

Implementation Plan

2011-12

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 of Australia represented by the Minister for Broadband, Communications and the Digital Economy and the State of New South Wales, represented by the Minister for Trade and Investment, and Minister for Regional Infrastructure and Services.

Term of the Implementation Plan

4. The Implementation Plan will commence when both Parties agree in writing to the Plan and will expire on the 30 June 2012, or on completion of projects specified in this Implementation Plan, including the acceptance of final performance reporting.
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 performance of the State of New South Wales against the project benchmarks specified in this Implementation Plan.

Role of the State/Territory

9. The New South Wales Government 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 expanded or upgraded public internet access facilities, maintenance 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	NPA 2010-11	2,3
2	Brewarrina West	100	29°57'S	146°51'E	NPA 2010-11	2,3
3	Bourke Alice Edwards	60	30°05'S	145°55'E	NPA 2010-11	1,2,3
4	Murrin Bridge	110	33°13'S	146°22'E	NPA 2010-11	2,3
5	Weilmoringle	70	29°15'S	146°55'E	NPA 2010-11	2,3
6	Menindee	150	32°23'S	142°25'E	NPA 2010-11	1,2,3
7	Goodooga	210	29°06'S	147°27'E	NPA 2010-11	1,2,3
8	Enngonia	50	29°19'S	145°51'E	NPA 2010-11	2,3
9	Wilcannia Mallee	170	31°33'S	143°23'E	NPA 2009-10	1,2,3
10	Wilcannia Warrali	70	31°33'S	143°23'E	NPA 2009-10	1,2,3
11	Walgett Gingie	250	30°01'S	148°07'E	NPA 2009-10	1,2,3
12	Walgett Namoi	160	30°01'S	148°07'E	NPA 2009-10	1,2,3

* Nil; Limited; NPA 2009-10 or 2010-11 (year internet access provided under the Agreement)

- † 1. Expand/upgrade internet access (in a location that previously received internet access under the Agreement)
2. Maintenance (in a location that previously received internet access under the Agreement)

3. Training

#. Incomplete activity carried over from 2010-11 Implementation Plan

Mode of service delivery

11. In accordance with Output 1 of the Agreement, expanded or upgraded public internet access facilities will be delivered to the following communities as listed in item 10 (these communities received public internet access facilities in 2009-10 or 2010-11):

Site No.	Community name	Description of internet access facilities	\$
3.	Bourke Alice Edwards	<p>General Approach for Communities listed in this table</p> <p>In 2010-11 the Community Technology Centre (CTC) Laptop Library program was piloted as part of the National Partnership Agreement on Remote Indigenous Public Internet Access. Under this pilot, laptops were loaned to community members for in home use. This was done in addition to providing ex-government PCs and internet access at CTCs and host organisations (e.g. Land Councils). The pilot was found to be successful in achieving increased participation and engagement in computer and internet usage. Based on the success of the pilot, the CTC Laptop Library program will be expanded in 2011-12 with the purchase of new laptops and the installation of high speed wireless internet.</p> <p>1. Hardware and Software</p> <p>New laptops for the CTC Laptop Library Program will be purchased with funds provided by the Commonwealth under the National Partnership Agreement. New laptops and additional ex- NSW government computers (PCs and laptops), if required, will be made available at the established CTC sites. Final numbers of ex-government computers required is to be determined by the host organisations. There will be no purchase costs associated with ex-government computers.</p> <p>All computers for the program will be hardware checked, licensed software loaded, and antivirus, filtering and wireless internet enabled. Once each ex-government computer is checked and loaded they are boxed ready to be delivered to the sites by the Office of Rural Affairs or other Government agencies. The costs for the licensing of the software are incurred on an annual basis for each computer.</p> <p>All computers will provide:</p> <ul style="list-style-type: none"> • Internet Explorer • Email • Life skills taskbased training modules and applications that have basic computer literacy and internet negotiation built into the training (for example: video editing, Photoshop, web design application, online transactions). 	\$51,695

