2014 NT ICP Wi-Fi Rollout Report
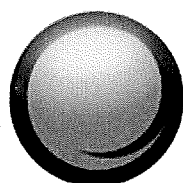
Community Wi-Fi Training at Sites on Arafura Sea Islands

Including Melville Is. Goulburn Is. and Croker Is.

September 2014

Australian Government

Department of Prime Minister and Cabinet

Indigenous Community Phones (ICP) Program

ethos global foundation

2014 NT ICP Wi-Fi Roll-Out Report

Wi-Fi Locations and Site Visits

Locations

The Department of Prime Minister and Cabinet (the Department) requested EGF to undertake a desktop analysis of the 8 sites on Melville Is, Goulburn Is, and Croker Is as shown in the following table. The desk top analysis was to assess community desire to uptake a community Wi-Fi service to be provided through hardware installed onto the existing ICP phone in their community.

Table 1 – August 2014 NT Community ICP Wi-Fi install locations

Related Town	Community name	Location (lat/long)
Milikapiti (Melville Is)	Takapilmilyi	-11.4855 ; 130.4580
Warruwi (Goulburn Is)	Amatjatpalk	-11.5948 ; 133.455
	Wigu	-11.6135 ; 133.4323
Minjilang (Croker Is)	Sandy Bay	-11.2060 ; 132.5780
	Wanakutja	-11.1053 ; 132.5110
	Marramarrani	-11.3010 ; 132.5530
	Alamirra	-11.0674 ; 132.5283
	Adjamarragu	-11.1527 ; 132.4748
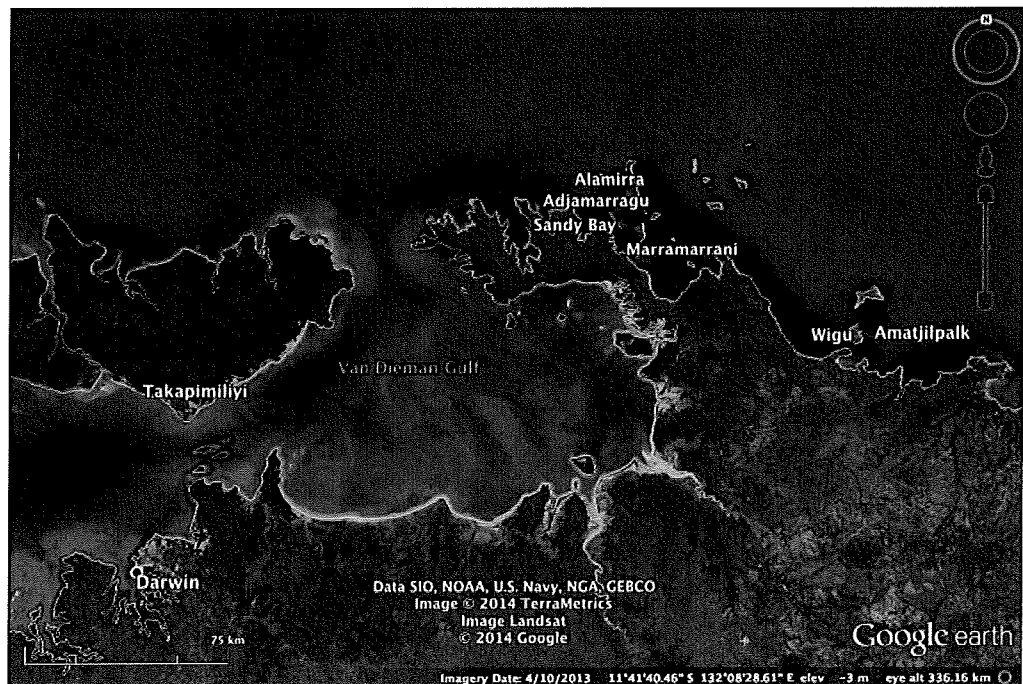
Telephone discussions and consultation with community representatives with the assistance of staff of The West Arnhem Shire Council elicited a 100% positive response for a site visit to discuss details and potential service install for the Wi-Fi services being offered.

Subsequent to the desktop analysis and consultations the Department approved a 5-day travel plan by EGF to visit the communities shown in Table 1.

Site visits to all communities were undertaken between 22-27 September 2014.

Confirmation forms were received from all communities contacted. Some TO authorities for Groote Eylandt communities have changed, please see Table 3. The signed forms are provided as an attached electronic file to this report.

Table 2 – August 2014 NT Community ICP Wi-Fi community TO/contacts

Community	TO /Authority Name(s)	Contact Details
	s 22	

Site Visit Procedures and Activities

The Department provided a scope of works for the fieldwork activities for site visits in the NT. Using this EGF project staff developed and applied the following procedures and training guide at all communities visited and results of the interactions are recorded in this report and the CLO Data Collection sheets attached to this report (Attachment 1).

1) Determine available connection/s
- Use Fing or similar phone app to establish available networks and devices Send network report to EGF Field Manager, or save for sending later.
- Check line speed, upload and download using appropriate application (e.g., Ookla Speed test) Send results report to EGF Field Manager, or save for sending later.
- Identify and connect to Activ8me-wireless network
  Fault find with APN if network not showing/ not working

2) Determine community internet understanding and usage capability
- Bring all devices to common table at training site. Explain/show what a Wi-Fi capable device is and why certain devices can/ cannot connect to Activ8me_wireless. E.g., difference between Telstra internet pre-paid handset internet versus Wi-Fi capable device connections and services
- Discuss and explore resident's experiences with Internet usage.
  Capture data for completion of CLO report
- Explore with those present their knowledge and skills on;
a) Available devices hardware; turning on/off Bluetooth, Wi-Fi, peripherals connection etc. With residents connect their device to Activ8me-wireless and/ or show example of how to connect Wi-Fi capable devices to the network.
b) Use connection network as a skills development/ assessment activity if relevant PC systems and software (general). E.g., MS Windows/ MAC OS, Office suites, desktop programs, smartphone applications
c) Explore using software on existing hardware in community or EGF hardware if others not available

d) PC/ tablet/ smartphone software management;
Discuss/ show antivirus software, ITunes/ android software management sites incl. purchasing.

e) Explore knowledge of cyber security; mail, secure sites identification on browsers, personal data protection etc.

f) Internet interface software, incl. email, browsers, applications, apps

- Discuss/ show relevant to devices in community

3) Internet usage: connections and interfaces

- Walk through/ check connection of each community device to Activ8me_wireless network. *Problem solve/ fault find with APN if network not working.*

- Discuss/ show network range
  - walkabout with residents where possible to show extent and location of signal strength).
  - Test connectivity within each dwelling/ structure used by residents.
  - Explain capability of wireless

- Explore ideas of community use and priorities. E.g., who uses Internet now? What for? *Capture data for CLO data report*

- Total capacity of bandwidth, community use and sharing access. How will you share it? Discuss some sharing options to assist with bandwidth issues if relevant. *Discuss impact of up/download speed when multiple users connected. Discuss management where required and appropriate*

- Check line speed, upload and download using Ookla app <u>when multiple devices connected</u>.
  Note & record results.
  Discuss potential for differing performance of satellite system over time.
  - If appropriate overview how satellite service works and/ or how weather conditions and other factors impacts performance.

- Discuss contact to APN via fault line on ICP phone box if problems or concerns experienced

- Overview what is in the Guidebook in the Department's "Show bag".

- Demonstrate web browsing with community users i.e., visit a variety of web sites including:

- Google Earth
- Gmail (or other preferred provider)
- iTunes and other music providers
- Viber and Skype (use WiFi network for mobile phone calling).

- Demonstrate and assist access to common & relevant services such as:
- Centrelink
- NT Roads condition report website
- BOM weather site, including area forecast, radar, cyclone warnings
- Bank sites and apps, registration processes
- News
- Television, e.g. iView on ABC / SBS on-line

4) Cyber security and safety

- Discuss concepts and issues including user activity/ choice (i.e., bona fide web site indicators/ choice (e.g., BPay/ Bank Internet security key features, passwords, security features of web browsers (e.g., encryption lock icon)
  Visit user defined web sites and show/ discuss concepts e.g., internet bank

- Provide show bag kit and discuss/ visit web sites outlined in the User guidebook and Budd:e program

- Outline and discuss what Internet blocking is and how users will know if they are visiting a blocked site. i.e., blocked site message screen
- Discuss options for residents to learn more about Cyber security and safety

5) Account maintenance and hardware care;
- Explain what the Activ8me_wireless Wi-Fi signal is and is not i.e., not a mobile service but a signal for Wi-Fi capable devices with short range in community only.
- Explain provision of 20 GB monthly account details.
- Discuss "ownership" and responsibility for service within community.
Explain signature for service acceptance is representative only. Not a contract.
- Discuss future possibilities for pre-paid top-up, and contacting APN via Phone Fault contact number if total volume exceeded.
- At the end of the session, use **Fing** to re-confirm devices connected to Wi-Fi network and services on each.
Send network report to EGF Field Manager, or save for sending later.
- Download **Activ8me usage meter** and explain how to use it (not possible on i-Pads or i-Phones).
- Basic care and maintenance of ICP-Wi-Fi hardware.
- Explain what to do when faults happen. For example: If no network signal for Activ8me_wireless is visible; Connection made to network but no browsing possible; or If users are uncertain why a web site is blocked and can not be viewed
Note all comments and preferences for reporting.
6) Seek community representative signature on Department form:
- Explain request from Department for community representative to sign form "Wi-Fi Roll Out – Confirmation of Community Support.

Training Workshop Outcomes

Wi-Fi services were activated on all 9 of the community ICP phones in the schedule provided by the Department and training undertaken in all homelands. EGF testing at all sites using the OOLKA iPhone application verified download speeds at all sites and this is shown in Table 2. The table also identifies which satellite is at each site and the source reached at the time of testing and training. There were some significant highlights and lowlights experienced in communities this trip; see below for details.

Engagement Concerns (Lowlights)

Whilst undertaking previous testing for Wi-Fi service activation EGF staff noted again very slow download speeds. EGF understands that the DPM&C have approached APN, and a resolution is being sought to this issue. EGF established in previous site visits that the slow download speeds seemed specifically related to the G23 model satellite; however during this field-work period it was at times difficult to even get a PING or an OOKLA reading from the IPstar satellites as well. This critically impacted on our ability to test a majority of the website urls or download applications for training community residents.

EGF have passed on the advice from PMC to it to all residents in training sessions that PMC was working with the service provider to provide a solution to the slow service. However we remain concerned that the satellite capacity cannot easily be increased and the service to homelands may be permanently compromised.

While on Goulburn Island (Warruwi), CLO training took second place to a funeral. The whole island community was involved with the cultural rituals which had significant impact on our capacity to engage with Amatjilpalk and Wigu residents. Elders and parents interviewed during

this time placed strong emphasis on traditional learning/knowledge and were generally very cautious about school education and technology. They would benefit from further training in appropriate use of digital media and devices to engage with digital economy in a way that integrates with their strong cultural beliefs.

Croker Island has no mobile network access and uptake of internet is generally poor on the Island. This has impacted general knowledge of internet use and limited the engagement with the DE to date.

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Incidental Engagements (Highlights)

An unexpected training outcome with residents at Adjamarragu on Minjilang (Croker Island), was coming across   s 22

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s 22   While we were on the island, he held several meetings at Adjamarragu with TO's and used the ICP Wifi to upload new files.

s 22

Also while on Minjilang (Croker Island), EGF CLO's met with   s 22
s 22

s 22   EGF has been invited to stay at the community during the next site visit to the Coburg Peninsular in late October, where we will be able to discuss further options with him.

Table 3 – August 2014 NT Community ICP Wi-Fi satellite speeds

Community Name	Download (Mbps)	Upload (Mbps)	Ping (Ms)	Source	Satellite
Takapilmilyi	0.26	1.34	785	Not recorded	IPstar
Amatjatpalk	0.10	0.23	2492	Sydney/Optus	IPstar
Wigu	0.37	0.02	1308	Darwin/internode	IPstar
Sandy Bay	0.14	0.97	771	Wellington/Spark	IPstar
Wanakutja	0.58	0.13	1372	Adelaide/Internode	IPstar
Marramarrani	2.25	1.67	843	Sydney/Optus	IPstar
Alamirra	0.60	0.02	1270	Darwin/internode	IPstar
Adjamarragu	0.84	0.45	730	Wellington/Spark	IPstar

General Observations from Data Analysis

1. Almost exclusively, community population consisted of one family group with multiple generations making up the full population.
2. Croker and Goulburn Islands are relatively small geographic areas and the population mostly resides in the major hub communities of Warruwi and Minjilang. This is due to homeland infrastructure damaged in 2011 cyclones which has not been repaired or maintained due to lack of funding and local resources, as well as the restrictions placed on families to be close to school and work during the week.
3. Generally, a very high level of interest was shown and a wide range of age groups was represented in the 9 communities. The exceptions to this were Amatjilpalk and Wigu (Croker Is) where a funeral impacted on training and traditional cultural practices took precedent. It is likely that more positive engagement would be possible in other circumstances.
4. Female/male ratio of training participants was quite equal, however females attending the workshops appeared to be more familiar with WiFi use and knowledgeable about training points. A small number of people exhibited fair to good knowledge and competencies with respect to Internet usage and digital economy cyber-safety/ security during training sessions.
5. Most participants had some internet experience though the school and the office. Several community members had desktop computers in their 'town' house, connected to the internet via their land based phone line.
6. Croker Is (Warruwi) was the only community with a NextG mobile network signal and many users have pre-paid devices that include a data allowance. Neither Goulburn nor Melville Islands currently have mobile reception.
7. Many communities had access to at least two or three Wi-Fi capable devices, the majority being iPhones, then android smart-phones (Sony, HTC) and then tablets (mini i-Pads). Wi-Fi capable telephones and tablets (android only) are readily available at the local stores in Minjilang and Warrwui.
8. Most people interviewed indicated they would be looking to purchase more devices now that an Internet service is available in their homeland.
9. Many people reported using Internet services via their pre-paid telephone service (Telstra NextG network) and when asked (on a few occasions) people said they, their family and peers solely relied on mobiles for telephone communications. Most homeland families interviewed also had access to land-based telephone services in 'town'.
10. There are limited service providers available to assist general residents on Croker and Goulburn Islands with developing cyber knowledge and skills. The Money Management program located at the West Arnhem Regional Offices is willing to provide people with training on Internet use though their support would focused on their core services aimed at supporting money management. There is no public library hotspot at any of the hub communities that service the homelands on Croker and Goulburn Islands. Alternative wifi access for Takapilmilyi on Melville Island is 190km from the community homeland (in Milikapiti or Pirlamgimpi).
11. While signal strength is generally strong and consistent, download speed from the signal varies greatly. EGF staff found the slow download speed significantly reduced their capacity to keep residents engaged during training sessions; a majority of web sites and landing pages are multi-media heavy resulting in reduced loading speed and thus reducing the interest/ engagement factor. We anticipate that the impact on engagement for digital economy information exchange and learning will continue be significant where slower speeds are experienced.

Issues Identified by Community

Issues/ Questions relating to Wi-Fi services that respondents asked EGF to pass on.

We are concerned about managing our people's time on the Internet. Can we have the Wi-fi turned off on our request?

> All communities specifically asked for the ability to turn the Wi-Fi signal off and on at their request to assist with managing the usage from time to time. Mostly, this was with particular reference to over-use or abuse by young people.

> EGF staff were able to confirm with APN that this on/off activation would be possible. EGF advised the owners to contact the Activ8me Helpdesk via the 1800# on the telephone box and request that we would provide their feedback to the Department in this report.

Can you put a booster on the signal to reach other houses in the community?

> Takapilmilyi on Melville Island has two houses, approx. 500m apart. The ICP is wall mounted on House 1 and the signal does not reach to House 2. House 1 was abandoned in 2013 due a death at the site. TO's anticipate that this house will be reoccupied next year, but in the meantime would like to be able to access the wifi from House 2. EGF has been advised by APN that

Other Issues/ Matters identified during visits.

*Phone Faults*

None reported.

Corrosion & Damage

EGF has in the past provided observations on the condition of the ICP phone hardware during its field visits in concern for sustainability of the ICP phone infrastructure and services to residents.

There was some evidence of very early-stage corrosion problems on 1 of the 9 locations visited; however EGF does not consider it critical enough to report at this stage.
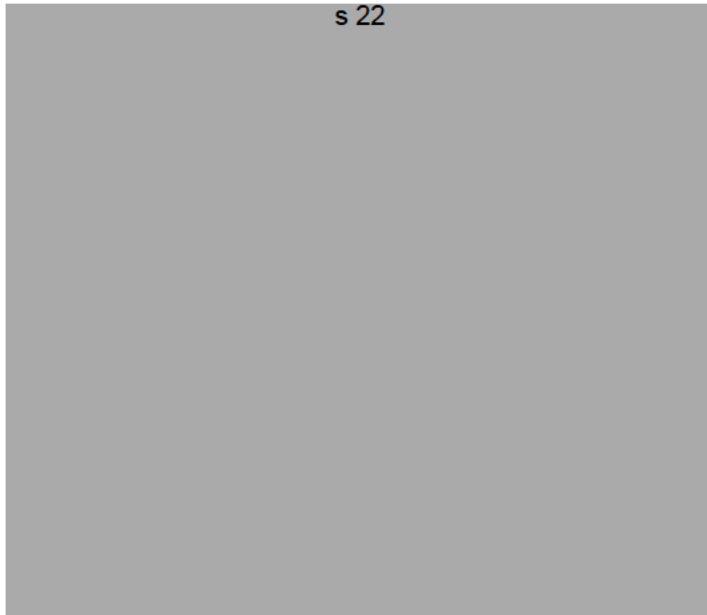
EGF discussed the issue with community residents and made them aware of the visible corrosion points on the unit during the training process. This will continue to be monitored by them and reported to EGF and APN by the community.

