

Implementation Plan

2010-11

South Australia Stage 1

**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 South Australian Minister for Science and Information Economy.

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 performance of South Australia against the project benchmarks specified in this Implementation Plan.

Role of the State/Territory

9. The *State of South Australia* 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:

	Community name	Pop.	Latitude	Longitude	Existing public internet access*	Services [†]
1	Oodnadatta	103	-27.548908	135.4459	NPA 2009-10	3,4
2	Marree	100	-29.65	135.45	limited	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:

Description and intended benefits of internet access facilities*		Funding
1	No new internet facilities in stage 1	
Total funding for internet access		\$0

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)

Description of maintenance services		Funding
1	<p>Maintenance of public internet facilities established in 2009 – 2010 in Oodnadatta, through continuation of internet access plan, and providing external technical support and maintenance.</p> <p>Current configuration: 1 domain controller server and proxy server with 4 networked desktop computers, one of which is multimedia enabled and 1 mono printer. Microsoft Office 7 and Trend Antivirus software is installed on all computers.</p> <p>Maintenance activities: The management server is located in a secure, climate controlled and dust mitigated area, and through the proxy server allows the remote administrator to monitor desktops and be alerted to problems. Solutions can then be applied remotely, or assistance given to the on-site coordinator to resolve the issue. This configuration also provides for patches and updates to be loaded as a single network download, saving bandwidth.</p> <p>Timing: Maintenance is ongoing on a regular monthly basis or more frequently as required.</p> <p>The system administrator will continue to assist the coordinator to develop ICT hardware maintenance skills and knowledge of applications, to support the continued functionality of the community internet centre.</p> <p>Reliable and always available computer access will encourage ongoing use of the public internet centre by members of the Dunjiba community, as will the presence of a skilled peer-to-peer trainer who will assist in improving confidence and digital literacy skills. Trials of extended opening hours, including daily 11am to 5pm, Saturday morning and school holiday periods are being conducted to ascertain community demand and identify issues and risks.</p> <p>The availability of a functioning community access is a social inclusion strategy which will reduce barriers so that the Dunjiba community can make effective use of information and communication technologies.</p>	\$4,900
Total funding for maintenance services		\$4,900

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

	Description and intended benefits of training services	Trainees	Funding
1	<p>The peer-to-peer model for training delivery in Oodnadatta is based on employment of a trainee coordinator who is available to manage access to computers, develop and maintain usage records and most importantly, to assist all users to access computers, develop capacity and trouble shoot problems. This supports the short term goals of immediate access to digital technology and community skill development but also creates a "skill bank" in the community through the higher level training provided for the trainee Coordinator. This will support sustainability by providing an IT reference point and employment opportunity in Oodnadatta.</p> <p>Funding for training services is calculated as salary and support costs for the trainee coordinator and specific fees for her training program. The number of trainees is an estimate of the number of people who will receive direct assistance from the Coordinator. Where a targeted training program is conducted, the number of participants will also be recorded.</p> <p>Training provided by this model is a continuation of the 2009/10 program. The Coordinator's traineeship will be completed at the end of 2010/11 implementation round. The Coordinator is employed part-time over two years and the budget allocation for this implementation round supports her continued employment and formal training program towards Certificate 3 in Business Administration. A 'train-the-trainer' program in specific IT topics will be funded using \$2500 carryover from the 2009/10 budget. Topics to be covered will include Using Word and Excel, internet searching, on-line communications, Cyber-safety, computer maintenance and peripherals, adult learning. In addition, the trainee coordinator has commenced master classes through Outback Connect in specific community interest topics, such as Using iTunes.</p> <p>Outback Connect is an SA Government funded program which provides community level training in popular ICT topics via a virtual classroom, based on the "School of the Air" model of distance education. It includes both specific skill training and more general interest topics. A schedule of 1 to 2 hour training sessions is provided monthly, based on client demand, and participants log in to an on-line group class from a personal or community computer. Sessions are conducted by accredited trainers and lesson content is responsive to the needs and interests of the participants, who log on from around the state. Further training and support materials are provided on-line if required or appropriate. Training for the Oodnadatta community is delivered "as-needed" and aims to encourage cultural change in accessing on-line services. The Coordinator is available to assist with on-the-spot inquiries or to offer expert advice and support during Outback Connect sessions.</p> <p>In summary, for this training model, there is no formal schedule of classes which offers a set curriculum of number of curriculum hours. Rather, the model implemented in Oodnadatta is based on the three "C"s requirements of digital inclusion: Connectivity (providing access to digital technology), Capability (building skills and confidence in using technology), and Content (enabling users to access material and interact on line in areas which are meaningful and compelling for them.) This demonstrates that developing digital literacy is more effective if it is incidental to a compelling on-line purpose or outcome such as accessing service providers eg Centrelink, purchasing on-line or e-banking, using Face book for communication, or accessing music or videos for entertainment.</p>	1	\$25,100

	<p>Training is currently provided as</p> <ul style="list-style-type: none"> • Casual peer-to-peer support • Supported Outback Connect sessions on the Internet Access Centre computers <p>and it is anticipated that in 2010/11 this training will be enhanced by</p> <ul style="list-style-type: none"> • Specific interest modules for targeted community groups <p>This program will increase awareness of the benefits and uses of online resources and services, increase computer literacy, ensure more effective use of information and communication technologies and facilitate online transactions and service delivery.</p>		
2	<p>Delivery of training, including "train the trainer", peer-to-peer, and supported group training for the Marree Telecentre.</p> <p>The Marree Telecentre was established in 2003 as a Rural Transaction Centre with 6 internet enabled networked computers. This network is monitored remotely for problems and updates applied as a download to a proxy server. The Telecentre provides computer and internet access, including after-school homework provision and internet access for travellers, which produces a small income stream. It is open between 10am and 5pm Monday to Friday. The Telecentre has struggled to maintain operational funding and currently employs one part-time Coordinator who is responsible for administration of the centre and other community roles.</p> <p>Funding will be provided to the Marree Progress Association to employ a part time Assistant Coordinator who will be trained in centre management as part of Business Administration Certificate 3 (TAFE SA) as a support and succession strategy.</p> <p>The Assistant Coordinator will participate in a "train the trainer" program in specific IT hardware maintenance and computer software skills and will provide peer-to-peer support for the community, based on the model established in Oodnadatta. This will include</p> <ul style="list-style-type: none"> • peer to peer assistance for community members as-needed • supported Outback Connect sessions on the Telecentre computers • presentation of specific interest modules for targeted community groups. <p>Through this program the communities of Oodnadatta and Marree will be able to more effectively use on-line services and information, to enhance social inclusion and community well-being.</p>	24	\$12,200
	Totals for training services	70	\$37,300

Performance benchmarks, timelines and reporting

14. The State of South Australia 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 facilities are not being delivered in Stage 1
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 2 approved communities in 2010/11. Train-the-trainer training received by 2 participants in 2010/11. Peer-to-peer and specialist module training received by a minimum of 68 community members 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 South Australia will hold a meeting with the Commonwealth by 1 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 contain:

- (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 14 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 South Australia in 2010-11 for Stage 1 will be \$42,200.

Payment schedule

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

Date*	Amount	Comments
7 January 2011	\$42,200	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:	0
Output 2:	4,900
Output 3:	37,300
Total:	42,200

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