		<p>To offer in-home internet WiFi, infrastructure will be built in the communities of Bourke, Menindee and Walgett making services available in the residential areas. The infrastructure will be connected to the NSW Government Community Broadband Development (CBD) Program. The CBD program deploys wireless broadband infrastructure to towns and villages with populations under 5,000. The CBD Program is delivered through the not for profit telecommunications company CountryTell. Connection to the CBD Program will allow the host organisations to bundle all IT services (network operations centre, filtering, antivirus services) with CountryTell. Currently, filtering services are coordinated centrally by the CTCA on a per computer basis. Bundled local service provision allows for host organisations to reduce their costs.</p> <p>The CBD program is also committed to transitioning customers to the NBN if and when similar or better services become available in each area.</p> <p>2. Implementation Arrangements</p> <p>Implementation of the Laptop Library Program will occur through the existing CTCs. Community members will sign or indicate agreement to a CTC Laptop Library access card identifying their name, address and use and support arrangements.</p> <p>The enhanced CTC Laptop Library component of the program will commence once funding becomes available following approval of the Implementation Plan and high speed wireless internet is available as part of the NSW CBD Program.</p>	
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		<p>3. Installation and Support</p> <p>The Community Technology Centre Association (CTCA) is a member-based organisation, representing and supporting the CTCs. The CTCA will continue to provide technical and operational support as well as software updates and online training resources to all computers and users of the CTC Library Laptop program.</p> <p>Setup and training will be provided to all participants. In-home installation will be provided by each CTC, if required.</p> <p>Each laptop or computer will have data management and filtering. Ongoing training will be provided at the CTC as participants require.</p> <p>High-speed wireless broadband infrastructure will be installed and managed by CountryTell.</p> <p>4. Sustainability</p> <p>Each CTC site is 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 will be used for the cost of high-speed wireless internet, purchasing new laptops, broadband, installation, Microsoft operating system, Microsoft Home Office 2007, filtering and antivirus software, as well as other applications and support services.</p> <p>6. Closing the Gap - Benefits</p> <p>The implementation of this program will provide community members with enhanced in-home access to computers and the internet. This will result in increased awareness of the benefits and uses of online resources and access to online services. This is likely to have flow on positive impacts for financial, education, economic and social outcomes.</p>	
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		<p>Bourke Alice Edwards</p> <p>Note: Details in the paragraphs under the heading “General Approaches for all Communities” applies.</p> <p>Under the CTC Laptop Library program, it is expected that twenty (20) new laptops will be purchased. Wireless enabled ex-government desktops will also be available under the program. Individuals and families will be able to indicate their preference for a laptop or desktop.</p> <p>Commonwealth funding will supply wireless internet infrastructure in this community that will allow for WiFi internet. The infrastructure will be connected to the NSW Government CBD Program.</p> <p>Host organisations in the community supporting the CTC Library Laptop program could bundle their Centre and remote internet with CountryTell, which will reduce their overall cost at this site to \$41.00 per computer per year.</p> <p>The cost per computer for data management and filtering at this site will be reduced to \$11.00 per computer per year due to bundling</p>	
6.	Menindee	<p>Note: Details in the paragraphs under the heading “General Approaches for all Communities” for Community 3 (Bourke Alice Edwards) applies.</p> <p>Under the CTC Library Laptop program, it is expected that twenty (20) new laptops will be purchased. Wireless enabled ex-government desktops will also be available under the program. Individuals and families will be able to indicate their preference for a laptop or desktop.</p> <p>Commonwealth funding will supply wireless internet infrastructure in this community that will allow for WiFi internet. The infrastructure will be connected to the NSW Government CBD Program.</p> <p>Host organisations supporting the CTC Library Laptop program could bundle their centre and remote internet with CountryTell, which will reduce their overall cost at this site to \$41.00 per computer per year.</p> <p>Network operations centre filtering and antivirus services cost per computer at this site will be reduced to \$11.00 per computer per year due to bundling.</p>	\$51,695