There was damage to the satellite dish at Wanakutja (see photo p9), which was reported to APN. The damage did not appear to affect the operation of the phone or wifi services.
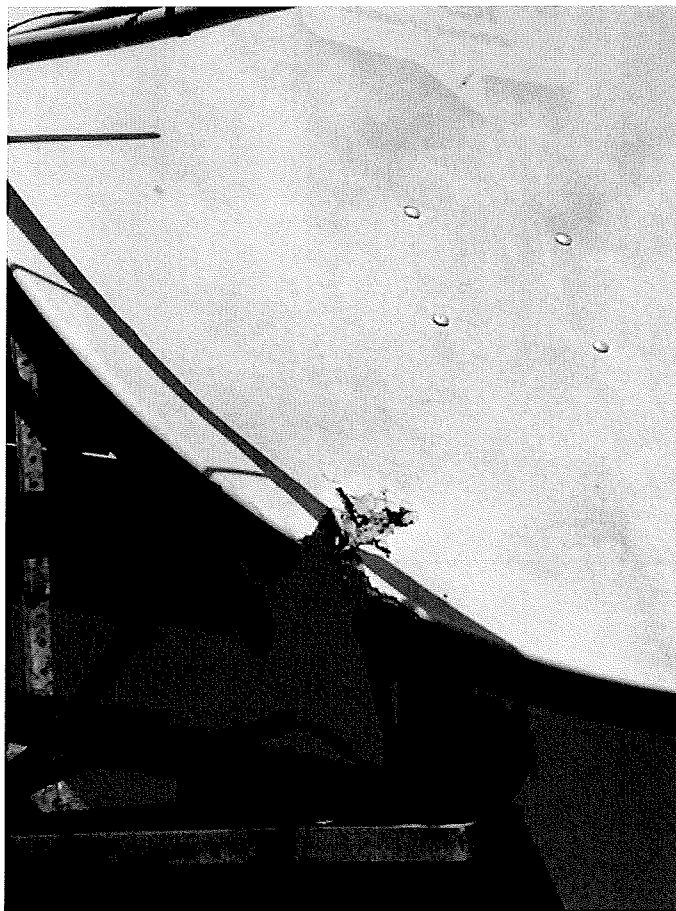
Attachment 1

PMC Community Phone Wi-Fi Project – Confirmation of community support
(Template provided by PMC as part of fieldwork approval work order)

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Attachment 2

CLO Data Collection Reports

(Template provided by PMC as part of fieldwork approval work order)

Separate electronic files have been provided to the Department for each Training session completed, including:

EGF WiFi Training Checklists for each Community

(Template created by EGF to assist data collection)

<u>2014 NT ICP Wi-Fi Rollout Report</u>

**Community Wi-Fi Service Connections
at Homeland Sites in the Arnhemland Region
November 2014**

Australian Government
Department of Prime Minister and Cabinet
Indigenous Community Phones (ICP) Program
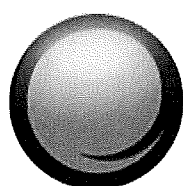
ethos global foundation

2014 NT ICP Wi-Fi Roll-Out Report

Wi-Fi Locations and Site Visits

Locations

The Department of Prime Minister and Cabinet (the Department) requested EGF to undertake a desktop analysis of the 19 sites in the Arnhemland Region, shown in the following table, in August 2014.

At the instruction of the DPMC, no desktop analysis was undertaken to assess the community desire to uptake a community Wi-Fi service to be provided through hardware installed onto the existing ICP phone in their community. Telephone consultation to confirm site visits with community representatives were assisted by staff at Demed Homelands Association (Oenpelli, West Arnhem), Bawinanga Aboriginal Association (Maningrida, West Arnhem), Laynhapuy (Yirrkala, East Arnhem) and the DPMC's Government Engagement Coordinators and Indigenous Engagement Officers. Communications elicited a 100% positive response for a site visit to discuss details and potential service install for the Wi-Fi services being offered.

Due to the increasing risk of unfavourable weather conditions approaching the wet, EGF proposed a travel plan for two teams to be deployed closely following the APN maintenance schedule for the sites. Team 1 s 22 travelled to homelands in West Arnhem and the Coburg regions – as shown in Fig 1; while Team 2 s 22 travelled to homelands in East Arnhem and Gulf regions – as shown in Fig 2.

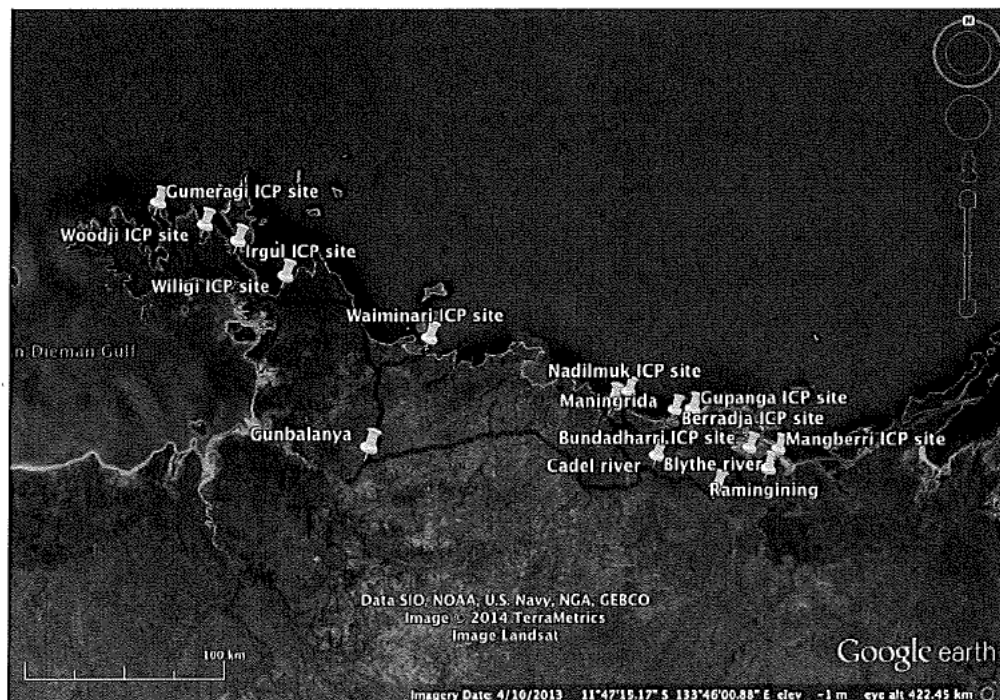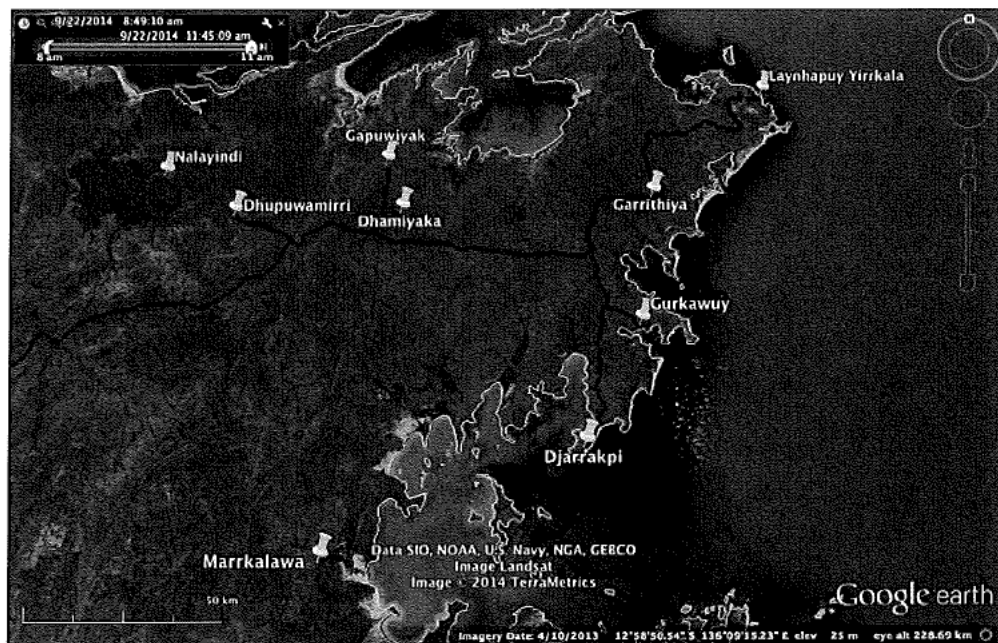Fig 1 – Google map showing Team 1 West Arnhem/Coburg sites

Fig 2 – Google map showing Team 2 East Arnhem/Gulf sites

Site Visits

Visits to communities were undertaken in the early November 2014 and EGF was able to visit 17 of the 18 sites – see Table 1. At the time of fieldwork many community members were absent from their homelands and the regional centres where many of them reside, as they were participating in cultural ceremonies at other places in Arnhemland.

Visits were conducted at the end of the dry season that corresponded to the period of the year many traditional only ceremonies (including funerals and initiation) are conducted in various clan groups simultaneously across the region. As a result there were several sites for which EGF was unable to meet with suitable community representatives on site for training; and other sites in which we were not able to meet community representatives and approval/signoff could not be completed.

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Table 1 – November 2014 NT Community ICP Wi-Fi site visit locations & engagement

Town Centre	Community Name	EGF Visit	Community Engagement
Gunbalanya	Irrgul Point	Yes	No representatives present
	Woodji (Pearl Bay)	Yes	No representatives present
	Wiligi	Yes	Training, confirmation completed
	Waiminari	Yes	No representatives present
Maningrida	Berraja	Yes	Training, confirmation completed
	Gorrong Gorrong	Yes	Training, confirmation completed
	Gupanga	Yes	Training, confirmation completed
	Yaminyi	Yes	Training, confirmation completed
Ramingining	Gadji	Yes	Training, confirmation completed
	Manginberri	Yes	Training, confirmation completed
	Garanydjirr	Yes	Representative present, no signoff
Gapuwiyak	Dhamiyaka	Yes	Training, confirmation completed
	Dhupuwamirri	Yes	Training, confirmation completed
	Nalayindi	No	No representatives present
Yirrkala	Garrathiya	Yes	Training, confirmation completed
	Gurkawuy	Yes	Training, confirmation completed
	Djarrakapi	Yes	Training, confirmation completed
Numbulwar	Markalawa	Yes	No representatives present

Site Visit Procedures and Activities

The Department provided a scope of works for the fieldwork activities for site visits in the NT. (Attachment 1)

Using this EGF project staff developed a Community Training checklist (Attachment 2) and applied the following procedures and training guide at all communities visited and results of the interactions are recorded in this report and the CLO Data Collection sheets attached to this report.

1) Determine available connection/s
   - Use Fing or similar phone app to establish available networks and devices
     Send network report to EGF Field Manager, or save for sending later.
   - Check line speed, upload and download using appropriate application (e.g., Ookla Speed test) Send results report to EGF Field Manager, or save for sending later.
   - Identify and connect to Activ8me-wireless network
     Fault find with APN if network not showing/ not working

2) Determine community internet understanding and usage capability
   - Bring all devices to common table at training site. Explain/show what a Wi-Fi capable device is and why certain devices can/ cannot connect to

Activ8me_wireless. E.g., difference between Telstra internet pre-paid handset internet versus Wi-Fi capable device connections and services
- Discuss and explore resident's experiences with Internet usage.
  Capture data for completion of CLO report
- Explore with those present their knowledge and skills on;
    a) Available devices hardware; turning on/off Bluetooth, Wi-Fi, peripherals connection etc. With residents connect their device to Activ8me-wireless and/ or show example of how to connect Wi-Fi capable devices to the network.
    b) Use connection network as a skills development/ assessment activity if relevant PC systems and software (general). E.g., MS Windows/ MAC OS, Office suites, desktop programs, smartphone applications
    c) Explore using software on existing hardware in community or EGF hardware if others not available
    d) PC/ tablet/ smartphone software management;
       Discuss/ show antivirus software, ITunes/ android software management sites incl. purchasing.
    e) Explore knowledge of cyber security; mail, secure sites identification on browsers, personal data protection etc.
    f) Internet interface software, incl. email, browsers, applications, apps
- Discuss/ show relevant to devices in community

3) Internet usage: connections and interfaces
    - Walk through/ check connection of each community device to Activ8me_wireless network. *Problem solve/ fault find with APN if network not working.*
    - Discuss/ show network range
      - walkabout with residents where possible to show extent and location of signal strength).
      - Test connectivity within each dwelling/ structure used by residents.
      - Explain capability of wireless
    - Explore ideas of community use and priorities. E.g., who uses Internet now? What for?
      Capture data for CLO data report
    - Total capacity of bandwidth, community use and sharing access. How will you share it? Discuss some sharing options to assist with bandwidth issues if relevant. *Discuss impact of up/download speed when multiple users connected. Discuss management where required and appropriate*
    - Check line speed, upload and download using Ookla app when multiple devices connected.
      Note & record results.
      Discuss potential for differing performance of satellite system over time.
      - *If appropriate overview how satellite service works and/ or how weather conditions and other factors impacts performance.*
    - Discuss contact to APN via fault line on ICP phone box if problems or concerns experienced
    - Overview what is in the Guidebook in the Department's "Show bag".
    - Demonstrate web browsing with community users i.e., visit a variety of web sites including:
        - Skype
        - Google Earth
        - Gmail (or other preferred provider)

- iTunes
- Viber (use WiFi network for mobile phone calling).
- Discuss pro's and con's of these sites

- Demonstrate and assist access to common & relevant services such as:
    - Centrelink
    - NT Roads condition report website
    - BOM weather site, including area forecast, radar, etc.
    - Bank
    - News
    - Television, e.g., iView on ABC/ SBS

4) Cyber security and safety
- Discuss concepts and issues including user activity/ choice (i.e., bona fide web site indicators/ choice (e.g., BPay/ Bank Internet security key features, passwords, security features of web browsers (e.g., encryption lock icon)
  Visit user defined web sites and show/ discuss concepts e.g., internet bank
- Provide show bag kit and discuss/ visit web sites outlined in the User guidebook and Budd:e program
- Outline and discuss what Internet blocking is and how users will know if they are visiting a blocked site. i.e., blocked site message screen
- Discuss options for residents to learn more about Cyber security and safety

5) Account maintenance and hardware care;
- Explain what the Activ8me_wireless Wi-Fi signal is and is not i.e., not a mobile service but a signal for Wi-Fi capable devices with short range in community only.
- Explain provision of 20 GB monthly account details. What/ How/ Who for (public account)
- Discuss "ownership" and responsibility for service within community. Explain signature for service acceptance is representative only. Not a contract.
- Possibilities for pre-paid top-up. Explain to discuss with APN via Phone Fault contact number if total volume exceeded
- At the end of the session, use **Fing** to confirm devices connected to Wi-Fi network and services on each.
  Send network report to EGF Field Manager, or save for sending later.
- Download **Activ8me usage meter** and explain how to use it.
- Basic care and maintenance of ICP-Wi-Fi hardware.
- Explain what to do when faults happen. For example if no network signal for Activ8me_wireless is visible; Connection made to network but no browsing possible; Or if users are uncertain why a web site is blocked and can not be viewed
  Note all comments and preferences for reporting.

6) Seek community representative signature on Department form
- Explain request from Department for community representative to sign form "Wi-Fi Roll Out – Confirmation of Community Support.

Outcomes

Wi-Fi services were activated on 17 of the 18 ICP phones visited by EGF, as identified in Table 1.

1. All age groups represented in the 17 communities visited by EGF showed a high level of interest and excitement.

2. Confirmation forms were provided from 11 of the 17 sites (75% of communities). The signed forms are provided as an attached electronic file to this report – see Attachment 3.

    At Garanydjirr nearby Ramingining ███████ **s 22** ███████ was present and we discussed the site and his desire to provide approval for the service. However, while a verbal agreement was made, he was not interested in providing a signature for install of the service.

    For the sites on the Coburg Peninsula people for Waiminari and Irrgul Point were unable to be contacted at the time site visits were being conducted. Related people in adjoining communities advised people were either away in Darwin or at ceremony.

    People were met in Wiligi and a signature received however, this paperwork was found to be missing upon writing this report.

    A representative for Woodji was contacted and approval provided verbally to complete installation. This representative is ███████ **s 22** ███████ **s 22** and though arrangements were made to meet he was unable to on the arranged time for unknown reasons and hence a signature was not received.

    Representatives for Markalawa and Nalayindi were contacted and approval provided verbally to activate the installation as they unable to attend site visits due to ceremonial priorities; consequently signatures were not received from either of these communities.

3. All communities are small homelands, consisting of one family group with multiple generations making up the full population. Extended family that visit at peak holiday periods (approx. 10 weeks/year) could potentially increase the demand and load on the service by more than 100%.

4. Arnhemland is a large geographic area and the population there is mostly transient between their homeland and residences either in Maningrida, Gunbalanya, Ramingining (West Arnhem) and Yirrkala, Gapuwiyak and Numbulwar (East Arnhem) townships. Wiligi, Waiminari and Garanydjirr (West) and Garrathiya, Gurkawuy and Nalayindi (East) are sites usually habited all year.

5. Many communities had access to at least one Wi-Fi capable device. In a number of communities Wi-Fi capable telephones were present however people had not used these to connect to the Internet.

6. The majority of devices available were android OS smartphones. A small number of communities had tablet devices. Most telephones in people's possession in training sessions were not smartphones but rather WAP capable telephones without Wi-Fi capability.

Wi-Fi capable telephones (android) are readily available at the local stores in Regional Centres.

There was no evidence of tablets or PCs being available in the local stores.

7. Most people interviewed indicated they would be looking to purchase more devices now that an Internet service is available in their homeland.

8. Although there were Wi-Fi capable devices, such as smartphones and tablets no one reported having a regular (e.g., personal contract-based) internet service. Two respondents said they had regular Internet access via services by an employer.

