

# INDIGENOUS FOCUS DAY 2017 - KEY OUTCOMES



Hosted by

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- Lotterywest
- WA Government
- Telstra
- Desert Knowledge Australia

# Facilitator and Welcome



*MC and Facilitator  
Christine Ross*



*Welcome to Country  
Dr Noel Nannup*



*IRCA Welcome  
Tadam Lockyer*

# The IFD in a nutshell

- 75 participants
- 12 presentations
- 4 workshop sessions on:
  - Obstacles - Identified key obstacles to digital inclusion
  - Solutions- Proposed targeted strategies and projects
  - Policy Plan- Advocacy plans to address key obstacles
  - Action Plan - key actions to promote Aboriginal and Torres Strait Islander digital inclusion



# Some key themes

- Remote Indigenous people remain the most digitally excluded population in Australia
- Digital inclusion should be considered a human right
- Major obstacles are affordability and access to infrastructure, equipment and online services; also cyber-safety, security and skills
- More mobile coverage and WiFi solutions needed due to mobility and limited home internet



# Some key themes

- Locally relevant projects, content and applications are the key to engagement
- Partnerships and knowledge sharing are key enablers
- Digital mentors needed to increase skills and awareness; a new job in communities
- Devices are often shared, not individual
- Prepaid services are used more than billed, but expensive



# A Snapshot of the Presentations



# *Keynote Address*

## *Bringing our Ancestral Aboriginal Languages into the Future*

Prof. Leonard Collard, UWA



- ARC project to set up Noongar Pedia- first Australian language 'pedia' site
- An online resource for Noongar place names, conceptual frames, country, narrative, music, popular culture, citizenship
- Noongar cultural knowledge needs to be conveyed across generations- online delivery enables this



# *Yokai: Stolen Generations Information Service*

Jim Morrison | Stolen Generations/ Bringing Them Home

Wayne Bynder | Unna You Fullas



- Using online platforms to get relevant information to dispersed stolen generations people
- Re-connecting families via online network
- Cultural healing and connection is critical to our future
- Aiming to re-launch the *Unna You Fellas* radio show as an online radio service



# *To Skype or not to Skype- Remoteness and the Internet*

Barbara Bynder | Kardia Designs



- e-learning is great but requires good access and speed
- slow internet = no videocon
- Many people can't access online services in remote areas
- Some jobs require online application, restricts people without internet access

# *Unleashing the Potentials*

Leigh Harris, Ingeous Studios



- Promote jobs in IT for remote people and Indigenous business development
- Need to start with focus on digital inclusion using relevant creative, fun projects
- Educate - Inspire - Create
- Set up D.Hive and Unleash.D technical forum to be in Cairns

# *Broadband access and its potential applications for a WA Remote Indigenous Media Organisation*

Neil Turner and Tadam Lockyer, PAKAM



- Remote community TV started to maintain language and culture in response to satellite coming- 'Fighting Fire with Fire'
- Is NBN satellite a threat to culture or an enabler?
- Digital programs and skills create new employment pathways
- Need more IT training and technical support projects

# *Building Apps to use and share digitally-stored cultural information*

Warren Smith, inyerpocket software  
Dora Dallwitz, Ara Irititja (by video)



- Appbooks is app-based content building tool
- No need to code, just drag and drop tools, updates immediately
- Ara Irititja using Appbooks- easy to use, customisable, colourful
- Great way to get young people generating content

# *The Life and Times of a mobile phone out bush*

Jennifer McFarland, CAYLUS



- Remote community stats: 26% under 16, 8% disabled, 12% under 4, 2% in jail, 3% aged, 19% carers, 24% looking after small kids, 6% may have jobs; 43% in unpaid jobs
- Mobiles highly valued, shared by multiple users
- Pre-paid data is very expensive
- Mobile phone snakes and ladders- lots of snakes, hardly any ladders
- AirG creates lots of trouble- bullying, jealousy, false identity, wrong way talk, violence; costs \$1/day

# *Telecommunications and remote Indigenous communities: now and into the future*

Kate Laffan, DPMC



- Remote Indigenous IT Activity providing WiFi enabled community phones and other WiFi projects, using NBN Public Internet Premises
- More action needed on digital literacy and empowerment
- Cyber-safety- working with e-safety officer on Be Deadly online content
- Next stage - focus on digital inclusion and literacy activities