11.	Walgett Gingie	<p>Note: Details in the paragraphs under the heading "General Approaches for all Communities" for Community 3 (Bourke Alice Edwards) applies.</p> <p>Ex-government computers and/or laptops (when available) will be provided to individuals and families through the CTC Laptop Library program.</p> <p>Commonwealth funding will supply wireless internet infrastructure in this community that will allow for WiFi internet. The infrastructure will be connected to the NSW Government CBD Program.</p> <p>Host organisations supporting the CTC Library Laptop program could bundle their centre and remote internet with CountryTell which will reduce their overall cost at this site to \$41.00 per computer per year.</p> <p>Network operations centre filtering and antivirus services cost per computer at this site will be reduced to \$11.00 per computer per year due to bundling.</p>	\$22,038
12.	Walgett Namoi	<p>Note: Details in the paragraphs under the heading "General Approaches for all Communities" for Community 3 (Bourke Alice Edwards) applies.</p> <p>Commonwealth funding will supply wireless internet infrastructure in this community that will allow for Wi-Fi internet. The infrastructure will be connected to the NSW Government Community Broadband Development (CBD) Program.</p> <p>Ex-government computers and/or laptops (when available) will be provided to individuals and families through the CTC Laptop Library program.</p> <p>Host organisations supporting the Library program could bundle their Centre and remote internet with CountryTell, which will reduce their overall cost at this site to \$41.00 per computer per year.</p> <p>Network operations centre filtering and antivirus services cost per computer at this site will be reduced to \$11.00 per computer per year due to bundling.</p>	\$22,038
7.	Goodooga	<p>Note: Details in the paragraphs under the heading "General Approaches for all Communities" for Community 3 (Bourke Alice Edwards) applies without WiFi infrastructure funding.</p> <p>Ex-government computers and/or laptops (when available) will be provided to individuals and families through the CTC Laptop Library program.</p> <p>Host organisations supporting the CTC Laptop Library program could bundle their centre and remote internet with CountryTell, which will reduce their overall cost at this site to \$56.00 per computer per year.</p> <p>Network operations centre filtering and antivirus services cost per computer at this site will be reduced to \$16.00 per computer per year due to bundling.</p>	\$2,790

9.	Wilcannia Mallee	<p>Note: Details in the paragraphs under the heading "General Approaches for all Communities" for Community 3 (Bourke Alice Edwards) applies without WiFi infrastructure funding.</p> <p>Under the CTC Library Laptop program, it is expected that ten (10) new laptops will be purchased. Wireless enabled ex-government desktops will also be available under the program. Individuals and families will be able to indicate their preference for a laptop or desktop.</p> <p>Host organisations supporting the CTC Library Laptop program could bundle their Centre and remote internet, which will reduce their overall cost at this site to \$41.00 per computer per year.</p> <p>Network operations centre filtering and antivirus services cost per computer at this site will be reduced to \$11.00 per computer per year due to bundling.</p>	\$5,320
10.	Wilcannia Warrali	<p>Note: Details in the paragraphs under the heading "General Approaches for all Communities" for Community 3 (Bourke Alice Edwards) applies without WiFi infrastructure funding.</p> <p>Under the CTC Library Laptop program, it is expected that ten (10) new laptops will be purchased. Wireless enabled ex-government desktops will also be available under the program. Individuals and families will be able to indicate their preference for a laptop or desktop.</p> <p>Host organisations supporting the CTC Library Laptop program could bundle their centre and remote internet, which will reduce their overall cost at this site to \$41.00 per computer per year.</p> <p>Network operations centre filtering and antivirus services cost per computer at this site will be reduced to \$11.00 per computer per year due to bundling.</p>	\$5,320
		Total funding for internet access	\$160,896

12. In accordance with Output 2 of the Agreement, maintenance services will be delivered to the following communities listed at item 10 (these communities received public internet access facilities in 2009-10 or 2010-11):

Site No.	Community name	Description of maintenance services	\$
1.	Brewarrina Barwon 4	The provision of maintenance services to existing centres will include: <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 and upgrade of computers 	3,660
2.	Brewarrina West	As for Community 1 (Brewarrina Barwon 4)	2,580
3.	Bourke Alice Edwards	As for Community 1 (Brewarrina Barwon 4) – cost reduced bundled services with the CTC Laptop Library wireless	2,150
4.	Murrin Bridge	As for Community 1 (Brewarrina Barwon 4)	4,500
5.	Weilmoringle	As for Community 1 (Brewarrina Barwon 4) with the addition of wireless internet provided for the CTC Laptop Library computers.	4,750
6	Menindee	As for Community 1 (Brewarrina Barwon 4) - cost reduced bundled services with the CTC Laptop Library wireless	2,150
7	Goodooga	As for Community 1 (Brewarrina Barwon 4) - cost reduced bundled services with the CTC Laptop Library wireless	2,150
8.	Enngonia	As for Community 1 (Brewarrina Barwon 4)	4,660
9.	Wilcannia Mallee	As for Community 1 (Brewarrina Barwon 4) - cost reduced bundled services with the CTC Laptop Library wireless	1,200
10.	Wilcannia Warrali	As for Community 1 (Brewarrina Barwon 4) - cost reduced bundled services with the CTC Laptop Library wireless	1,200
11.	Walgett Gingie	As for Community 1 (Brewarrina Barwon 4) - cost reduced bundled services with the CTC Laptop Library wireless	1,200
12.	Walgett Namoi	As for Community 1 (Brewarrina Barwon 4) - cost reduced bundled services with the CTC Laptop Library wireless	1,200
		Total funding for maintenance services	\$31,400