9. Less than 20 people reported using Internet services via their pre-paid telephone service (Telstra NextG network).

10. Evidence and observations by EGF indicated only two land-based telephone services existed in the 17 sites visited.

11. A small number of people indicated they had digital economy experience and this seemed to correspond with people using electronic communications at work and/ or youth having developed skills at school or college.

12. A small number of people exhibited fair to good knowledge and competencies with respect to Internet usage and digital economy cyber-safety/ security during training sessions. Generally however the experience and knowledge of internet was poor

13. The general lack of experience of electronic technologies, internet use and or the digital economy is considered to explain the limited feedback from participants of the training and the few additional questions or comments regarding the Internet recorded in our CLO data collection sheets.

14. The availability of people for site visits and completion of training to approved sites was the lowest we had experienced to date. This was due to the correspondence of the very late approval for EGF to travel during the busy cultural season across the Arnhem Region.

Issues

Similar feedback/ concerns provided by community members and reported by EGF to the Department in earlier reports at other Wi-Fi service install areas (Alice Springs, Elcho Island, Groote Eylandt and Vic-Daly regions), were communicated to EGF by community members in the Arnhemland Region.

Slow Service Speeds

During earlier work EGF staff were informed by the Activ8me fault-line technicians that hardware on a number of ICP phones in the West Arnhem Region are only capable of providing a maximum 0.5 Mbps download speed. EGF testing at all sites using the Ookla iPhone application verified download speeds at these sites were operating around 0.29 –

0.35 Mbps maximum. EGF informed community residents, where they could be contacted, of this limited service.

As a direct result of slow download speeds, many of the activities planned for training sessions were unable to be implemented. App download to community devices for popular services such as Skype, Viber, Willy Weather and Google Earth regularly stalled mid-process. The same apps existing on EGF devices were unable to load and repeatedly 'timed-out'. This resulted in disappointment and frustration and consequent loss of engagement during training sessions.

Future Use

In 2015, the East Arnhem local Homeland Resource agency (Laynhapuy) is preparing to rollout land-care base activities through staff based on homelands, including some that have ICP WiFi capacity (Dhupuwamirri, Gurkawuy, Djarrakapi). It is anticipated that the ICP WiFi will be used (where download speeds allow) to relay important information and data between the sites relating to these activities.

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Attachment 1

PMC Scope of Services for Community Phone Wi-Fi Project for CLO
(provided by PMC as part of field work approval work order)

**Community Phone Wi-Fi Project
Scope of Services - Community Liaison Officers**

- Contact (by phone and/or email) the community representative to determine support to activate Wi-Fi infrastructure on their ICP Community Phone, including the availability of personal or community devices (e.g. laptops, smart phones, etc) which will enable community members to access the Internet.

- Following infrastructure installation by APN, and in consultation with community representatives, undertake a site visit to the community to deliver a workshop on the Wi-Fi infrastructure and associated issues, including cyber safety and security, and provide general assistance. The department will provide the necessary information, including relevant brochures and resources for distribution to community members.

- During the site visit, obtain written confirmation from the community representative that the community supports the activation of the infrastructure and provide this advice to the department following site visit as part of the required reporting material.

- Issues to cover/discuss/assist with community members during the site visit should include the following but not be limited to:

  - **General digital knowledge such as:**
  - Testing line speeds, signal strength, range and reliability
  - Download the Activ8me usage meter
  - Explain the capabilities of Wi-Fi so as to facilitate uptake of the technology
  - Explain content filtering and government restrictions on certain sites, including community requests to APN to block/unblock sites
  - How to connect to the Internet, with reference to the Internet Basics website – see link on the Department of Communications website homepage - www.communications.gov.au
  - How to update a computer and control when devices update
  - Managing secure settings and parental controls
  - Managing virus and spyware protection
  - Accessing and downloading apps
  - Recognising scams
  - Developing a community protocols document
  - Understanding how to control social media profiles, cyber-bullying, humbugging, and knowing when and how to get help
  - Help with basic services like online banking, accessing government services, online shopping
  - Other ways the community might manage the Wi-Fi connection such as developing a DVD of cybersafety videos to avoid repeated downloads; creating community posters with key messages and helper names; developing a splash screen for community agreement to protocols on initial log-in
  - Maintaining basic cleanliness of the unit, particularly in regard to dust
  - How to contact APN for assistance.

- **Sharing bandwidth issues:**
  - Knowing the key facts about the connection and ensuring the community understands the need to share the connection (e.g. roll-over date and ways to monitor use)
  - Ensuring some people in the community can access and understand the usage meter
  - Knowing which sites and services are bandwidth-heavy
  - Ensuring some people in the community know enough to help others and are known as the ones to go to for help.

Attachment 2

EGF Community Training Checklist

Separate, electronic files are attached to this report for the following community site visits and training sessions completed (from EGF template):

- **Dhamiyaka**
- **Dhupuwamirri**
- **Garrathiya**
- **Gurkawuy**
- **Djarrakapi**

Attachment 3

Community Phone Wi-Fi Project – Confirmation of community support

Separate, electronic files are attached to this report for the following community site visits completed (from template provided by PMC as part of field work approval work order):

- **Dhamiyaka**
- **Dhupuwamirri**
- **Garrathiya**
- **Gurkawuy**
- **Djarrakapi**
- **Manginberri**
- **Gatji**
- **Gupanga**
- **Berraja**
- **Yaminyi**
- **Gorrong Gorrong**
- **Wiligi** (missing)

Attachment 4

CLO Data Collection Reports

Separate, electronic files are attached to this report for the following community site visits completed (from template provided by PMC as part of field work approval work order):

- Dhamiyaka
- Dhupuwamirri
- Garrathiya
- Gurkawuy
- Djarrakapi
- Manginberri
- Gatji
- Gupanga
- Berraja
- Yaminyi
- Gorrong Gorrong
- Wiligi

Wi-Fi Rollout – CLO Data Collection

Name of Community: ALAMIRRA (GOULBURN ISLAND)   **Date:** 24/09/2014

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age					
Primary school age	2	1	3		
Secondary school					
Left school < than 18	1		1		
18-30	1	2	3	1	1
31-50		3	3	3	3
50-59	2		2	3	3
Over 60				2	2
Not stated					
Totals	4	5	12	9	9

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	
Laptop	
Tablet (iPad style)	
Smart phone	9
Other (eg iPod touch)	
No device	

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer	0	0	0
Access provided *Privately*	0	0	0
Access provided *in public place like an Internet café or library*	0	0	0
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
None	Goulburn Island (Minjilang) has no mobile access and there is no public internet or wifi on the Island.

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access		
Less than an hour		
1-5 hours		
5-10 hours		
More than 10 hours		
Constantly, whenever I want		

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access		
Less than an hour		
1-5 hours		
5-10 hours		
More than 10 hours		
Don't know		
Bundled into prepaid or current plan		

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me		
Less than $30		
$31-$60		
$61-$90		
More than $91		
Don't know		

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	
Contract or monthly bill	

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access. Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	
On-line shopping	
Education – school or training	
General browsing	
Music/movies	
Banking	
Business	
Government services	
Contact (email)	
Research	
Photo sharing and storage	
Social media (eg Facebook, Twitter)	
Video conferencing	
Publish online or maintain a web site	
Online games	
Prefer not to say/ not stated	
Weather reports and news	
Number of people surveyed	

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	Excellent	
11-30 m	Excellent	
31-50m	Excellent	
100m	Excellent	
Greater than 100m	Excellent	Drops out at 150m up the track to main road

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

| Type of place

House 1	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10m	Good
School rooms/training area	NA	NA
Common area/kitchen area	10m	Good
Verandah	10m	Good
Yard	25m+	Good
Beach/Fish Camp	120m	Poor

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes
Are particular sites or services slow or fast?	Yes, video sites load slowly
Does the signal appear to be consistent and reliable?	Yes
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes
Does weather have any impact on signal strength and reliability in user's experience?	Yes, wind seems to vary the signal
Other comments?	While signal strength is generally strong and consistent, download speed from the signal varies greatly.

6. Community Training Information

Information	Response
Duration of training	1.0 hr
How many attended training	5
Male	2
Female	3
Total	5
Ages of those trained	
Less than school age	
Primary school age	
Secondary school	
Left school but less than 18	
18-30	1
31-50	2
51-59	2
Over 60	
Not stated	
Total	5
General level of knowledge about the Internet prior to training	
Poor	
Fair	5
Average	
Good	
Excellent	
General level of knowledge of security and cyber safety prior to training	
Poor	
Fair	5
Average	
Good	
Excellent	
Topics covered in training session	**See EGF checklist**

7. General questions

What are the concerns or issues in the community about general Internet access?

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Please provide any observations about the willingness of the community to engage with the digital economy.

Community members are very excited and willing to engage with the new wifi and DE. TO anticipates that this service will encourage more young people to come and stay at the homeland.

Wi-Fi Rollout – CLO Data Collection

Name of Community: **GURKAWUY** (East Arnhem)

Date: **10 November 2014**

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age			-	2	2
Primary school age			1	2	3
Secondary school			2	5	7
Left school < than 18			1	-	1
18-30			1	5	6
31-50			2	6	8
50-59			1	2	3
Over 60			-	2	2
Not stated			-	-	-
Totals			8	24	34

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	-
Laptop	-
Tablet (iPad style)	2
Smart phone	3
Other (eg iPod touch)	2
No device	-

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer	-	-	-
Access provided *Privately*	-	-	-
Access provided *in public place like an Internet café or library*	-	-	-
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
School Library WiFi	Yirrkala 140km/2.5hrs
Next G	Yirrkala 140km/2.5hrs

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access	-	8
Less than an hour	-	-
1-5 hours	-	-
5-10 hours	-	-
More than 10 hours	-	-
Constantly, whenever I want	-	-

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access	-	-
Less than an hour	10	4
1-5 hours	10	4
5-10 hours	-	-
More than 10 hours	-	-
Don't know	-	-
Bundled into prepaid or current plan	20	4

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me	-	-
Less than $30	-	-
$31-$60	$50	3
$61-$90	-	-
More than $91	$150	1
Don't know	-	-

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	4
Contract or monthly bill	-

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	1
On-line shopping	1
Education – school or training	-
General browsing	6
Music/movies	6
Banking	2
Business	-
Government services	2
Contact (email)	2
Research	-
Photo sharing and storage	6
Social media (eg Facebook, Twitter)	6
Video conferencing	-
Publish online or maintain a web site	-
Online games	6
Prefer not to say/ not stated	-
Other (please specify)	-
Number of people surveyed	8

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	3 bars	
11-30 m	3 bars	
31-50m	3 bars	All houses are within 100m
100m	3 bars	
Greater than 100m	2 bars	Can be accessed 150m up the track

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10-100m	OK
School rooms/training area	-	NA
Common area	10-50m	Sorry Camp best signal
Office or workplace area	-	NA
Other (please specify)	10-50m	Outside common areas, verandahs

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, significantly. More than 3 users 'froze' the signal.
Are particular sites or services slow or fast?	No download of apps possible with more than 1 user at a time.
Does the signal appear to be consistent and reliable?	Yes, as long as only one device is connected at time.
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes, as long as they have priority connection.
Does weather have any impact on signal strength and reliability in user's experience?	Yes, wind strength affects signal.
Other comments?	

6. Community Training Information

Information	Response
Duration of training	1.5 hrs
How many attended training	
Male	4
Female	4
Total	8
Ages of those trained	
Less than school age	-
Primary school age	1
Secondary school	2
Left school but less than 18	1
18-30	1
31-50	2
51-59	1
Over 60	-
Not stated	-
Total	8
General level of knowledge about the Internet prior to training Poor Fair Average Good Excellent	Mixed – female youth/secondary students all very familiar with internet and using multiple devices; male and older demographic poor-fair general knowledge, but expect this will change quickly now that access is established.

General level of knowledge of security and cyber safety prior to training Poor Fair Average <mark>Good</mark> Excellent	As above.
Topics covered in training session	**See attached checklist**

7. General questions

What are the concerns or issues in the community about general Internet access?
Poor speeds and multiple device use – see Training Workshop Outcomes 2. p5 of report.

Please provide any observations about the willingness of the community to engage with the digital economy.

Community generally very excited to have WiFi access locally for social contact and banking services but unlikely to use for business or work purposes. Community generally very excited to have WiFi access locally for social contact and possibly for use in future business or work purposes. ▓▓▓ s 22 ▓▓▓ ▓▓▓ s 22 ▓▓▓ and the WiFi access might facilitate them being able to work from home; this could be signal strength dependent as they would require use of google earth and video-conference/skype links which are unreliable at this site.

CLO comments or concerns. As per first question above.

Wi-Fi Rollout – CLO Data Collection

Name of Community: **Djarrakapi**   (East Arnhem)

Date: **10 November 2014**

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age	-	-	-	3	3
Primary school age	-	-	-	2	2
Secondary school	-	-	-	5	5
Left school < than 18	1	1	2	3	5
18-30	3	1	4	5	9
31-50	1	1	2	6	8
50-59	1	-	1	2	3
Over 60	-	-	-	1	1
Not stated	-	-	-	-	-
Totals	6	3	9	22	31

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	-
Laptop	-
Tablet (iPad style)	-
Smart phone	3
Other (eg iPod touch)	1
No device	5

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer	-	-	-
Access provided *Privately*	-	-	-
Access provided *in public place like an Internet café or library*	-	-	-
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
School Library WiFi	Yirrkala 200km/3.5hrs
Next G	Yirrkala 120km/3.5hrs

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access	-	8
Less than an hour	-	-
1-5 hours	-	-
5-10 hours	-	-
More than 10 hours	-	-
Constantly, whenever I want	-	-

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access	-	-
Less than an hour	5	1
1-5 hours	5	2
5-10 hours	-	-
More than 10 hours	-	-
Don't know	-	-
Bundled into prepaid or current plan	14	1

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me	-	-
Less than $30	-	-
$31-$60	-	-
$61-$90	-	-
More than $91	$120	1
Don't know	-	-

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	1
Contract or monthly bill	-

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	6
On-line shopping	-
Education – school or training	-
General browsing	-
Music/movies	2
Banking	1
Business	-
Government services	1
Contact (email)	-
Research	-
Photo sharing and storage	3
Social media (eg Facebook, Twitter)	3
Video conferencing	-
Publish online or maintain a web site	-
Online games	3
Prefer not to say/ not stated	-
Other (please specify)	-
Number of people surveyed	9

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	3 bars	
11-30 m	3 bars	
31-50m	3 bars	All houses are within 50m
100m	3 bars	
Greater than 100m	2 bars	Can be accessed 150m up the track

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10-100m	OK
School rooms/training area	-	NA
Common area	10-50m	OK
Office or workplace area	-	NA
Other (please specify)	10-50m	Outside common areas, verandahs

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, significantly. More than 3 users 'froze' the signal.
Are particular sites or services slow or fast?	No download of apps possible with more than 1 user at a time.
Does the signal appear to be consistent and reliable?	Yes, as long as only one device is connected at time.
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes, as long as they have priority connection.
Does weather have any impact on signal strength and reliability in user's experience?	Yes, wind strength affects signal.
Other comments?	Visual data relay such as Google Earth and Skype patchy.

6. Community Training Information

Information	Response
Duration of training	0.5 hrs
How many attended training Male Female **Total**	 1 1 2
Ages of those trained Less than school age Primary school age Secondary school Left school but less than 18 18-30 31-50 51-59 Over 60 Not stated **Total**	 - - - - 2 - - - - 2
General level of knowledge about the Internet prior to training Poor Fair Average Good Excellent	Male trainees poor-fair general knowledge, but expect this will change quickly now that access is established and community has other visitors.

General level of knowledge of security and cyber safety prior to training Poor Fair Average Good Excellent	As above.
Topics covered in training session	See attached checklist

7. General questions

What are the concerns or issues in the community about general Internet access?
Poor speeds and multiple device use – see Training Workshop Outcomes 2. p5 of report.

Please provide any observations about the willingness of the community to engage with the digital economy.

Community generally very excited to have WiFi access locally for social contact and possibly for use in future business or work purposes. ⬛⬛⬛⬛⬛⬛⬛⬛⬛ s 22 ⬛⬛⬛⬛⬛⬛⬛⬛⬛
⬛⬛⬛ and the WiFi access might facilitate them being able to work from home; this could be signal strength dependent as they would require use of google earth and video-conference/skype links which are unreliable at this site.

CLO comments or concerns. As per first question above.

Wi-Fi Rollout – CLO Data Collection

Name of Community: **Garrthiya** (East Arnhem)

Date: **07 November 2014**

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age	-	-	-	-	-
Primary school age	-	-	-	-	-
Secondary school	-	-	-	5	5
Left school < than 18	3	-	3	3	5
18-30	3	-	3	5	8
31-50	2	-	2	1	3
50-59	-	-	1	2	3
Over 60	-	-	-	1	1
Not stated	-	-	-	-	-
Totals	8	-	8	17	25

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	-
Laptop	-
Tablet (iPad style)	1
Smart phone	3
Other (eg iPod touch)	-
No device	4

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer	-	-	-
Access provided *Privately*	-	-	-
Access provided *in public place like an Internet café or library*	-	-	-
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
School Library WiFi	Yirrkala 200km/3.5hrs
Next G	Yirrkala 120km/3.5hrs

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access	-	8
Less than an hour	-	-
1-5 hours	-	-
5-10 hours	-	-
More than 10 hours	-	-
Constantly, whenever I want	-	-

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access	-	-
Less than an hour	10	1
1-5 hours	10	2
5-10 hours	-	-
More than 10 hours	-	-
Don't know	-	-
Bundled into prepaid or current plan	14	1

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me	-	-
Less than $30	-	-
$31-$60	-	-
$61-$90	-	-
More than $91	$120	3
Don't know	-	-

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	3
Contract or monthly bill	-

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	4
On-line shopping	-
Education – school or training	-
General browsing	-
Music/movies	4
Banking	3
Business	-
Government services	-
Contact (email)	-
Research	-
Photo sharing and storage	4
Social media (eg Facebook, Twitter)	3
Video conferencing	-
Publish online or maintain a web site	-
Online games	4
Prefer not to say/ not stated	-
Other (please specify)	-
Number of people surveyed	8

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	3 bars	
11-30 m	3 bars	
31-50m	3 bars	All houses are within 50m
100m	3 bars	
Greater than 100m	2 bars	Can be accessed 150m up the track at main house

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10-100m	OK
School rooms/training area	-	NA
Common area	10-50m	OK
Office or workplace area	-	NA
Other (please specify)	10-50m	Outside common areas, verandahs

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, significantly. More than 3 users 'froze' the signal.
Are particular sites or services slow or fast?	No download of apps possible with more than 1 user at a time.
Does the signal appear to be consistent and reliable?	Yes, as long as only one device is connected at time.
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes, as long as they have priority connection.
Does weather have any impact on signal strength and reliability in user's experience?	Yes, wind strength affects signal.
Other comments?	Visual data relay such as Google Earth and Skype patchy.

