State of New South Wales in 2010-11 will be \$155,192.

Payment schedule

20. The Commonwealth will make payments to the State of New South Wales according to the following schedule, having regard to achievement of previous performance benchmarks and reporting requirements:

Date	Amount	Comments
7 June 2011	\$155,192	In determining subsequent Implementation Plans and payments, the Commonwealth will have regard to achievement of previous benchmarks and reporting requirements.

Payment summary

21. The following table illustrates the allocation to each of the outputs in the Agreement.

Output	Amount (\$)
Output 1:	76,913
Output 2:	21,779
Output 3:	56,500
Total:	155,192

Total annual funding will be paid in advance following agreement to the Implementation Plan.