

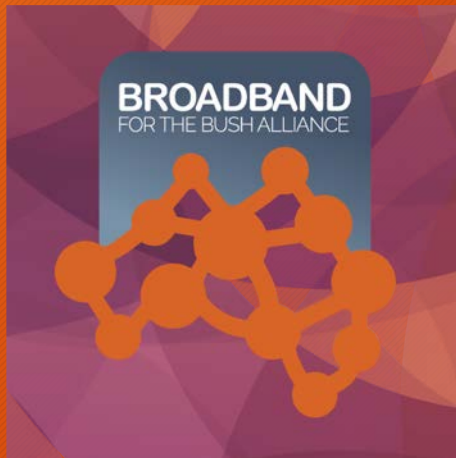
# INDIGENOUS FOCUS DAY 2018 - KEY OUTCOMES





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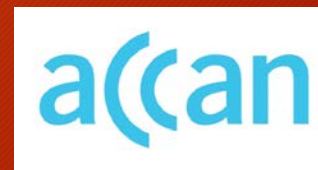
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# Facilitator and Welcome to Country



*MC and Facilitator  
Christine Ross*



*Welcome to Country  
Ali Mills*



# The IFD in a nutshell

- 70 participants
- 13 presentations
- 4 workshop sessions on:
  - **Obstacles:** key barriers to digital inclusion
  - **Solutions:** Local targeted strategies and projects
  - **Action Plan:** Regional/ national strategies to improve digital inclusion
  - **Policy Plan:** Key policy ideas to achieve a connected and inclusive digital future.
- 4 themes: 1) Availability; 2) Affordability; 3) Awareness; 4) Appropriateness





# Some key themes

- We still need to close the gap on Indigenous Digital Inclusion to overcome inequity
- People need affordable access to online government services, banking, education etc
- A comprehensive Indigenous Telecommunications Strategy is needed
- Digital Inclusion is a human right (UN 2016)- Remote Indigenous people still remain the most digitally excluded group
- Key obstacles -access to infrastructure, ICTs, and online services & support; affordability; skills, cyber-safety, security, online racism





# Some key themes

- More mobile coverage and WiFi needed due to mobility and limited home internet
- Place-based solutions: Locally relevant projects, content and applications are key to engagement
- Digital mentors needed to support skills and awareness through peer learning - to be included in jobs programs
- Devices are often shared, not individual
- Prepaid mobile services are used primarily, but high cost on low incomes
- Increasing use of IP telephony solutions and apps to communicate





# A Snapshot of the Presentations





# *Welcome Address*

## Dot West, IRCA Chairperson



- Last year's big recommendation was that Indigenous digital inclusion become a Closing the Gap measure
- IRCA & B4BA (with 17 signatory orgs) wrote to all COAG members calling for this and outlining a 6-part digital inclusion program; awaiting outcomes of CTG Review
- Digital inclusion is a human right
- Need to think big for our digital future



# *Keynote Address*

## Senator Malarndirri McCarthy



- We need access in remote communities, to cross the digital divide - it's a canyon
- We need access to the platforms to tell our stories, to educate, empower and explain, and counter negative media messages
- Set up first radio station and cultural festival in Boroloola before going on to politics and national media
- Remote communities are losing services like shortwave ABC radio, need to talk up for better services



# *Indigenous Culture in a Digital Society*

Leonard Hill | Assistant Secretary, Dept of Prime Minister & Cabinet



- DPMC has set up over 500 payphones and fixed satellite WiFi phones with free 20GB per month, plus 5 WiFi trial hubs in SA, Qld, NSW
- WiFi Use is increasing monthly in communities, often exceeding data allowances
- Lots of lessons learnt re device sharing, data use, payment models etc
- Need training and information next - developing a culturally appropriate digital literacy app with office of e-safety



## *Indigenous engagement in embracing new technologies in very remote communities*

Payi Linda Ford | Principal Research Fellow, Northern Institute, CDU  
Chloe Ford | Twin Hill Station / CDU