6. Community Training Information

Information	Response
Duration of training	0.5 hrs
How many attended training Male Female **Total**	 3 - 3
Ages of those trained Less than school age Primary school age Secondary school Left school but less than 18 18-30 31-50 51-59 Over 60 Not stated **Total**	 - - - - 2 1 - - - 3
General level of knowledge about the Internet prior to training Poor Fair <mark>Average</mark> <mark>Good</mark> Excellent	

General level of knowledge of security and cyber safety prior to training Poor Fair <mark>Average</mark> Good Excellent	As above.
Topics covered in training session	**See attached checklist**

7. General questions

What are the concerns or issues in the community about general Internet access?
Poor speeds and multiple device use – see Training Workshop Outcomes 2. p5 of report.

Please provide any observations about the willingness of the community to engage with the digital economy.

Community generally very excited to have WiFi access locally for social and family contact.

CLO comments or concerns. As per first question above.

Wi-Fi Rollout – CLO Data Collection

Name of Community: **Dhupuwamirri** (Gapuwiyak-East Arnhem)

Date: **06 November 2014**

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age	-	-	-	1	1
Primary school age	-	-	-	2	2
Secondary school	-	-	-	5	5
Left school < than 18	1	2	3	3	4
18-30	2	1	3	3	6
31-50	2	1	3	6	9
50-59	1	1	2	-	2
Over 60	1	-	-	1	1
Not stated	-	-	-	-	-
Totals	7	5	12	21	33

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	-
Laptop	-
Tablet (iPad style)	-
Smart phone	8
Other (eg iPod touch)	-
No device	4

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer	-	-	-
Access provided *Privately*	-	-	-
Access provided *in public place like an Internet café or library*	-	-	-
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
School Library WiFi	Gapuwiyak 100km/2.5hrs
Next G	Gapuwiyak 100km/2.5hrs

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access	-	12
Less than an hour	-	-
1-5 hours	-	-
5-10 hours	-	-
More than 10 hours	-	-
Constantly, whenever I want	-	-

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access	-	-
Less than an hour	15	3
1-5 hours	5	3
5-10 hours	-	-
More than 10 hours	-	-
Don't know	-	-
Bundled into prepaid or current plan	20	4

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me	-	-
Less than $30	-	-
$31-$60	$50	1
$61-$90	$80	3
More than $91	$120	1
Don't know	-	-

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	5
Contract or monthly bill	-

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	7
On-line shopping	-
Education – school or training	-
General browsing	-
Music/movies	5
Banking	2
Business	-
Government services	-
Contact (email)	-
Research	-
Photo sharing and storage	5
Social media (eg Facebook, Twitter)	5
Video conferencing	-
Publish online or maintain a web site	-
Online games	5
Prefer not to say/ not stated	-
Other (please specify)	-
Number of people surveyed	12

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	3 bars	
11-30 m	3 bars	
31-50m	3 bars	All houses are within 50m
100m	3 bars	
Greater than 100m	2 bars	Can be accessed 100m up the track

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10-50m	OK
School rooms/training area	-	NA
Common area	10-50m	OK
Office or workplace area	-	NA
Other (please specify)	10-50m	Outside common areas, verandahs

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, significantly. More than 2 users 'froze' the signal.
Are particular sites or services slow or fast?	No download of apps possible with more than 1 user at a time.
Does the signal appear to be consistent and reliable?	Yes, as long as only one device is connected at time.
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes, as long as they have priority connection.
Does weather have any impact on signal strength and reliability in user's experience?	Yes, wind strength affects signal.
Other comments?	Visual data relay such as Google Earth and Skype patchy.

6. Community Training Information

Information	Response
Duration of training	1.5 hrs
How many attended training Male Female **Total**	 2 1 3
Ages of those trained Less than school age Primary school age Secondary school Left school but less than 18 18-30 31-50 51-59 Over 60 Not stated **Total**	 - - - - 3 - - - - 3
General level of knowledge about the Internet prior to training Poor Fair Average Good Excellent	Trainees fair-average general knowledge, but expect this will change quickly now that access is established and community has other visitors.

General level of knowledge of security and cyber safety prior to training Poor <mark>Fair</mark> <mark>Average</mark> Good Excellent	As above.
Topics covered in training session	**See attached checklist**

7. General questions

What are the concerns or issues in the community about general Internet access?
Poor speeds and multiple device use – see Training Workshop Outcomes 2. p5 of report.

Please provide any observations about the willingness of the community to engage with the digital economy.

Community generally very excited to have WiFi access locally for social contact and possibly for use in future business or work purposes. ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚ s 22 ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚ and the WiFi access might facilitate them being able to work from home; this could be signal strength dependent as they would require use of google earth and video-conference/skype links which are unreliable at this site.

CLO comments or concerns. As per first question above.

Wi-Fi Rollout – CLO Data Collection

Name of Community: **Dhamiyaka** (Gapuwiyak-East Arnhem)

Date: **05 November 2014**

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age	1	2	3	1	4
Primary school age	-	1	1	2	3
Secondary school	-	-	-	5	5
Left school < than 18	-	1	1	3	4
18-30	2	1	3	3	6
31-50	2	2	4	2	6
50-59	2	1	3	2	5
Over 60	-	1	-	1	1
Not stated	-	-	-	-	-
Totals	7	9	16	19	35

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	-
Laptop	1
Tablet (iPad style)	1
Smart phone	6
Other (eg iPod touch)	-
No device	10

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer	-	-	-
Access provided *Privately*	-	-	-
Access provided *in public place like an Internet café or library*	-	-	-
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
School Library WiFi	Gapuwiyak 20km/0.5hrs
Next G	Gapuwiyak 20km/0.5hrs

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access	-	16
Less than an hour	-	-
1-5 hours	-	-
5-10 hours	-	-
More than 10 hours	-	-
Constantly, whenever I want	-	-

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access	-	-
Less than an hour	15	3
1-5 hours	5	3
5-10 hours	5	1
More than 10 hours	-	-
Don't know	-	-
Bundled into prepaid or current plan	20	4

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me	-	-
Less than $30	-	-
$31-$60	$50	1
$61-$90	$80	3
More than $91	$120	1
Don't know	-	-

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	5
Contract or monthly bill	-

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	7
On-line shopping	-
Education – school or training	-
General browsing	-
Music/movies	5
Banking	2
Business	-
Government services	-
Contact (email)	-
Research	-
Photo sharing and storage	5
Social media (eg Facebook, Twitter)	5
Video conferencing	-
Publish online or maintain a web site	-
Online games	5
Prefer not to say/ not stated	-
Other (please specify)	-
Number of people surveyed	12

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	3 bars	
11-30 m	3 bars	
31-50m	3 bars	All houses are within 50m
100m	3 bars	
Greater than 100m	2 bars	Can be accessed 100m up the track

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10-50m	OK
School rooms/training area	-	NA
Common area	10-50m	OK
Office or workplace area	-	NA
Other (please specify)	10-50m	Outside common areas, verandahs

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, significantly. More than 2 users 'froze' the signal.
Are particular sites or services slow or fast?	No download of apps possible with more than 1 user at a time.
Does the signal appear to be consistent and reliable?	Yes, as long as only one device is connected at time.
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes, as long as they have priority connection.
Does weather have any impact on signal strength and reliability in user's experience?	Yes, wind strength affects signal.
Other comments?	Visual data relay such as Google Earth and Skype patchy.

6. Community Training Information

Information	Response
Duration of training	1.0 hrs
How many attended training Male Female **Total**	 2 1 3
Ages of those trained Less than school age Primary school age Secondary school Left school but less than 18 18-30 31-50 51-59 Over 60 Not stated **Total**	 - - - - 3 - - - - 3
General level of knowledge about the Internet prior to training Poor Fair Average Good Excellent	Male trainees fair-average general knowledge, but expect this will change quickly now that access is established and community has other visitors.

General level of knowledge of security and cyber safety prior to training Poor <mark>Fair</mark> <mark>Average</mark> Good Excellent	As above.
Topics covered in training session	**See attached checklist**

7. General questions

What are the concerns or issues in the community about general Internet access?
Poor speeds and multiple device use – see Training Workshop Outcomes 2. p5 of report.

Please provide any observations about the willingness of the community to engage with the digital economy.

Community generally very excited to have WiFi access locally for social contact and possibly for use in future business or work purposes. s 22 and the WiFi access might facilitate them being able to work from home; this could be signal strength dependent as they would require use of google earth and video-conference/skype links which are unreliable at this site.

CLO comments or concerns. As per first question above.

Wi-Fi Rollout – CLO Data Collection

Name of Community: AMATJILPALK (GOULBURN ISLAND)   **Date:** 26/09/2014

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age				2	2
Primary school age		2	2	2	4
Secondary school				3	3
Left school < than 18	1		1	1	2
18-30				1	1
31-50		2	2	2	4
50-59	1		1	1	2
Over 60				2	2
Not stated					
Totals			6	14	20

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	0
Laptop	0
Tablet (iPad style)	1
Smart phone	2
Other (eg iPod touch)	0
No device	3

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer	0	0	0
Access provided *Privately*	0	2	0
Access provided *in public place like an Internet café or library*	0	0	0
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
When I can - Next G	Goulburn Island has good access to mobile reception

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access		
Less than an hour	10	2
1-5 hours		
5-10 hours		
More than 10 hours		
Constantly, whenever I want		

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access		
Less than an hour	10	2
1-5 hours		
5-10 hours		
More than 10 hours		
Don't know		
Bundled into prepaid or current plan		

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me		
Less than $30		
$31-$60		
$61-$90		
More than $91	$120 (total phone package)	2
Don't know		

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	2 (data included in phone package)
Contract or monthly bill	

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	4
On-line shopping	0
Education – school or training	0
General browsing	1
Music/movies	2
Banking	1
Business	0
Government services	1
Contact (email)	0
Research	0
Photo sharing and storage	2
Social media (eg Facebook, Twitter)	1
Video conferencing	0
Publish online or maintain a web site	0
Online games	2
Prefer not to say/ not stated	
Weather reports and news	2
Number of people surveyed	6

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	Variable	CLO found it very difficult to get a strong signal and maintain wifi access at this community. Tried for over an hour to get a good connect, with varying results. The best result was recorded as the final up/down speed.
11-30 m	Variable	
31-50m	Variable	
100m	Variable	
Greater than 100m	Variable	

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place House 1	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10m	OK inside shed
School rooms/training area	NA	NA
Common area – eg kitchen area	10m	OK inside shed
Office or workplace area	10m	NA
Camp (current living area)	50m	Poor
Beach	120m	Poor

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes
Are particular sites or services slow or fast?	Yes
Does the signal appear to be consistent and reliable?	No, signal strength is poor outside the shed
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes
Does weather have any impact on signal strength and reliability in user's experience?	Yes, wind seems to vary the signal
Other comments?	The ICP wifi unit is also inside a steel building/shed and there are concerns that this could be affecting the signal strength to outside access.

6. Community Training Information

Information	Response
Duration of training	1.5 hrs
How many attended training	4
Male	2
Female	2
Total	4
Ages of those trained	
Less than school age	
Primary school age	1
Secondary school	
Left school but less than 18	1
18-30	
31-50	1
51-59	1
Over 60	
Not stated	
Total	4
General level of knowledge about the Internet prior to training	
Poor	2
Fair	2
Average	
Good	
Excellent	
General level of knowledge of security and cyber safety prior to training	
Poor	2
Fair	2
Average	
Good	
Excellent	
Topics covered in training session	See checklist

7. General questions

What are the concerns or issues in the community about general Internet access?

Amatjilpalk residents live mostly in tents as permanent infrastructure has not been repaired since damaged in 2011 cyclone. The ICP wifi unit is housed inside a steel building/shed and there are concerns that this could be affecting the signal strength to outside access. Amatjilpalk residents hope to repair infrastructure next year but will return to Warruwi house for the wet.

Please provide any observations about the willingness of the community to engage with the digital economy.

The whole island community was involved with the cultural rituals which had significant impact on our capacity to engage with Amatjilpalk and Wigu residents. Elders and parents interviewed during this time placed strong emphasis on traditional learning/knowledge and were generally very cautious about school education and technology. They would benefit from further training in appropriate use of digital media and devices to engage with digital economy in a way that integrates with their strong cultural beliefs.

Wi-Fi Rollout – CLO Data Collection

Name of Community: **AKWALIRRUMANJA (4 MILE)**

Date: **20 AUGUST 2014**

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age			2	3	5
Primary school age			3	3	6
Secondary school			-	-	-
Left school < than 18			1	6	7
18-30			-	-	-
31-50			-	4	4
50-59	1	1	2	2	4
Over 60			-	1	1
Not stated			-	-	-
Totals			8	19	27

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	-
Laptop	-
Tablet (iPad style)	2
Smart phone	4
Other (eg iPod touch)	-
No device	-

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided *Business* or employer	-	-	-
Access provided *Privately*	-	-	-
Access provided *in public place like an Internet café or library*	-	-	-
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
Public Library WiFi	Umbkumba School 6km/5mins ; Angurugu School 74km/50min
Next G	Angurugu 74km/50min

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access	-	6
Less than an hour	-	-
1-5 hours	-	-
5-10 hours	-	-
More than 10 hours	-	-
Constantly, whenever I want	-	-

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access	-	3
Less than an hour	-	-
1-5 hours	5	4
5-10 hours	-	-
More than 10 hours	-	-
Don't know	-	-
Bundled into prepaid or current plan	-	-

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me	-	-
Less than $30	$30	4
$31-$60	-	-
$61-$90	-	-
More than $91	-	-
Don't know	-	-

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	4
Contract or monthly bill	-

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	-
On-line shopping	-
Education – school or training	-
General browsing	4
Music/movies	4
Banking	4
Business	-
Government services	4
Contact (email)	-
Research	-
Photo sharing and storage	4
Social media (eg Facebook, Twitter)	2
Video conferencing	-
Publish online or maintain a web site	-
Online games	4
Prefer not to say/ not stated	-
Other (please specify) weather, google earth	2
Number of people surveyed	4

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	3 bars	
11-30 m	3 bars	All houses are within 20m of ICP unit
31-50m	3 bars	
100m	3 bars	
Greater than 100m	2 bars	

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	20m	
School rooms/training area	-	NA
Common area	20m	Verandahs best signal
Office or workplace area	-	NA
Other (please specify)	20m	Outside common areas, verandahs

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, significantly. More than 1 user 'froze' the signal.
Are particular sites or services slow or fast?	No download of apps possible with more than 1 user at a time. Google earth very slow, video based sites timed out.
Does the signal appear to be consistent and reliable?	No.
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes.
Does weather have any impact on signal strength and reliability in user's experience?	Unknown. Clear day.
Other comments?	None

6. Community Training Information

Information	Response
Duration of training	1.5 hrs
How many attended training	
Male	2
Female	2
Total	4
Ages of those trained	
Less than school age	-
Primary school age	1
Secondary school	-
Left school but less than 18	-
18-30	-
31-50	2
51-59	1
Over 60	-
Not stated	-
Total	4
General level of knowledge about the Internet prior to training Poor <mark>Fair</mark> Average Good Excellent	
General level of knowledge of security and cyber safety prior to training <mark>Poor</mark> Fair Average Good Excellent	
Topics covered in training session	**See attached checklist**

7. General questions

What are the concerns or issues in the community about general Internet access?
Poor speeds and multiple device use – see Training Workshop Outcomes 2. p5 of report.

Please provide any observations about the willingness of the community to engage with the digital economy.

Community generally very excited to have WiFi access locally for social contact, banking, weather and google earth services but unlikely to use for business or work purposes.

CLO comments or concerns. As per first question above.

Wi-Fi Rollout – CLO Data Collection

Name of Community: **ANGWURA (SALT LAKE 1)**

Date: **21 AUGUST 2014**

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age			6	-	6
Primary school age	2	2	4	-	4
Secondary school			-	-	-
Left school < than 18			4	-	4
18-30			6	-	6
31-50			5	-	5
50-59			2	-	2
Over 60			-	-	-
Not stated			-	-	-
Totals			27	0	27

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	-
Laptop	-
Tablet (iPad style)	2
Smart phone	13
Other (eg iPod touch)	4
No device	10

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer	-	-	-
Access provided *Privately*	-	-	-
Access provided *in public place like an Internet café or library*	-	-	-
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
Public Library WiFi	Umbakumba 16km/30min ; Angurugu 65km/50min
Next G	Angurugu 65km/50min

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access	-	10
Less than an hour	10	10
1-5 hours	5	7
5-10 hours	-	-
More than 10 hours	-	-
Constantly, whenever I want	-	-

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access	-	10
Less than an hour	10	10
1-5 hours	5	7
5-10 hours	-	-
More than 10 hours	-	-
Don't know	-	-
Bundled into prepaid or current plan	5	7

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me	-	-
Less than $30	-	-
$31-$60	-	-
$61-$90	$80	4
More than $91	$100-150	3
Don't know	-	-

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	7
Contract or monthly bill	-

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	10
On-line shopping	-
Education – school or training	-
General browsing	8
Music/movies	8
Banking	8
Business	-
Government services	-
Contact (email)	-
Research	-
Photo sharing and storage	8
Social media (eg Facebook, Twitter)	8
Video conferencing	-
Publish online or maintain a web site	-
Online games	8
Prefer not to say/ not stated	-
Other (please specify) weather, google earth	4
Number of people surveyed	8

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	3 bars	Unable to test as not installed at time of training
11-30 m	3 bars	
31-50m	3 bars	
100m	3 bars	
Greater than 100m	2 bars	

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters		
School rooms/training area		
Common area		
Office or workplace area		
Other (please specify)		

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	
Are particular sites or services slow or fast?	
Does the signal appear to be consistent and reliable?	
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	
Does weather have any impact on signal strength and reliability in user's experience?	
Other comments?	