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

Site No	Community name	Description of training services	No. Trainees	\$
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>A Train the Trainer program will be provided to Centres where new people require training. Refresh training will be provided to the local trainers when the CTC Laptop Library computers are delivered to the community.</p> <p>The training to groups or individuals within the CTC Laptop Library program will be delivered by the CTCA trainer, local trainer, or if preferred, the initial training could be informally given by family or friends on site as the computers are installed.</p> <p>Local trainers will provide mentoring and task direction to informal trainers as needed. The CTCA phone and email task and mentor support will also be available to participants.</p> <p>Each person will be trained for an average of four (4) hours in time allotments arranged between the trainer and the trainee.</p> <p>As the trainer is based in Walgett, there will be limited travel costs.</p>	20 people	\$2,560
2.	Brewarrina West	<p>As for Community 1 (Brewarrina Barwon 4).</p> <p>It is proposed to provide refresh training to two (2) local trainers.</p> <p>As the trainer is based in Walgett, there will be limited travel costs.</p>	20 people	\$2,560
3.	Bourke Alice Edwards	<p>As for Community 1 (Brewarrina Barwon 4).</p> <p>It is proposed to provide refresh training to three (3) local trainers and training to four (4) people to deliver training.</p>	30 people	\$3,840

4.	Murrin Bridge	As for Community 1 (Brewarrina Barwon 4). It is proposed to provide refresh training to one (1) local trainer.	15 people	\$2,320
5.	Weilmoringle	As for Community 1 (Brewarrina Barwon 4). It is proposed to provide refresh training to three (3) local trainers.	15 people	\$1,920
6.	Menindee	As for Community 1 (Brewarrina Barwon 4). It is proposed to train five (5) people to deliver training.	30 people	\$3,840
7.	Goodooga	As for Community 1 (Brewarrina Barwon 4). It is proposed to provide refresh training to two (2) local trainers and train four (4) people to deliver training.	20 people	\$2,960
8.	Enngonia	As for Community 1 (Brewarrina Barwon 4). It is proposed to train two (2) people to deliver training.	15 people	\$2,320
9.	Wilcannia Mallee	As for Community 1 (Brewarrina Barwon 4). It is proposed to train two (2) people to deliver training.	20 people	\$2,960
10.	Wilcannia Warrali	As for Community 1 (Brewarrina Barwon 4). It is proposed to provide refresh training to two (2) local trainers and train two (2) people to deliver training.	12 people	\$1,936
11.	Walgett Gingie	Walgett Gingie As for Community 1 (Brewarrina Barwon 4). It is proposed to provide refresh training to one (1) local trainer. As the trainer is based in Walgett, there will be limited travel costs.	20 people	\$2,560
12.	Walgett Namoi	As for Community 1 (Brewarrina Barwon 4) It is proposed to provide refresh training to two (2) local trainers. As the trainer is based in Walgett, there will be limited travel costs.	20 people	\$2,560
		Total for training services	237 people	\$32,336

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 internet access is provided to 90 per cent of approved communities in 2011-12.
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 is provided to 90 per cent of approved communities in 2011-12. Training is received by 90 per cent of agreed participants annually.
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 requirements, the State of NSW will hold a meeting with the Commonwealth by 28 February 2012 at which a mid-year report will be delivered. The mid-year report 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 2012. This report will include at a minimum:
- (e) a summary statement of expenditure of funding received under the Agreement for each community listed at item 10;
 - (f) a statement of achievements against each of the outputs specified in the Agreement;
 - (g) a statement of achievements against each of the outcomes specified in the Agreement;
 - (h) a statement of achievements against each performance indicator and benchmark specified at item 14 above; and
 - (i) a summary table of achievements against each community's proposed services 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 2011-12 will be \$224,632.

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
1 June 2012	\$224,632	In determining subsequent Implementation Plans and payments, the Commonwealth will have regard to achievement of previous benchmarks and reporting requirements.

21. Any Commonwealth financial contribution payable will be processed by the Commonwealth Treasury and paid to the State Treasury in accordance with the payment arrangements set out in Schedule D of the *Intergovernmental Agreement on Federal Financial Relations*.

Payment Summary

22. The following table illustrates the allocations to each of the outputs in the Agreement.

Output	Amount
Output 1	\$160,896
Output 2	\$31,400
Output 3	\$32,336
Total	\$224,632

23. Total annual funding will be paid in advance following agreement to the 2011-12 Implementation Plan.