- Doing telehealth research projects in Gäwa community and Twin Hill Station
- Telecommunications in remote areas of the NT varies considerably with respect to accessibility reliability, affordability, continuity and quality.
- Chloe: We are using telecoms to manage our cattle station, run our own businesses
- It is increasingly important to have good communications to keep young people living on country.
- Robust telecoms eqt needed- can save lives



# Digital Inclusion in Mparntwe (Alice Springs) Town Camps

Pamela Lynch | Digital Access Mentor, Yarrantye Arlterre

Noelene McMillan | Digital Access Mentor, Ewyenper Atwatye

Meret MacDonald | Digital Access Worker, Tangentyere Council



- Key infrastructure and essential services are needed in Mparntwe (Alice Springs) Town Camps if we are going to close the digital divide.
- 5 key Areas of need for infrastructure and resourcing:
  1. Lack of phone boxes
  2. Lack of phone reception
  3. Internet connectivity
  4. Hardware/software in access centres
  5. Staffing- Digital mentors
- Tangentyere Council are seeking to improve digital skills and access through delivery of the inDigiMOB project in 5 of the town camps.



# *Results from the Telstra-funded Cyber Safety in Remote Aboriginal Communities project*

Assoc. Prof. Ellie Rennie | RMIT University  
Indigo Holcombe-James | RMIT University



- The Cyber Safety in Remote Aboriginal Communities Project took place over two years in Central Australia and Cape York (in far north Queensland).
- Issues- privacy/anonymity, device sharing, breaking cultural protocols online, fight videos
- Platform governance (such as moderation) matters, as well as local approaches to dealing with cyber safety problems.



# *Adapting to Change: the opportunities and challenges of mobile and internet access in Tjuntjuntjara*

Graham Townley | Tjuntjuntjara Community

Chantelle Currie, Brad Kelly | Tjuntjuntjara Community Resource Centre



- *Marlpas* or Community Digital Mentors work in the Tjuntjuntjara Community Resource Centre
- *Ngapartji ngapartji*- two-way learning /cross-cultural engagement.
- Introduction of Optus Small Cell Mobile phone services and Activ8me WiFi Hotspots in Tjuntjuntjara has created opportunities
- Also challenges - skills, cost of mobile credit, activation issues and cyber-safety information.
- Next step- Creating content for community WiFi for public and community benefit.



# *No more secrets! The Ngukurr News*

Daphne Daniels | Editor, Ngukurr News



- Remote people have little access to print media, mostly negative mainstream media
- We set up Ngukurr News to write our own news from our perspective
- Unique model, collaboration with University of Wollongong
- Distribute 100 copies to community agencies and centres each fortnight, stories also on Facebook
- We need an office, more training, more advertising & funding, volunteers & support



# *The Lucky Country*

Percy Bishop | Anindilyakwa Land Council



- Poem: 'The Lucky Country'
- Ring ring... "Prime Minister.....thanks for the mobile tower. It's great- but we still got a few problems."
- Each person paying \$30-80 per week each on average income of \$370, choice between food or phone credit
- People getting scammed for thousands of dollars
- Need more online awareness and digital skills



## *Challenges and rewards of starting an Indigenous specific daily e-newspaper*

Stephen Hagan | Batchelor Institute of Indigenous Tertiary Education



- Outlined the steps taken to set up one of Australia's first Indigenous specific daily e-newspapers, First Nations Telegraph; no rule book to consult.
- Online social media continues to impact on Indigenous consumers, online is often a hostile space; get racist comments to stories- need to monitor and remove
- 68% of remote people use Facebook daily
- Need better ways to limit online racism



## *inDigiMOB in Warlpiri Country*

Chloe James | Pintubi Anmatjere Warlpiri Media and Communications/ inDigiMOB



- Yapa make resources and community videos to help support digital literacy amongst inDigiMOB participants.
- We have identified local needs and issues around digital access and online services support.
- Challenges- talking to banks and telcos; phone sharing; phone plans;
- Through resource development we have been able talk about issues and support others in learning.