6. Community Training Information

Information	Response	
Duration of training – 2 sessions	1.0 hr	
How many attended training		
Male	5	
Female	3	
Total	8	
Ages of those trained		
Less than school age	-	
Primary school age	1	
Secondary school	-	
Left school but less than 18	1	
18-30	4	
31-50	1	
51-59	1	
Over 60	-	
Not stated	-	
Total	8	
General level of knowledge about the Internet prior to training Poor Fair Average Good Excellent		
General level of knowledge of security and cyber safety prior to training Poor Fair Average Good Excellent		
Topics covered in training session	**See attached checklist**	

7. General questions

What are the concerns or issues in the community about general Internet access?

Please provide any observations about the willingness of the community to engage with the digital economy. Community generally very excited to have WiFi access locally for social contact and banking services but unlikely to use for business or work purposes.

CLO comments or concerns.

Wi-Fi Rollout – CLO Data Collection

Name of Community: **MALKALA**

Date: **19-20 AUGUST 2014**

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age			6	-	6
Primary school age			10	-	10
Secondary school			6	5	11
Left school < than 18			8	10	30
18-30			22	20	42
31-50			20	20	40
50-59			9	5	14
Over 60			1	1	2
Not stated			-	-	-
Totals			82	61	143

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	-
Laptop	-
Tablet (iPad style)	4
Smart phone	55
Other (eg iPod touch)	2
No device	10

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided *Business* or employer	-	-	-
Access provided *Privately*	-	17	-
Access provided *in public place like an Internet café or library*	-	-	-
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
Public Library WiFi	Angurugu School 10km/10min
Next G	Angurugu 10km/10min

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access	-	65
Less than an hour	10	17
1-5 hours	3	5
5-10 hours	-	-
More than 10 hours	-	-
Constantly, whenever I want	-	-

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access	-	60
Less than an hour	5	17
1-5 hours	3	5
5-10 hours	-	-
More than 10 hours	-	-
Don't know	-	-
Bundled into prepaid or current plan	10	2

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me	-	-
Less than $30	-	-
$31-$60	$50	2
$61-$90	$80	10
More than $91	$100-150	5
Don't know	-	-

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	17
Contract or monthly bill	-

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	65
On-line shopping	1
Education – school or training	1
General browsing	10
Music/movies	15
Banking	15
Business	-
Government services	-
Contact (email)	1
Research	-
Photo sharing and storage	15
Social media (eg Facebook, Twitter)	15
Video conferencing	-
Publish online or maintain a web site	-
Online games	15
Prefer not to say/ not stated	-
Other (please specify) weather, google earth	4
Number of people surveyed	15

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	3 bars	
11-30 m	3 bars	
31-50m	3 bars	All houses are within 50m
100m	3 bars	
Greater than 100m	2 bars	Can be accessed 150m on Hwy

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10-50m	
School rooms/training area	-	NA
Common area	10-50m	Verandahs best signal
Office or workplace area	-	NA
Other (please specify)	10-50m	Outside common areas, verandahs

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, significantly. More than 5 users 'froze' the signal.
Are particular sites or services slow or fast?	No download of apps possible with more than 1 user at a time. Anything with video is very slow.
Does the signal appear to be consistent and reliable?	Yes, as long as only one device is connected at time.
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes, as long as they have priority connection.
Does weather have any impact on signal strength and reliability in user's experience?	None noted.
Other comments?	None

6. Community Training Information

Information	Response	
Duration of training – 2 sessions	1.5 hrs	0.5 hrs
How many attended training		
Male	4	4
Female	2	7
Total	6	11
Ages of those trained		
Less than school age	-	2
Primary school age	-	1
Secondary school	-	-
Left school but less than 18	1	-
18-30	3	5
31-50	1	3
51-59	1	-
Over 60	-	-
Not stated	-	-
Total	6	11
General level of knowledge about the Internet prior to training Poor Fair Average <mark>Good</mark> Excellent		
General level of knowledge of security and cyber safety prior to training Poor Fair Average <mark>Good</mark> Excellent		
Topics covered in training session	**See attached checklist**	

7. General questions

What are the concerns or issues in the community about general Internet access?
Poor speeds and multiple device use – see Training Workshop Outcomes 2.p5 and 13.p6 of report. Also noted in Issues Identified p11 of report.

Please provide any observations about the willingness of the community to engage with the digital economy. Community generally very excited to have WiFi access locally for social contact and banking services but unlikely to use for business or work purposes.

CLO comments or concerns. As per first question above.

Wi-Fi Rollout – CLO Data Collection

Name of Community: **NGADUNIYERRK (LITTLE PARADISE)**

Date: **19 AUGUST 2014**

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age			3	-	3
Primary school age			2	-	2
Secondary school			-	5	5
Left school < than 18			-	-	-
18-30			4	5	5
31-50			5	6	11
50-59			2	2	4
Over 60			-	1	1
Not stated			-	-	-
Totals			16	19	35

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	-
Laptop	-
Tablet (iPad style)	3
Smart phone	3
Other (eg iPod touch)	2
No device	-

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided *Business* or employer	-	-	-
Access provided *Privately*	-	2	-
Access provided *in public place like an Internet café or library*	-	-	-
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
Public Library WiFi	Angurugu School 14km/15min
Next G	Angurugu 14km/15min

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access	-	12
Less than an hour	10	4
1-5 hours	1	4
5-10 hours	-	-
More than 10 hours	-	-
Constantly, whenever I want	-	-

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access	-	-
Less than an hour	4	2
1-5 hours	4	2
5-10 hours	-	-
More than 10 hours	-	-
Don't know	-	-
Bundled into prepaid or current plan	10	2

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me	-	-
Less than $30	-	-
$31-$60	$50	3
$61-$90	-	-
More than $91	$150	1
Don't know	-	-

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	4
Contract or monthly bill	-

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	10
On-line shopping	-
Education – school or training	-
General browsing	10
Music/movies	10
Banking	6
Business	-
Government services	4
Contact (email)	-
Research	-
Photo sharing and storage	10
Social media (eg Facebook, Twitter)	10
Video conferencing	-
Publish online or maintain a web site	-
Online games	10
Prefer not to say/ not stated	-
Other (please specify)	-
Number of people surveyed	16

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	3 bars	
11-30 m	3 bars	
31-50m	3 bars	All houses are within 50m
100m	3 bars	
Greater than 100m	2 bars	Can be accessed 150m up the track

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10-50m	
School rooms/training area	-	NA
Common area	10-50m	Verandahs best signal
Office or workplace area	-	NA
Other (please specify)	10-50m	Outside common areas, verandahs

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, significantly. More than 2 users 'froze' the signal.
Are particular sites or services slow or fast?	No download of apps possible with more than 1 user at a time.
Does the signal appear to be consistent and reliable?	Yes, as long as only one device is connected at time.
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes, as long as they have priority connection.
Does weather have any impact on signal strength and reliability in user's experience?	Yes, wind strength affects signal.
Other comments?	None

6. Community Training Information

Information	Response
Duration of training	1.5 hrs
How many attended training	
Male	3
Female	3
Total	6
Ages of those trained	
Less than school age	-
Primary school age	1
Secondary school	-
Left school but less than 18	-
18-30	2
31-50	2
51-59	1
Over 60	-
Not stated	-
Total	6
General level of knowledge about the Internet prior to training Poor Fair Average <mark>Good</mark> Excellent	
General level of knowledge of security and cyber safety prior to training Poor Fair Average <mark>Good</mark> Excellent	
Topics covered in training session	**See attached checklist**

7. General questions

What are the concerns or issues in the community about general Internet access?
Poor speeds and multiple device use – see Training Workshop Outcomes 2. p5 of report.

Please provide any observations about the willingness of the community to engage with the digital economy.

Community generally very excited to have WiFi access locally for social contact and banking services but unlikely to use for business or work purposes.

CLO comments or concerns. As per first question above.

Wi-Fi Rollout – CLO Data Collection

Name of Community: **WURRUMENBUMANJA (LESKE POOL)**

Date: **20 AUGUST 2014**

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age			-	1	1
Primary school age			12	4	16
Secondary school			-	-	-
Left school < than 18			6	6	12
18-30			6	-	6
31-50			8	2	10
50-59	1	1	4	-	4
Over 60			-	-	1
Not stated			-	-	-
Totals			36	13	49

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	-
Laptop	-
Tablet (iPad style)	2
Smart phone	15
Other (eg iPod touch)	3
No device	-

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided *Business* or employer	-	-	-
Access provided *Privately*	-	-	-
Access provided *in public place like an Internet café or library*	-	-	-
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
Public Library WiFi	Angurugu School 30km/35min
Next G	Angurugu 30km/35min

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access	-	36
Less than an hour	-	-
1-5 hours	-	-
5-10 hours	-	-
More than 10 hours	-	-
Constantly, whenever I want	-	-

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access	-	20
Less than an hour	5	5
1-5 hours	5	10
5-10 hours	-	-
More than 10 hours	-	-
Don't know	-	-
Bundled into prepaid or current plan	10	10

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me	-	-
Less than $30	$30	4
$31-$60	-	-
$61-$90	$80	8
More than $91	$120	3
Don't know	-	-

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	15
Contract or monthly bill	-

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	-
On-line shopping	-
Education – school or training	-
General browsing	15
Music/movies	15
Banking	8
Business	-
Government services	-
Contact (email)	-
Research	-
Photo sharing and storage	15
Social media (eg Facebook, Twitter)	10
Video conferencing	-
Publish online or maintain a web site	-
Online games	15
Prefer not to say/ not stated	-
Other (please specify) weather, google earth	2
Number of people surveyed	15

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	3 bars	
11-30 m	3 bars	All houses are within 20m of ICP unit
31-50m	3 bars	
100m	3 bars	
Greater than 100m	2 bars	

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	20-50m	
School rooms/training area	-	NA
Common area	20-50m	Verandahs best signal
Office or workplace area	-	NA
Other (please specify)	20-50m	Outside common areas, verandahs

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, significantly. More than 2 users 'froze' the signal.
Are particular sites or services slow or fast?	No download of apps or video based content possible with more than 2 users at a time.
Does the signal appear to be consistent and reliable?	Yes.
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes.
Does weather have any impact on signal strength and reliability in user's experience?	Unknown. Clear day.
Other comments?	None

6. Community Training Information

Information	Response
Duration of training	1.5 hrs
How many attended training	
Male	4
Female	5
Total	9
Ages of those trained	
Less than school age	-
Primary school age	1
Secondary school	-
Left school but less than 18	2
18-30	1
31-50	2
51-59	3
Over 60	-
Not stated	-
Total	9
General level of knowledge about the Internet prior to training Poor Fair Average <mark>Good</mark> Excellent	
General level of knowledge of security and cyber safety prior to training Poor Fair <mark>Average</mark> Good Excellent	
Topics covered in training session	**See attached checklist**

7. General questions

What are the concerns or issues in the community about general Internet access?
Poor speeds and multiple device use – see Training Workshop Outcomes 2. p5 of report.

Please provide any observations about the willingness of the community to engage with the digital economy.

Community generally very excited to have WiFi access locally for social contact, banking, weather and google earth services but unlikely to use for business or work purposes.

CLO comments or concerns. As per first question above.

Wi-Fi Rollout – CLO Data Collection

Name of Community: **YEDIKBA**

Date: **21 AUGUST 2014**

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age			-	-	-
Primary school age			-	3	3
Secondary school			-	-	-
Left school < than 18			-	6	6
18-30			-	5	5
31-50			-	2	2
50-59	2	2	4	2	6
Over 60			-	1	1
Not stated			-	-	-
Totals			4	19	23

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	-
Laptop	-
Tablet (iPad style)	1
Smart phone	4
Other (eg iPod touch)	2
No device	-

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer	-	-	-
Access provided *Privately*	-	4	-
Access provided *in public place like an Internet café or library*	-	-	-
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
Public Library WiFi	Angurugu School 14km/15min
Next G	Angurugu 14km/15min

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access	-	-
Less than an hour	5	2
1-5 hours	-	-
5-10 hours	-	-
More than 10 hours	-	-
Constantly, whenever I want	-	-

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access	-	-
Less than an hour	-	-
1-5 hours	7	4
5-10 hours	-	-
More than 10 hours	-	-
Don't know	-	-
Bundled into prepaid or current plan	7	2

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me	-	-
Less than $30	-	-
$31-$60	-	-
$61-$90	-	-
More than $91	$120	2
Don't know	-	-

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	2
Contract or monthly bill	-

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	-
On-line shopping	-
Education – school or training	-
General browsing	4
Music/movies	4
Banking	4
Business	-
Government services	4
Contact (email)	-
Research	-
Photo sharing and storage	4
Social media (eg Facebook, Twitter)	2
Video conferencing	-
Publish online or maintain a web site	-
Online games	4
Prefer not to say/ not stated	-
Other (please specify) weather, google earth	2
Number of people surveyed	4

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	3 bars	
11-30 m	3 bars	All houses are within 15m
31-50m	3 bars	
100m	3 bars	Solar farm
Greater than 100m	2 bars	Can be accessed 150m up the track at bridge

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10-20m	
School rooms/training area	-	NA
Common area	10-20m	Verandahs best signal
Office or workplace area	-	NA
Other (please specify)	10-20m	Outside common areas, verandahs

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, significantly. More than 3 users 'froze' the signal.
Are particular sites or services slow or fast?	No download of apps possible with more than 1 user at a time.
Does the signal appear to be consistent and reliable?	Yes.
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes.
Does weather have any impact on signal strength and reliability in user's experience?	Yes, wind strength affects signal.
Other comments?	None

6. Community Training Information

Information	Response
Duration of training	1.5 hrs
How many attended training	
Male	2
Female	2
Total	4
Ages of those trained	
Less than school age	-
Primary school age	-
Secondary school	-
Left school but less than 18	-
18-30	-
31-50	-
51-59	4
Over 60	-
Not stated	-
Total	4
General level of knowledge about the Internet prior to training Poor Fair Average Good Excellent	
General level of knowledge of security and cyber safety prior to training Poor Fair Average Good Excellent	
Topics covered in training session	**See attached checklist**

7. General questions

What are the concerns or issues in the community about general Internet access?
Poor speeds and multiple device use – see Training Workshop Outcomes 2. p5 of report. Open community close to road, potential for visitors using WiFi when residents are away – see Issues Identified by Community p8 of report.

Please provide any observations about the willingness of the community to engage with the digital economy.

Community generally very excited to have WiFi access locally for social contact and banking services but unlikely to use for business or work purposes.

CLO comments or concerns. As per first question above.

Wi-Fi Rollout – CLO Data Collection

Name of Community: **YENBAKWA**

Date: **19 AUGUST 2014**

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age			-	1	1
Primary school age	1	1	2	3	5
Secondary school			-	-	-
Left school < than 18			-	-	-
18-30			-	-	-
31-50	2	1	3	2	5
50-59	2		2	2	4
Over 60			-	-	-
Not stated			-	-	-
Totals			7	8	15

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	-
Laptop	-
Tablet (iPad style)	1
Smart phone	5
Other (eg iPod touch)	-
No device	-

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer	-	-	-
Access provided *Privately*	-	-	-
Access provided *in public place like an Internet café or library*	-	-	-
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
Ranger Station (work)	9 Mile 47km/50mins
Public Library WiFi	Angurugu School 35km/40mins
Next G	Angurugu 35km/40mins

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access	-	9
Less than an hour	-	-
1-5 hours	-	-
5-10 hours	-	-
More than 10 hours	-	-
Constantly, whenever I want	-	-

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access	-	3
Less than an hour	5	4
1-5 hours	-	-
5-10 hours	5	1
More than 10 hours	-	-
Don't know	-	-
Bundled into prepaid or current plan	5	3

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me	-	-
Less than $30	$30	1
$31-$60	-	-
$61-$90	$80	3
More than $91	-	-
Don't know	-	-

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	5
Contract or monthly bill	-

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	-
On-line shopping	-
Education – school or training	-
General browsing	4
Music/movies	4
Banking	4
Business	-
Government services	-
Contact (email)	-
Research	-
Photo sharing and storage	4
Social media (eg Facebook, Twitter)	1
Video conferencing	-
Publish online or maintain a web site	-
Online games	3
Prefer not to say/ not stated	-
Other (please specify) weather, google earth	3
Number of people surveyed	4

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	3 bars	
11-30 m	3 bars	
31-50m	3 bars	All houses are within 50m of ICP unit
100m	3 bars	
Greater than 100m	2 bars	

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	20-50m	
School rooms/training area	-	NA
Common area	20-50m	Verandahs best signal
Office or workplace area	-	NA
Other (please specify)	20-50m	Outside common areas, verandahs

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, significantly. More than 2 users 'froze' the signal.
Are particular sites or services slow or fast?	No download of apps or video based content possible with more than 2 users at a time.
Does the signal appear to be consistent and reliable?	Yes.
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes.
Does weather have any impact on signal strength and reliability in user's experience?	Unknown. Clear day.
Other comments?	None

6. Community Training Information

Information	Response
Duration of training	1.5 hrs
How many attended training	
Male	2
Female	2
Total	4
Ages of those trained	
Less than school age	-
Primary school age	1
Secondary school	-
Left school but less than 18	1
18-30	-
31-50	2
51-59	-
Over 60	-
Not stated	-
Total	4
General level of knowledge about the Internet prior to training Poor Fair Average <mark>Good</mark> Excellent	
General level of knowledge of security and cyber safety prior to training Poor Fair <mark>Average</mark> Good Excellent	
Topics covered in training session	**See attached checklist**

7. General questions

What are the concerns or issues in the community about general Internet access?
Poor speeds and multiple device use – see Training Workshop Outcomes 2. p5 of report.