# *How We Do It in Ranges: Wilurarra Creative Studio, music and Alanya*

Silvano Giordano

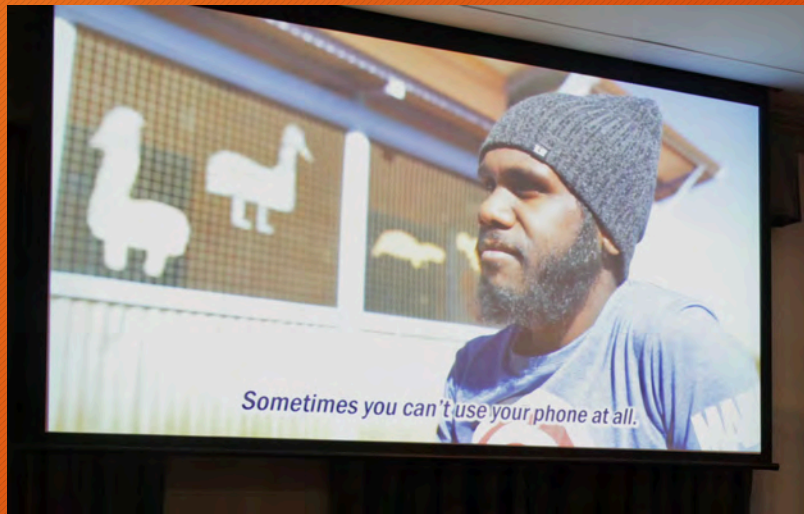


- Wilurarra is a youth arts project: video, music, fashion, photography, hairdressing, metalwork, internet café, WiFi
- Access to internet should be a basic human right
- Projects need community ownership and involvement to be sustainable
- Learning is self-motivated and peer supported



# *Impact of social media on our family*

Angela Voerman & Esiah Jones (by video in Utopia NT)



- Facebook is very important for connecting with family and friends when away from country
- If no credit to use phone, cant access Centrelink to report earnings, can lose payments'
- Mygov- People expected to read and write English
- Need to block AirG from the WiFi- causes too much trouble

# *Living and working in a remote community- A Ngaanyatjarra Perspective*

Daisy O'Byrne | Ngaanyatjarra Media



- Ng Media supports media and IT training and projects in 14 remote Ngaanyatjarra communities (WA)
- Lived and worked through changes from HF radio as only form of communication to fibre rollout (2008) and mobile in 6 communities
- Children access internet and develop skills at telecentre (CRC)
- If connectivity fails in community- no money from ATM, no food

# *Real stories about healthcare from outstations*

Wayne Beadell | Derby Aboriginal Health Service



- Aboriginal health practitioner for 6 communities in Kimberleys
- Difficulties in accessing telehealth records and services with unreliable internet services
- Pushing to get videoconferencing for remote consultations, saves high cost of patient flights (PATs)
- People prefer to stay in community, not leave to access medical services

# *Online studies for mature age students: A struggle*

Valda Shannon | CDU researcher, Tennant Creek



- Nationally accredited interpreter and translator
- Doing Master of Education as researcher in Tennant Creek
- Wants to set up community study centre as nowhere to access computers outside of work hours
- Online is way to go for education and keeping languages alive
- We have knowledge but need digital skills

# The Action Plan



# Challenges facing Aboriginal and Torres Strait Islander people

- **A dedicated Indigenous Digital Inclusion Strategy needed now**
- **Aboriginal and Torres Strait Islander Engagement in Decision Making**
  - Community decision making re infrastructure programs
  - Local control over Internet service provision within community
  - Representation on Boards/ advisory groups
  - Indigenous Community Engagement positions in govt/ NBN/ telcos
- **Education and Awareness**
  - Cultural frameworks and protocols
  - Code of conduct for engaging with remote communities
  - Objective advice on opportunities and impacts

# Affordability

- **Address Barriers to Access Essential Services**
  - Free access to essential online services (white list)
  - More affordable pre-paid mobile data products
  - Need alternate to credit card payments for online services/ sales
  - Partnerships with large orgs (eg mining co's) for data sharing
- **Local content servers enable affordable access to high-use content via WiFi**
- **Delivery of e-services saves government money**
  - PATS tele-health savings should go back into community facilities
  - Expand telehealth Medicare numbers
  - Do Cost-benefit analysis of tele-health delivery

# Access / Availability

- **Maintain Telephony Services**
  - Continuation of payphones in remote communities
  - Maintain existing voice services where no mobile coverage exists
  - Satellite is not adequate for delivering fundamental voice services
- **A targeted Mobile Blackspot Program to focus on remote Indigenous Australia**
- **NBN Public Interest Premises** - Increase PIP data allowance (from 150GB/mth) to meet community usage needs
- **Long-term Infrastructure Planning** - to address congestion in NBN satellite with terrestrial in-fill



# Digital Inclusion

- Digital Inclusion is a human right
- Include digital inclusion as a 'closing the gap' indicator
- Data Collection needed to measure digital inclusion in remote and rural Australia
- IT Training and Technical Support Program (ongoing)
- Digital Mentors Employment Program
- Remote Cyber Safety Strategy
- Industry partnerships via RAPs / ILUAs etc
- Develop pathways towards inclusion in digital economy

# Thank You

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