# *Remote Community Library Services*

Denella Guiseppi | Ti Tree Library, Central Desert Reg. Council

Liam Campbell | Community Partnerships Coordinator, NT Library



- Ti Tree Community library is an important local resource for people to access internet, books, hang out, youth activities etc
- Remote community library services provide a range of services, including community internet access and online library
- NTL has set up WiFi in 46 communities
- Community Stories collection software enables communities to manage their own archives of local photos and history



# *Using digital storytelling to keep our culture strong*

Annie Ganmilawuy | Milingimbi Art and Culture, ARDS, inDigiMOB

Sheila Warrkarr | Milingimbi Art and Culture, ARDS, inDigiMOB

Sebastian Wanambi | Gapuwiyak Culture & Arts, ARDS, inDigiMOB

Ben Ward | Aboriginal Resource and Development Service/ inDigiMOB



- Annie, Sheila and Sebastian work as Art Workers in Milingimbi and Gapuwiyak.
- They are also digital mentors in their communities through the inDigiMOB project, supported by Ben Ward from ARDS.
- They are learning to use digital story telling and e-books to record cultural practice to preserve their traditional culture and language.
- Young people help on projects-media becomes a magnet and leads to self-driven learning environment





# *Internet web site names*

Teresa Corbin | CEO, Australian Communications Consumer Action Network



- What if traditional owners could access their own web sites using their own cultural names eg [www.eora.au](http://www.eora.au) or [www.yolngu.au](http://www.yolngu.au)?
- Who should control the use of these names? In New Zealand people can have names that end in [maori.nz](http://maori.nz) and [iwi.nz](http://iwi.nz) just like we have [com.au](http://com.au) and [org.au](http://org.au)
- Should any words be reserved for cultural reasons? Are there names or words that should never be used for cultural or other reasons?



# *Digital approaches that work: Igniting the interest and talent of our young Indigenous digital makers*

Delilah MacGillivray | National Centre for Indigenous Excellence



- Indigenous Digital Excellence (IDX) is a project by National Centre of Indigenous Excellence and Telstra Foundation to unlock digital opportunities for First Peoples.
- Australia's First Peoples bring great ideas, perspectives and talent to new technologies:
  - robotics and 3D printing;
  - using drones to capture images of country;
  - coding and developing apps;
  - preserving language and culture for future generations.
- IDX Flint is a national program for young people in regional & remote communities to spark interest, ideas and talent in using digital technology.



# Action: Digital Inclusion Program

A six part digital inclusion program is needed:

1. **Remote Data collection** to measure access, availability, affordability and digital literacy.
2. **Improve availability**- Prioritised roll-out of broadband and mobile coverage to communities with limited access.
3. **Last-mile access**- Public Internet access through community-wide WiFi; community access computers.
4. **Affordable access**- Unmetered access to all key online services; affordable pre-paid mobile options.
5. **Digital Literacy**- Culturally and language appropriate skills program in remote communities, locally tailored to needs.
6. **Digital Mentors program** to provide local jobs and a peer-supported learning model.



# Other Solutions

- Targeted Mobile Blackspot Program for remote Australia; market failure, small populations and lack of backhaul limit current model
- NBN Public Interest Premises 2.0 - Increased data allowance to meet community use demand
- MyGov needs an overhaul to be user-friendly and effective
- Long-term infrastructure plan to roll out terrestrial services to high-use NBN satellite areas and cyclone affected areas
- An Outback phone package be developed with robust, easy to use device and appropriate plans that work in remote areas
- **Culturally Appropriate Platforms and Content** - a program to promote relevant online content, apps, community archives and resources.



# Other Solutions

- Local content servers enable content sharing via WiFi
- Promote IP telephony apps (eg WhatsApp) to reduce call costs
- Public phones still need to be included under the USG where no alternative phone service exists
- Cyber-safety, online security and online hate speech management needed, more awareness needed
- More language-based resources and help-desk services needed
- **Next B4B Forum to be held in a community where there is no connectivity**



# Thank You

Thank you to all who attended and shared  
your experience and knowledge