Please provide any observations about the willingness of the community to engage with the digital economy.

Community generally very excited to have WiFi access locally for social contact, banking, weather and google earth services but unlikely to use for business or work purposes.

CLO comments or concerns. As per first question above.

Wi-Fi Rollout – CLO Data Collection

Name of Community: MARRAMARRANI (CROKER ISLAND)   **Date:** 24/09/2014

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age		2	2		
Primary school age	1	1	2		
Secondary school	1	1	2		
Left school < than 18	1	1	2		
18-30	1	2	3		3
31-50	2	3	5		5
50-59	2	-	2		2
Over 60	1	1	2		2
Not stated					
Totals	9	11	20	0	20

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	
Laptop	1
Tablet (iPad style)	5
Smart phone	16
Other (eg iPod touch)	
No device	

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer	0	0	0
Access provided *Privately*		16	0
Access provided *in public place like an Internet café or library*	0	0	0
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
Family home (Minjilang)	30km, rough road; internet access through land-line.
Next G	Marramarrani is on the southern tip of Croker Island (Minjilang) facing the mainland and occasionally gets a mobile signal. There is no signal from Minjilang, or public internet access on the Island.

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access		
Less than an hour	3	16
1-5 hours		
5-10 hours		
More than 10 hours		
Constantly, whenever I want		

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access		
Less than an hour		
1-5 hours	10	16
5-10 hours		
More than 10 hours		
Don't know		
Bundled into prepaid or current plan		

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me		
Less than $30		
$31-$60	$50/mth prepaid	5
$61-$90	$80/mth prepaid	3
More than $91	$150/mth prepaid	4
Don't know		

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	12
Contract or monthly bill	1 landline/wifi at family home

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access. Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	4
On-line shopping	3
Education – school or training	3
General browsing	16
Music/movies	16
Banking	10
Business	0
Government services	2
Contact (email)	4
Research	2
Photo sharing and storage	16
Social media (eg Facebook, Twitter)	14
Video conferencing	0
Publish online or maintain a web site	0
Online games	14
Prefer not to say/ not stated	
Weather reports and news	5
Number of people surveyed	**16**

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	Excellent	
11-30 m	Excellent	
31-50m	Excellent	
100m	Excellent	
Greater than 100m	Excellent	Drops out at 150m up the track to main road

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place House 1	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10m	Good
School rooms/training area	NA	NA
Common area/kitchen area	10m	Good
Verandah	10m	Good
Yard	25m+	Good

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes
Are particular sites or services slow or fast?	Yes, video sites load slowly
Does the signal appear to be consistent and reliable?	Yes
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes
Does weather have any impact on signal strength and reliability in user's experience?	Yes, wind seems to vary the signal
Other comments?	While signal strength is generally strong and consistent, download speed from the signal varies greatly.

6. Community Training Information

Information	Response
Duration of training	2.0 hrs
How many attended training	5
Male	2
Female	3
Total	5
Ages of those trained	
Less than school age	
Primary school age	
Secondary school	
Left school but less than 18	
18-30	1
31-50	4
51-59	
Over 60	
Not stated	
Total	5
General level of knowledge about the Internet prior to training	
Poor	
Fair	
Average	
Good	
Excellent	5
General level of knowledge of security and cyber safety prior to training	
Poor	
Fair	
Average	
Good	
Excellent	5
Topics covered in training session	**See EGF checklist**

7. General questions

What are the concerns or issues in the community about general Internet access?
None.

Please provide any observations about the willingness of the community to engage with the digital economy.

Community members are already high users of internet and very excited and willing to engage with the new wifi and DE. TO anticipates that this service will encourage young people to come and stay at the homeland more regularly. TO ▓▓▓▓▓▓▓▓▓▓▓▓▓▓ s 22 ▓▓▓▓▓ .

Wi-Fi Rollout – CLO Data Collection

Name of Community: SANDY BAY (CROKER ISLAND)   **Date:** 23/09/2014

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age				2	2
Primary school age	2		2	2	4
Secondary school				3	3
Left school < than 18	2		2		2
18-30	3		3		3
31-50		2	2	2	4
50-59		2	2	1	3
Over 60	1	1	2		2
Not stated					
Totals			13	10	23

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	1
Laptop	1
Tablet (iPad style)	3
Smart phone	9
Other (eg iPod touch)	0
No device	3

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer	0	0	0
Access provided *Privately*	0	2	0
Access provided *in public place like an Internet café or library*	0	0	0
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
None	Croker Island (Minjilang) has no mobile access and there is no public internet or wifi on the Island.

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access		
Less than an hour	2	2
1-5 hours		
5-10 hours		
More than 10 hours		
Constantly, whenever I want		

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access		
Less than an hour	10+	9
1-5 hours	7	5
5-10 hours		
More than 10 hours		
Don't know		
Bundled into prepaid or current plan		

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me		
Less than $30		
$31-$60	$50	4
$61-$90		
More than $91	$120 (total phone package)	5
Don't know		

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	9 (data included in phone package)
Contract or monthly bill	1 (homeline + internet ADSL at Minjilang town house)

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access. Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	4
On-line shopping	5
Education – school or training	5
General browsing	7
Music/movies	9
Banking	5
Business	1
Government services	2
Contact (email)	3
Research	3
Photo sharing and storage	9
Social media (eg Facebook, Twitter)	9
Video conferencing	0
Publish online or maintain a web site	0
Online games	9
Prefer not to say/ not stated	
Weather reports and news	3
Number of people surveyed	9

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	Excellent	
11-30 m	Excellent	
31-50m	Excellent	
100m	Excellent	
Greater than 100m	Excellent	Drops out at 150m up the track to main road

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place House 1	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10m	OK
School rooms/training area	NA	NA
Common area/kitchen area	10m	OK
Office or workplace area	10m	NA
Yard	10m	OK
Camp (current living area)	50m	OK
Yard	25m+	OK
Creek	120m	OK

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes
Are particular sites or services slow or fast?	Yes, video sites load slowly
Does the signal appear to be consistent and reliable?	Yes
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes
Does weather have any impact on signal strength and reliability in user's experience?	Yes, wind seems to vary the signal
Other comments?	Signal was not working when we arrived at the homeland. Rang APN and was connected within 2 minutes.

6. Community Training Information

Information	Response
Duration of training	1.5 hrs
How many attended training	4
Male	1
Female	3
Total	4
Ages of those trained	
Less than school age	
Primary school age	1
Secondary school	
Left school but less than 18	
18-30	
31-50	1
51-59	2
Over 60	
Not stated	
Total	4
General level of knowledge about the Internet prior to training	
Poor	
Fair	
Average	2
Good	2
Excellent	
General level of knowledge of security and cyber safety prior to training	
Poor	
Fair	
Average	2
Good	2
Excellent	
Topics covered in training session	See EGF checklist

7. General questions

What are the concerns or issues in the community about general Internet access?
Croker Island has no mobile network access and uptake of internet is generally poor on the Island. This has impacted general knowledge of internet use and limited the engagement with the DE to date.

Please provide any observations about the willingness of the community to engage with the digital economy.

Sandy Bay residents are very familiar with internet use and engage daily in their workplace and home (in Minjilang).

Wi-Fi Rollout – CLO Data Collection

Name of Community: TAKAPILMILYI (MELVILLE ISLAND)   **Date:** 22/09/2014

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age				2	2
Primary school age				6	6
Secondary school				3	3
Left school < than 18					-
18-30	1		1	3	4
31-50		2	2	4	4
50-59	3		3	3	6
Over 60				2	2
Not stated					
Totals			6	23	29

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	0
Laptop	1
Tablet (iPad style)	3
Smart phone	5
Other (eg iPod touch)	0
No device	1

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer	0	0	0
Access provided *Privately*	1	1	0
Access provided *in public place like an Internet café or library*	0	0	0
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
School - Pikataramoor	20km
Workplace - Milikapiti Store	190km
Library - Nguiu	130km
Next G	Sometimes get 3G signal at the back of House 2

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access		
Less than an hour	6	5
1-5 hours		
5-10 hours		
More than 10 hours		
Constantly, whenever I want		

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access		
Less than an hour	10	2
1-5 hours	10	3
5-10 hours		
More than 10 hours		
Don't know		
Bundled into prepaid or current plan		

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me		
Less than $30		
$31-$60		
$61-$90		
More than $91	$120 plan (inc data)	3
Don't know		2

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	$120 plan (inc data)
Contract or monthly bill	

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	2
On-line shopping	2
Education – school or training	0
General browsing	4
Music/movies	4
Banking	4
Business	2
Government services	2
Contact (email)	2
Research	2
Photo sharing and storage	4
Social media (eg Facebook, Twitter)	3
Video conferencing	0
Publish online or maintain a web site	0
Online games	4
Prefer not to say/ not stated	
Other (please specify)	
Number of people surveyed	6

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	Excellent	House 1
11-30 m	Excellent	House 1
31-50m	Excellent	House 1
100m	Excellent	House 1
Greater than 100m		Drops out at approx. 150m (near generator, half-way between the two houses) see report notes.

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place House 1	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10m	Excellent
School rooms/training area	NA	NA
Common area – eg kitchen area	10m	Excellent
Office or workplace area	10m	Excellent
House 2	**300m**	**No signal**

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes
Are particular sites or services slow or fast?	Yes
Does the signal appear to be consistent and reliable?	No
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	No
Does weather have any impact on signal strength and reliability in user's experience?	Yes, wind seems to vary the signal
Other comments?	House 2 is too far from House 1 to receive signal. Residents request a booster.

6. Community Training Information

Information	Response
Duration of training	2 hrs
How many attended training	3
Male	2
Female	1
Total	3
Ages of those trained	
Less than school age	
Primary school age	
Secondary school	
Left school but less than 18	
18-30	
31-50	1
51-59	2
Over 60	
Not stated	
Total	3
General level of knowledge about the Internet prior to training	
Poor	
Fair	
Average	
Good	
Excellent	3
General level of knowledge of security and cyber safety prior to training	
Poor	
Fair	
Average	
Good	
Excellent	3
Topics covered in training session	See checklist

7. General questions

What are the concerns or issues in the community about general Internet access?

Takapilmilyi on Melville Island has two houses, approx. 500m apart. The ICP is wall mounted on House 1 and the signal does not reach to House 2. House 1 was abandoned in 2013 due a death at the site. TO's anticipate that this house will be reoccupied next year, but in the meantime would like to be able to access the wifi from House 2.

Please provide any observations about the willingness of the community to engage with the digital economy.

Very interested and engaged.

Wi-Fi Rollout – CLO Data Collection

Name of Community: WANAKUTJA (GOULBURN ISLAND)**Date:** 24/09/2014

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age					
Primary school age	2	1	3		
Secondary school					
Left school < than 18	1		1		
18-30	1	2	3	1	1
31-50		3	3	3	3
50-59	2		2	3	3
Over 60				2	2
Not stated					
Totals	4	5	12	9	9

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	
Laptop	
Tablet (iPad style)	
Smart phone	9
Other (eg iPod touch)	
No device	

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer	0	0	0
Access provided *Privately*	0	0	0
Access provided *in public place like an Internet café or library*	0	0	0
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
None	Goulburn Island (Minjilang) has no mobile access and there is no public internet or wifi on the Island.

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access		
Less than an hour		
1-5 hours		
5-10 hours		
More than 10 hours		
Constantly, whenever I want		

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access		
Less than an hour		
1-5 hours		
5-10 hours		
More than 10 hours		
Don't know		
Bundled into prepaid or current plan		

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me		
Less than $30		
$31-$60		
$61-$90		
More than $91		
Don't know		

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	
Contract or monthly bill	

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access. Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	
On-line shopping	
Education – school or training	
General browsing	
Music/movies	
Banking	
Business	
Government services	
Contact (email)	
Research	
Photo sharing and storage	
Social media (eg Facebook, Twitter)	
Video conferencing	
Publish online or maintain a web site	
Online games	
Prefer not to say/ not stated	
Weather reports and news	
Number of people surveyed	

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	Excellent	
11-30 m	Excellent	
31-50m	Excellent	
100m	Excellent	
Greater than 100m	Excellent	Drops out at 150m up the track to main road

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place House 1	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10m	Good
School rooms/training area	NA	NA
Common area/kitchen area	10m	Good
Verandah	10m	Good
Yard	25m+	Good
Beach/Fish Camp	120m	Poor

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes
Are particular sites or services slow or fast?	Yes, video sites load slowly
Does the signal appear to be consistent and reliable?	Yes
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes
Does weather have any impact on signal strength and reliability in user's experience?	Yes, wind seems to vary the signal
Other comments?	While signal strength is generally strong and consistent, download speed from the signal varies greatly.

6. Community Training Information

Information	Response
Duration of training	1.0 hr
How many attended training	5
Male	2
Female	3
Total	5
Ages of those trained	
Less than school age	
Primary school age	
Secondary school	
Left school but less than 18	
18-30	1
31-50	2
51-59	2
Over 60	
Not stated	
Total	5
General level of knowledge about the Internet prior to training	
Poor	
Fair	5
Average	
Good	
Excellent	
General level of knowledge of security and cyber safety prior to training	
Poor	
Fair	5
Average	
Good	
Excellent	
Topics covered in training session	**See EGF checklist**

7. General questions

What are the concerns or issues in the community about general Internet access?

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Please provide any observations about the willingness of the community to engage with the digital economy.

Community members are very excited and willing to engage with the new wifi and DE. TO anticipates that this service will encourage more young people to come and stay at the homeland.

Wi-Fi Rollout – CLO Data Collection

Name of Community: WIGU (GOULBURN ISLAND)   **Date:** 26/09/2014

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age	1		1		1
Primary school age		1	1	2	3
Secondary school				3	3
Left school < than 18	1		1		1
18-30	2	1	1	3	4
31-50	1	2	2	4	6
50-59	3	1	3	1	4
Over 60				2	2
Not stated					
Totals			9	15	24

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	0
Laptop	0
Tablet (iPad style)	2
Smart phone	6
Other (eg iPod touch)	1 (broken)
No device	3

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people)

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer	0	0	0
Access provided *Privately*	0	6	0
Access provided *in public place like an Internet café or library*	0	0	0
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
Family town residence (Warruwi)	20km
Workplace – School/Clinic	20km
Next G	Croker Island has good access to mobile reception

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access		6
Less than an hour		
1-5 hours		
5-10 hours		
More than 10 hours		
Constantly, whenever I want		

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access		
Less than an hour	14	6
1-5 hours	7	6
5-10 hours		
More than 10 hours		
Don't know		
Bundled into prepaid or current plan		

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me		
Less than $30		
$31-$60	$50	4
$61-$90		
More than $91	$120	2
Don't know		

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	6 (data included in phone package)
Contract or monthly bill	

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	3
On-line shopping	0
Education – school or training	0
General browsing	6
Music/movies	5
Banking	2
Business	0
Government services	0
Contact (email)	2
Research	2
Photo sharing and storage	6
Social media (eg Facebook, Twitter)	3
Video conferencing	0
Publish online or maintain a web site	0
Online games	6
Prefer not to say/ not stated	
Other (please specify)	
Number of people surveyed	9

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	Variable	CLO found it very difficult to get a strong signal and maintain wifi access at this community. Tried for over an hour to get a good connect, with varying results. The best result was recorded as the final up/down speed.
11-30 m	Variable	
31-50m	Variable	
100m	Variable	
Greater than 100m	Variable	

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place House 1	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10m	OK inside shed
School rooms/training area	NA	NA
Common area/kitchen area	10m	OK inside shed
Yard	10m	Poor
Yard	25m+	OK

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes
Are particular sites or services slow or fast?	Yes
Does the signal appear to be consistent and reliable?	No, signal strength is very poor outside the shed and within 20m of shed building
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	No
Does weather have any impact on signal strength and reliability in user's experience?	Yes, wind seems to vary the signal
Other comments?	The ICP wifi unit is also inside a steel building/shed and there are concerns that this could be affecting the signal strength to outside access in the immediate yard area and verandahs.

6. Community Training Information

Information	Response
Duration of training	2 hrs
How many attended training	5
Male	2
Female	3
Total	5
Ages of those trained	
Less than school age	
Primary school age	1
Secondary school	
Left school but less than 18	
18-30	1
31-50	1
51-59	2
Over 60	
Not stated	
Total	5
General level of knowledge about the Internet prior to training	
Poor	
Fair	1
Average	4
Good	
Excellent	
General level of knowledge of security and cyber safety prior to training	
Poor	
Fair	1
Average	4
Good	
Excellent	
Topics covered in training session	See EGF checklist

7. General questions

What are the concerns or issues in the community about general Internet access?
Wigu residents live mostly in town as permanent infrastructure has not been repaired since damaged in 2011 cyclone and they work regular hours in the school and clinic. The ICP wifi unit is housed inside a steel building/shed and there are concerns that this could be affecting the signal strength to outside access. Residents hope to repair infrastructure next year.

Please provide any observations about the willingness of the community to engage with the digital economy.

Wi-Fi Rollout – CLO Data Collection

Name of Community   GALAWARRA   **Date:** 4 August 2014

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age	2	1	3		3
Primary school age		3	3		3
Secondary school	1	1	2		2
Left school but less than 18					
18-30	1	1	2		2
31-50	1	1	2		2
50-59	1	1	2		2
Over 60					
Not stated					
Totals	6	8	14		14

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	
Laptop	1
Tablet (iPad style)	2
Smart phone	4
Other (eg iPod touch)	
No device	

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people))

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer		1	
Access provided *Privately*			
Access provided *in public place like an Internet café or library*			
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
Galiwin'ku	6km
When I can - Next G	

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access		14
Less than an hour		
1-5 hours		
5-10 hours		
More than 10 hours		
Constantly, whenever I want		

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access		
Less than an hour	1-5	5
1-5 hours		
5-10 hours		
More than 10 hours		
Don't know		
Bundled into prepaid or current plan		

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me		1
Less than $30	$20-60 = varies with pre-paid purchases	4
$31-$60		
$61-$90		
More than $91		
Don't know		

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	4
Contract or monthly bill	1

Comments
4 smartphones on Telstra WAP services for Internet and 1 on Next G contract (employer)

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	2
On-line shopping	
Education – school or training	
General browsing	6
Music/movies	2
Banking	3
Business	1
Government services	2
Contact (email)	1
Research	
Photo sharing and storage	
Social media (eg Facebook, Twitter)	3
Video conferencing	
Publish online or maintain a web site	
Online games	4
Prefer not to say/ not stated	
Other (please specify)	
Number of people surveyed	8

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	Yes	
11-30 m	Yes	
31-50m	Yes	Main road to Wharf passes Galawarra and people from township will have access to Wi-Fi signal
100m	Yes	
Greater than 100m	Yes	In specific directions

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	25m	Excellent, poor up/download speed
School rooms/training area	N/A	
Common area – eg kitchen area	N/A	
Office or workplace area	N/A	
Other (please specify)	0-60m	Excellent, signal poor up/download speed (multiple outdoor living areas)

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, slow up/ download effects usage significantly
Are particular sites or services slow or fast?	Yes, slow up/ download effects usage significantly. Heavy multi-media landing pages particularly effected
Does the signal appear to be consistent and reliable?	Yes for Wi-Fi no for up/download
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes, multiple devices used. Apple and Android all OK
Does weather have any impact on signal strength and reliability in user's experience?	Unknown
Other comments?	Nil

6. Community Training Information

Information	Response
Duration of training	**3 hrs**
How many attended training Male Female **Total**	 2 3 7
Ages of those trained Less than school age Primary school age Secondary school Left school but less than 18 18-30 31-50 51-59 Over 60 Not stated **Total**	 0 1 1 3 0 1 1 0 0 7
General level of knowledge about the Internet prior to training Poor Fair Average Good Excellent	 3 2 0 2 0
General level of knowledge of security and cyber safety prior to training Poor Fair Average Good Excellent	 4 2 1 0 0
Topics covered in training session	* Wi-Fi service connections to devices and fault finding including use of 1800 service to Activ8me help desk * Explanation of Wi-Fi and range of services at homeland * Internet browsing, incl. online basics web site, incl., assistance to make AirNorth plane booking * Email: setup and usage (*intro only*) * Usage and monitoring incl. site blocking. (*Not able to show usage monitoring as no PC's in community*) * Cybersafety and security, incl. budd:e * Hardware fault assistance with Macbook pro * Provided printed materials on websites and cybersafety and security * General discussion on hardware pro's and

	cons and management, ie protection/ covers, dust etc.

7. General questions

What are the concerns or issues in the community about general Internet access?

Very glad to have access to service. Concerns include:
- Wi-Fi signal available at roadway adjacent to homeland. (control of download quota and inappropriate attraction of non-community members (particularly balanda who regularly use barge landing) to wi-fi signal
- Community leader has asked for the ability to turn off signal when desired to manage younger community members use.

Please provide any observations about the willingness of the community to engage with the digital economy.

Very willing and currently a number of users on a regular basis in main township.

CLO comments or concerns

Open and continual access to wi—fi internet services will impact ability of community leaders to manage youth time on-line. A key issue for further action by the ICP programme.

Wi-Fi Rollout – CLO Data Collection

Name of Community   NANGYINBURRA   **Date:** 6 August 2014

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age	1		1		1
Primary school age	1		1		1
Secondary school					
Left school but less than 18					
18-30	1	1	2		2
31-50					
50-59		1	1		1
Over 60					
Not stated					
Totals	3	2	5		5

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	
Laptop	
Tablet (iPad style)	
Smart phone	1 (android c/- keyboard input not working)
Other (eg iPod touch)	
No device	

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people))

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer			
Access provided *Privately*			
Access provided *in public place like an Internet café or library*			
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
Gawa	5 km (infrequently when visiting neighbouring homeland)
Galiwin'ku	45 km

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access		4
Less than an hour		
1-5 hours		
5-10 hours		
More than 10 hours		
Constantly, whenever I want		

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access		3
Less than an hour	Infrequent when able to visit other places	1
1-5 hours		
5-10 hours		
More than 10 hours		
Don't know		
Bundled into prepaid or current plan		

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me		
Less than $30	<$5 as very infrequent use when in town	1
$31-$60		
$61-$90		
More than $91		
Don't know		

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	1
Contract or monthly bill	

Comments
Intermittent and weak mobile telephone signal only on beach approx. 1km from house site.

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common Internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	4
On-line shopping	
Education – school or training	
General browsing	1
Music/movies	
Banking	
Business	
Government services	
Contact (email)	
Research	
Photo sharing and storage	
Social media (eg Facebook, Twitter)	1
Video conferencing	
Publish online or maintain a web site	
Online games	1
Prefer not to say/ not stated	
Other (please specify)	
Number of people surveyed	5

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	Yes	
11-30 m	Yes	
31-50m	Yes	Wi-fi signal all OK. Up/download speed very low
100m	Yes	
Greater than 100m	Yes	

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10 m	Excellent, poor up/download speed
School rooms/training area	N/A	
Common area – eg kitchen area	N/A	
Office or workplace area	N/A	
Other (please specify)	0-20m	Excellent, signal poor up/download speed (outdoor living area)

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, slow up/ download effects usage significantly
Are particular sites or services slow or fast?	Yes, slow up/ download effects usage significantly. Heavy multi-media landing pages particularly effected
Does the signal appear to be consistent and reliable?	Yes for Wi-Fi no for up/download
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes, multiple devices used. Apple and Android all OK
Does weather have any impact on signal strength and reliability in user's experience?	Unknown
Other comments?	Nil

6. Community Training Information

Information	Response
Duration of training	**3.5 hrs**
How many attended training Male Female **Total**	 1 2 3
Ages of those trained Less than school age Primary school age Secondary school Left school but less than 18 18-30 31-50 51-59 Over 60 Not stated **Total**	 0 0 0 0 2 0 1 0 0 3
General level of knowledge about the Internet prior to training Poor Fair Average Good Excellent	 3 0 0 0 0
General level of knowledge of security and cyber safety prior to training Poor Fair Average Good Excellent	 3 0 0 0 0
Topics covered in training session	* Wi-Fi service connections to devices and fault finding including use of 1800 service to Activ8me help desk * Explanation of Wi-Fi and range of services at homeland * Internet browsing, incl. online basics web site, incl., i-banking, you-tube, music downloads * Email: setup Gmail (*intro only as download problems prevented completing the task*) * Usage and monitoring incl. site blocking. (*Not able to show usage monitoring as no PC's in community*) * Cybersafety and security, verbal only – no internet traffic to show online * Provided printed materials on websites and cybersafety and security * General discussion on hardware pro's and

	cons and management, ie protection/ covers, dust etc.

7. General questions

What are the concerns or issues in the community about general Internet access?

Very glad to have access to service.

KEEN TO LEARN

KEEN TO GET DEVICES NOW SERVICE AVAILABLE

Please provide any observations about the willingness of the community to engage with the digital economy.

Very willing.

CLO comments or concerns

Ability of community members to get follow-up support to learn Internet usage practices.

Wi-Fi Rollout – CLO Data Collection

Name of Community   NGAYAWILLI   **Date:** 5 AUGUST 2014

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age					
Primary school age					
Secondary school					
Left school but less than 18					
18-30					
31-50	1		1		1
50-59					
Over 60					
Not stated					
Totals	1		1*		1*

Table notes: # residents larger than this but elderly resident with poor English was only resident at time of 3 visits due to ceremony occurring off Elcho Island

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	
Laptop	
Tablet (iPad style)	
Smart phone	
Other (eg iPod touch)	
No device	1

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people))

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer			
Access provided *Privately*			
Access provided *in public place like an Internet café or library*			
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
When I can - Next G	

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access		1
Less than an hour		
1-5 hours		
5-10 hours		
More than 10 hours		
Constantly, whenever I want		

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access		1
Less than an hour		
1-5 hours		
5-10 hours		
More than 10 hours		
Don't know		
Bundled into prepaid or current plan		

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me		
Less than $30		
$31-$60		
$61-$90		
More than $91		
Don't know		

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	
Contract or monthly bill	

Comments

No telephone or Internet usage by resident. Resident happy to have service connected for family visitors when they arrive. No data collected on additional residents or visitors as respondent was not eagre to discuss and these family members were off island at cultural ceremony.

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	1
On-line shopping	
Education – school or training	
General browsing	
Music/movies	
Banking	
Business	
Government services	
Contact (email)	
Research	
Photo sharing and storage	
Social media (eg Facebook, Twitter)	
Video conferencing	
Publish online or maintain a web site	
Online games	
Prefer not to say/ not stated	
Other (please specify)	
Number of people surveyed	1

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	Yes	
11-30 m	Yes	
31-50m	Yes	Wi-fi signal perfect, satellite traffic not speedy
100m	Yes	
Greater than 100m	Yes	

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	40m	Excellent, poor up/download speed
School rooms/training area	N/A	
Common area – eg kitchen area	N/A	
Office or workplace area	N/A	
Other (please specify)	0-140m	Excellent, signal poor up/download speed (multiple outdoor living areas)

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, slow up/ download effects usage significantly
Are particular sites or services slow or fast?	Yes, slow up/ download effects usage significantly. Heavy multi-media landing pages particularly effected
Does the signal appear to be consistent and reliable?	Yes for Wi-Fi no for up/download
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes, multiple devices used. Apple tested
Does weather have any impact on signal strength and reliability in user's experience?	Unknown
Other comments?	Nil

6. Community Training Information

Information	Response
Duration of training	**1 hrs**
How many attended training Male Female **Total**	 1 0 1
Ages of those trained Less than school age Primary school age Secondary school Left school but less than 18 18-30 31-50 51-59 Over 60 Not stated **Total**	 0 0 0 0 0 0 1 0 0 1
General level of knowledge about the Internet prior to training Poor Fair Average Good Excellent	 1 0 0 0 0
General level of knowledge of security and cyber safety prior to training Poor Fair Average Good Excellent	 1 (non existent) 0 0 0 0
Topics covered in training session	Description of following provided only. English to Yolgnu matha translation issues) * Wi-Fi service connections to devices and fault finding including use of 1800 service to Activ8me help desk * Explanation of Wi-Fi and range of services at homeland * Internet browsing capabilities, incl. i-banking, you-tube, news services, weather, Mulka project in Yirrkala * Usage and monitoring incl. site blocking. (*Not able to show usage monitoring as no PC's in community*) * Cybersafety and security, verbal only – no internet traffic to show online * Provided printed materials on websites and cybersafety and security

7. General questions

What are the concerns or issues in the community about general Internet access?

Indicated glad for access to service for family.

Please provide any observations about the willingness of the community to engage with the digital economy.

Willing.

CLO comments or concerns

Access to follow-up assistance to community due to the no basic computer skills or Internet experience of community member.

Wi-Fi Rollout – CLO Data Collection

Name of Community   NIKAWU   **Date:** 7 AUGUST 2014

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age	4		4		4
Primary school age		2	2		2
Secondary school	2	2	4		4
Left school but less than 18					
18-30	2	3	5		5
31-50	1		1		1
50-59					
Over 60	1	1	2		2
Not stated					
Totals	10	8	18		18

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	
Laptop	
Tablet (iPad style)	1
Smart phone	2
Other (eg iPod touch)	
No device	

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people))

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer	1		
Access provided *Privately*			
Access provided *in public place like an Internet café or library*			
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
Galiwin'ku	8 KM (BY BOAT)
When I can - Next G	

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access		2
Less than an hour		
1-5 hours		
5-10 hours		
More than 10 hours		
Constantly, whenever I want		

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access		1
Less than an hour		
1-5 hours	Varies – part time worker only	1 (work based comms)
5-10 hours		
More than 10 hours		
Don't know		
Bundled into prepaid or current plan		

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me		1
Less than $30	Varies monthly ~ $30	1
$31-$60		
$61-$90		
More than $91		
Don't know		

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	1
Contract or monthly bill	1

Comments

- Telephones on Telstra services in Galiwin'ku. No telephone services at Nikawu.

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	
On-line shopping	
Education – school or training	
General browsing	2
Music/movies	1
Banking	1
Business	1
Government services	1
Contact (email)	1
Research	
Photo sharing and storage	
Social media (eg Facebook, Twitter)	
Video conferencing	
Publish online or maintain a web site	
Online games	1
Prefer not to say/ not stated	
Other (please specify)	
Number of people surveyed	2

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	Yes	
11-30 m	Yes	
31-50m	Yes	Access available on water up to 50m offshore to north of community
100m	Intermittent	Trees surrounding community thick.
Greater than 100m		

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10-50m	Excellent, poor up/download speed
School rooms/training area	N/A	
Common area – eg kitchen area	N/A	
Office or workplace area	N/A	
Other (please specify)	0-60m	Excellent, signal poor up/download speed (outdoor living areas)

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, slow up/ download effects usage significantly
Are particular sites or services slow or fast?	Yes, slow up/ download effects usage significantly. Heavy multi-media landing pages particularly effected
Does the signal appear to be consistent and reliable?	Yes for Wi-Fi no for up/download
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes, multiple devices used. Apple (EGF only – no residents accompanied us to site)
Does weather have any impact on signal strength and reliability in user's experience?	Unknown
Other comments?	Nil

6. Community Training Information

Information	Response
Duration of training	2 hrs (Conduted at Galwin'ku as residents off homeland at time of visit. TO also working in Galawin'ku)
How many attended training Male Female **Total**	 1 1 2
Ages of those trained Less than school age Primary school age Secondary school Left school but less than 18 18-30 31-50 51-59 Over 60 Not stated **Total**	 0 0 0 0 0 0 1 1 0 2
General level of knowledge about the Internet prior to training Poor Fair Average Good Excellent	 1 1 0 0 0
General level of knowledge of security and cyber safety prior to training Poor Fair Average Good Excellent	 0 1 1 0 0
Topics covered in training session	* Wi-Fi service connections to devices and fault finding including use of 1800 service to Activ8me help desk * Explanation of Wi-Fi and range of services at homeland * Internet browsing, incl. online basics web site, incl., assistance to make online (Gumtree searches for boat) purchase * Email usage * Usage and monitoring incl. site blocking. (*Not able to show usage monitoring as off island and no PC by community members*) * Cybersafety and security, incl. budd:e * Provided printed materials on websites and

	cybersafety and security * General discussion on hardware pro's and cons and management, ie protection/ covers, dust etc.

7. General questions

What are the concerns or issues in the community about general Internet access?

Very glad to have access to service.

Please provide any observations about the willingness of the community to engage with the digital economy.

Very willing.

CLO comments or concerns

NIL

Wi-Fi Rollout – CLO Data Collection

Name of Community   WATDAGAWUY (Bible Camp)   **Date:** 8 August 2014

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age					
Primary school age					
Secondary school					
Left school but less than 18					
18-30					
31-50					
50-59					
Over 60					
Not stated					
Totals					

NB: There are no residents or occupants at the site. The site is under the custodianship of the TO for Gitan however people from various clans use the site as a hunting camp. There was feedback provided that some occupation/ dwellings was planned in future.

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	
Laptop	
Tablet (iPad style)	
Smart phone	
Other (eg iPod touch)	
No device	

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people))

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer			
Access provided *Privately*			
Access provided *in public place like an Internet café or library*			
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
Galiwin'ku	6km
When I can - Next G	

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access		
Less than an hour		
1-5 hours		
5-10 hours		
More than 10 hours		
Constantly, whenever I want		

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access		
Less than an hour		
1-5 hours		
5-10 hours		
More than 10 hours		
Don't know		
Bundled into prepaid or current plan		

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me		
Less than $30		
$31-$60		
$61-$90		
More than $91		
Don't know		

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	
Contract or monthly bill	

Comments

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	
On-line shopping	
Education – school or training	
General browsing	
Music/movies	
Banking	
Business	
Government services	
Contact (email)	
Research	
Photo sharing and storage	
Social media (eg Facebook, Twitter)	
Video conferencing	
Publish online or maintain a web site	
Online games	
Prefer not to say/ not stated	
Other (please specify)	
Number of people surveyed	

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	Yes	
11-30 m	Yes	
31-50m	Yes	
100m	Yes	
Greater than 100m	Yes	Parallel to beach and away from treed areas

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	N/A	
School rooms/training area	N/A	
Common area – eg kitchen area	N/A	
Office or workplace area	N/A	
Other (please specify)	0-60m	Excellent, signal poor up/download speed (Areas tested around the unit)

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, slow up/ download effects usage when 2+ EGF handheld devices connected
Are particular sites or services slow or fast?	Yes, slow up/ download effects usage significantly. Heavy multi-media landing pages particularly effected
Does the signal appear to be consistent and reliable?	Yes for Wi-Fi no for up/download
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes, multiple devices used. Apple
Does weather have any impact on signal strength and reliability in user's experience?	Unknown
Other comments?	Nil

6. Community Training Information

Information	Response
Duration of training	**N/A as there no residents or specific visitors identifiable for this site**
How many attended training Male Female **Total**	
Ages of those trained Less than school age Primary school age Secondary school Left school but less than 18 18-30 31-50 51-59 Over 60 Not stated **Total**	
General level of knowledge about the Internet prior to training Poor Fair Average Good Excellent	
General level of knowledge of security and cyber safety prior to training Poor Fair Average Good Excellent	
Topics covered in training session	

7. General questions

What are the concerns or issues in the community about general Internet access?

Please provide any observations about the willingness of the community to engage with the digital economy.

CLO comments or concerns

Wi-Fi Rollout – CLO Data Collection

Name of Community   GITAN   **Date:** 8 Aug 2014

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age				1	1
Primary school age				1	1
Secondary school					
Left school but less than 18		1	1	1	2
18-30				1	1
31-50		3	3	3	6
50-59	1	1	2	1	3
Over 60					
Not stated					
Totals	1	5	6	8	14

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	
Laptop	
Tablet (iPad style)	
Smart phone	
Other (eg iPod touch)	
No device	1

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people))

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer			
Access provided *Privately*			
Access provided *in public place like an Internet café or library*			
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
Galiwin'ku	25Km
When I can - Next G	

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access		
Less than an hour		
1-5 hours		
5-10 hours		
More than 10 hours		
Constantly, whenever I want		

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access		
Less than an hour	0-6	3
1-5 hours		
5-10 hours		
More than 10 hours		
Don't know		
Bundled into prepaid or current plan		

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me		3
Less than $30		
$31-$60		
$61-$90		
More than $91		
Don't know		

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	
Contract or monthly bill	

Comments

Telephones on Telstra services in Galiwin'ku but no one at site had any devices with them as they were out hunting and staying on land to assist with site surveys being conducted by land mgt.

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	3
On-line shopping	
Education – school or training	
General browsing	3
Music/movies	2
Banking	2
Business	
Government services	1
Contact (email)	
Research	
Photo sharing and storage	1
Social media (eg Facebook, Twitter)	3
Video conferencing	
Publish online or maintain a web site	
Online games	3
Prefer not to say/ not stated	
Other (please specify)	
Number of people surveyed	6

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	Yes	
11-30 m	Yes	
31-50m	Yes	
100m	Yes	
Greater than 100m	No	ICP unit site is surrounded by thick scrub approx.. 35m from signal source.

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	8m	Excellent, poor up/download speed
School rooms/training area	N/A	
Common area – eg kitchen area	8m	Excellent, poor up/download speed
Office or workplace area	N/A	
Other (please specify)	0-20m	Excellent, signal poor up/download speed (outdoor living areas)

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, slow up/ download effects usage
Are particular sites or services slow or fast?	Yes, slow up/ download effects usage
Does the signal appear to be consistent and reliable?	Yes for Wi-Fi no for up/download
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes, multiple devices used.
Does weather have any impact on signal strength and reliability in user's experience?	Unknown
Other comments?	Nil

6. Community Training Information

Information	Response
Duration of training	**2.45 hrs**
How many attended training Male Female **Total**	 3 4 7
Ages of those trained Less than school age Primary school age Secondary school Left school but less than 18 18-30 31-50 51-59 Over 60 Not stated **Total**	 0 1 0 1 2 2 1 0 0 7
General level of knowledge about the Internet prior to training Poor Fair Average Good Excellent	 6 1 0 0 0
General level of knowledge of security and cyber safety prior to training Poor Fair Average Good Excellent	 7 0 0 0 0
Topics covered in training session	* Wi-Fi service connections to devices and fault finding including use of 1800 service to Activ8me help desk * Explanation of Wi-Fi and range of services at homeland * Internet browsing, incl. online basics web site, incl., assistance to make AirNorth plane booking * Email: setup and usage (*intro only*) * Usage and monitoring incl. site blocking. (*Not able to show usage monitoring as no PC's in community*) * Cybersafety and security, incl. budd:e * Hardware fault assistance with Macbook pro * Provided printed materials on websites and cybersafety and security * General discussion on hardware pro's and

	cons and management, ie protection/ covers, dust etc.

7. General questions

What are the concerns or issues in the community about general Internet access?

Very glad to have access to service.

Please provide any observations about the willingness of the community to engage with the digital economy.

Very willing and interest expressed by residents to explore. Need to obtain devices.

CLO comments or concerns

There is no full-time occupation at the site as there has been ongoing issues (identified at original ICP phone install field work too) regarding getting water supply up and running with Marthakal homelands mgt. Notwithstanding this there is regular visitation to the site as it is a major hunting area for both the land custodian and related clan groups. The residents report use of phone is regular as a result. Visitor were included as well as resident family group members.

Some residents and visitors exhibited elementary Telstra WAP based Internet use skills gained in town (Galiwin'ku) although non had any devices with them and were not able to show these skills. Otherwise, overall verbal recognition of computer skills and Internet knowledge was low to non existent generally (reflecting little to no access to the technology to date or unwillingness to provide feedback to strangers in english-yolgnu communications).

Wi-Fi Rollout – CLO Data Collection

Name of Community   Dhudupul   **Date:** 5 August 2014

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age		1	1		1
Primary school age		1	1		1
Secondary school					
Left school but less than 18					
18-30	1	1	2		2
31-50		1	1		1
50-59					
Over 60		2	2		2
Not stated					
Totals	1	6	7		7

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	
Laptop	
Tablet (iPad style)	1
Smart phone	2
Other (eg iPod touch)	
No device	

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people))

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer	1		
Access provided *Privately*		3	
Access provided *in public place like an Internet café or library*			
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
Galiwin'ku	7 km
When I can - Next G	

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access		7
Less than an hour		
1-5 hours		
5-10 hours		
More than 10 hours		
Constantly, whenever I want		

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access		3
Less than an hour	2-3	2
1-5 hours		
5-10 hours	Daily at work	1
More than 10 hours		
Don't know		
Bundled into prepaid or current plan		

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me		1
Less than $30	$0-60 = varies with pre-paid purchases	3
$31-$60		
$61-$90		
More than $91		
Don't know		

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	3
Contract or monthly bill	1

Comments
Telephones on Telstra WAP services for Internet

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	3
On-line shopping	
Education – school or training	
General browsing	3
Music/movies	2
Banking	1
Business	1
Government services	3
Contact (email)	1
Research	1
Photo sharing and storage	1
Social media (eg Facebook, Twitter)	3
Video conferencing	1
Publish online or maintain a web site	
Online games	3
Prefer not to say/ not stated	
Other (please specify)	
Number of people surveyed	7

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	Yes	
11-30 m	Yes	
31-50m	Yes	
100m	Yes	
Greater than 100m	Yes	In specific directions

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	15-50m	Excellent, poor up/download speed
School rooms/training area	N/A	
Common area – eg kitchen area	10m	Excellent, poor up/download speed
Office or workplace area	N/A	
Other (please specify)	0-80m	Excellent, signal poor up/download speed (multiple outdoor living areas)

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, slow up/ download effects usage
Are particular sites or services slow or fast?	Yes, slow up/ download effects usage.
Does the signal appear to be consistent and reliable?	Yes for Wi-Fi no for up/download
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes, multiple devices used. Apple and Android all OK
Does weather have any impact on signal strength and reliability in user's experience?	Unknown
Other comments?	Nil

6. Community Training Information

Information	Response
Duration of training	**2.75 hrs**
How many attended training Male Female **Total**	 0 4 4
Ages of those trained Less than school age Primary school age Secondary school Left school but less than 18 18-30 31-50 51-59 Over 60 Not stated **Total**	 0 0 1 0 0 2 1 0 0 4
General level of knowledge about the Internet prior to training Poor Fair Average Good Excellent	 3 0 0 1 0
General level of knowledge of security and cyber safety prior to training Poor Fair Average Good Excellent	 3 0 0 1 0
Topics covered in training session	* Wi-Fi service connections to devices and fault finding including use of 1800 service to Activ8me help desk * Explanation of Wi-Fi and range of services at homeland. Mgt of wi-fi signal with youth. * Internet browsing, incl. online basics web site * Email: setup on residents phones * Usage and monitoring incl. site blocking. (*Not able to show usage monitoring as no PC's in community*) * Cybersafety and security, incl. budd:e * Hardware fault assistance with Samsung ph. * Provided printed materials on websites and cybersafety and security * General discussion on hardware pro's and cons and management

7. General questions

What are the concerns or issues in the community about general Internet access?

Very glad to have access to service.

- Concerns are considerable regarding Wi-Fi signal availability at all times in the community .
Concerns are with regard to managing youth who may use continuously at homeland.
- Ability to turn off signal when desired to manage community members is a request from elders.

Please provide any observations about the willingness of the community to engage with the digital economy.

Very willing but concerned about usage by youth.

CLO comments or concerns

Open and continual access to Wi-Fi Internet services will impact ability of community leaders to manage youth time on-line.

s 22 resident is in daily use with electronic communications at work and has good understanding of the issues surrounding Internet and social media sites. s 22
. From this she said that the provision of the Internet service is on one hand beneficial and on the other (due to not being unable to shut down the signal when desired) a problem.

A key issue for further action by the ICP programme is providing capacity for elders within the community the ability to facilitate their younger people's access to Internet via active management of the Wi-Fi signal.

Wi-Fi Rollout – CLO Data Collection

Name of Community   GULAMARRI   **Date:** 8 August 2014

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age					
Primary school age		1	1		1
Secondary school	2	2	4		4
Left school but less than 18					
18-30					
31-50		1	1		1
50-59	1	1	2		2
Over 60		2	2		2
Not stated					
Totals	3	7	10		10

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	
Laptop	
Tablet (iPad style)	
Smart phone	4
Other (eg iPod touch)	
No device	

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people))

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer			
Access provided *Privately*			
Access provided *in public place like an Internet café or library*			
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
Galiwin'ku	30 km
When I can - Next G	

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access		4
Less than an hour		
1-5 hours		
5-10 hours		
More than 10 hours		
Constantly, whenever I want		

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access		
Less than an hour	3-5	4
1-5 hours		
5-10 hours		
More than 10 hours		
Don't know		
Bundled into prepaid or current plan		

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me		
Less than $30	Varies with pre-paid purchases	4
$31-$60		
$61-$90		
More than $91		
Don't know		

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	4
Contract or monthly bill	

Comments
Telephones on Telstra WAP services for Internet when in Galiwin'ku

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	
On-line shopping	
Education – school or training	
General browsing	4
Music/movies	4
Banking	
Business	
Government services	
Contact (email)	2
Research	
Photo sharing and storage	
Social media (eg Facebook, Twitter)	4
Video conferencing	
Publish online or maintain a web site	
Online games	4
Prefer not to say/ not stated	
Other (please specify)	
Number of people surveyed	4 (youth)

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	Yes	
11-30 m	Yes	
31-50m	Yes	
100m	Yes	
Greater than 100m	Yes	In some directions

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	15-30m	Excellent, poor up/download speed
School rooms/training area	N/A	
Common area – eg kitchen area	N/A	
Office or workplace area	N/A	
Other (please specify)	0-60m	Excellent, signal poor up/download speed (outdoor living areas)

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, slow up/ download effects usage
Are particular sites or services slow or fast?	Yes, slow up/ download effects usage.
Does the signal appear to be consistent and reliable?	Yes for Wi-Fi no for up/download
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes, multiple devices used. Apple and Android all OK
Does weather have any impact on signal strength and reliability in user's experience?	Unknown
Other comments?	Nil

6. Community Training Information

Information	Response
Duration of training	**1.5 hrs**
How many attended training Male Female **Total**	 0 4 4
Ages of those trained Less than school age Primary school age Secondary school Left school but less than 18 18-30 31-50 51-59 Over 60 Not stated **Total**	 0 0 4 0 0 0 0 0 0 4
General level of knowledge about the Internet prior to training Poor Fair Average Good Excellent	 0 0 0 4 0
General level of knowledge of security and cyber safety prior to training Poor Fair Average Good Excellent	 0 4 0 0
Topics covered in training session	* Wi-Fi service connections to devices and fault finding including use of 1800 service to Activ8me help desk * Explanation of Wi-Fi and range of services at homeland. * Internet browsing, incl. online basics web site * Usage and monitoring incl. site blocking. (*Not able to show usage monitoring as no PC's in community*) * Cybersafety and security * Provided printed materials on websites and cybersafety and security

7. General questions

What are the concerns or issues in the community about general Internet access?

_____

Very glad to have access to service.

Please provide any observations about the willingness of the community to engage with the digital economy.

Very willing.

CLO comments or concerns

Adults and elder of community have limited knowledge and none to limited skills with computers or Internet. Most have good knowledge of telephone usage but not Internet related.

Youth from community who were at the install are experienced and savvy with internet browsing through exposure to internet via pre-paid Internet services available on Island. Knowledge of cyber safety and security issues was minimal.

Follow-up to support community members develop skills and understanding of services is a priority.

Wi-Fi Rollout – CLO Data Collection

Name of Community   DHAYIRRI   **Date:** 6 August 2014

1. Demographic information

Number of residents in the community – permanent and regular visitors. Include students who usually return from boarding school for school holidays.

Age groups	Usual Residents			Visitors	Total Number
	Male	*Female*	*Total*	*Number*	
Less than school age	1	1	2		2
Primary school age	2	1	3		3
Secondary school	1	1	2		2
Left school but less than 18	1		1		1
18-30	2	2	4		4
31-50	2	1	3		3
50-59		1	1		1
Over 60					
Not stated					
Totals	9	7	16		16

2. Internet information

Provide best estimate of the number of devices currently available to members *of this community (exclude visitors)*. A device shared by multiple people counts as one device.

Device type	Number
Desktop	
Laptop	
Tablet (iPad style)	
Smart phone	3
Other (eg iPod touch)	
No device	

3. How community members currently access the Internet in other places

The intention is to record the current access community members have and how they have gained that access. Information about general cost and time provides a general picture of Internet usage. (Approximate number of people))

Place of access	Type of access		
Within named community	Landline	Next G	Satellite
Access provided by *Business* or employer			
Access provided *Privately*			
Access provided *in public place like an Internet café or library*			
Don't know			

Details of other places where people have been accessing the Internet

Name of other place	Approximate distance and travel time from community
Galiwin'ku	18 km
When I can - Next G	

Time online in a typical week when using an Internet connection *in the community*

Time	Number of sessions	Number of people
No access		
Less than an hour		
1-5 hours		
5-10 hours		
More than 10 hours		
Constantly, whenever I want		

Time online in a week when using an Internet connection *in other places*

Time	Number of sessions	Number of people
No access		
Less than an hour	2-3 (depending on credit)	2
1-5 hours		
5-10 hours		
More than 10 hours		
Don't know		
Bundled into prepaid or current plan		

How costly is the Internet for you?

Approximate Cost	$ per month *	Number of people
No cost to me		
Less than $30	$0-30+ - varies with pre-paid purchases	2
$31-$60		
$61-$90		
More than $91		
Don't know		

- If the cost per month is not available, please convert the information available (eg per fortnight, per year) to a monthly estimate)

If you are paying for internet access, how do you pay for it?

Type of service	Number of plans
Prepaid	2
Contract or monthly bill	

Comments
Telephones on Telstra WAP services for Internet

4. What community members currently do on the internet

The intention is to gain a picture of current use when people have access.

Common internet use when access is available: (Include all activities that apply to each person surveyed).

Activity	Number of people
Do not use the Internet	4
On-line shopping	
Education – school or training	
General browsing	2
Music/movies	2
Banking	
Business	
Government services	
Contact (email)	
Research	
Photo sharing and storage	1
Social media (eg Facebook, Twitter)	2
Video conferencing	
Publish online or maintain a web site	
Online games	2
Prefer not to say/ not stated	
Other (please specify)	
Number of people surveyed	6

5. Initial testing of trial satellite connection

For access within the community: What is the reach of the current signal across the community? Tick all appropriate boxes. Ask about or test browser use for acceptable response in distance from the signal source, and in common use areas.

Approximate Distance	Acceptable signal	Comments
Under 10m	Yes	
11-30 m	Yes	
31-50m	Yes	
100m	Yes	
Greater than 100m	Yes	In specific directions

Suggested places listed below but add other relevant places. The purpose is to gain a picture of how well the signal reaches and works where people need it.

Type of place	Approximate distance from the signal source	Comments on signal strength and reliability or other issue
Private rooms/quarters	10m	Excellent, poor up/download speed
School rooms/training area	N/A	
Common area – eg kitchen area	10m	Excellent, poor up/download speed
Office or workplace area	N/A	
Other (please specify)	0-70m	Excellent, signal poor up/download speed (outdoor living areas & homeland surrounds)

Ask about or test signal quality and comment on the following where feasible.

Does number of users sharing the signal appear to make a difference?	Yes, slow up/ download effects usage
Are particular sites or services slow or fast?	Yes, slow up/ download effects usage.
Does the signal appear to be consistent and reliable?	Yes for Wi-Fi no for up/download
Do all types of devices (smart phone, tablets, laptops and desktop computers) appear to have consistent performance when using the Internet?	Yes, multiple devices used. Apple and Android all OK
Does weather have any impact on signal strength and reliability in user's experience?	Unknown
Other comments?	Nil

6. Community Training Information

Information	Response
Duration of training	**4.5 hrs (over two visits)**
How many attended training Male Female **Total**	 4 5 9
Ages of those trained Less than school age Primary school age Secondary school Left school but less than 18 18-30 31-50 51-59 Over 60 Not stated **Total**	 0 1 2 1 2 2 1 0 0 9
General level of knowledge about the Internet prior to training Poor Fair Average Good Excellent	 6 2 0 1 0
General level of knowledge of security and cyber safety prior to training Poor Fair Average Good Excellent	 5 3 0 1 0
Topics covered in training session	* Wi-Fi service connections to devices and fault finding including use of 1800 service to Activ8me help desk * Explanation of Wi-Fi and range of services at homeland * Internet browsing, incl. online basics web site; Budd:e programme with kids explored* * Email: setup on residents phones* * Usage and monitoring incl. site blocking. (*Not able to show usage monitoring as no PC's in community*) * Cybersafety and security* * Provided and run through printed materials on websites and cybersafety and security * Hardware management

Table Notes: * Issues with up/download prevented satisfactory coverage of these topics.

7. General questions

What are the concerns or issues in the community about general Internet access?

Very glad to have access to service.

Please provide any observations about the willingness of the community to engage with the digital economy.

Very willing to use. A number of residents expressed desire to purchase devices to use the service now its available.

CLO comments or concerns

One community member has good knowledge and skills computers and Internet and will therefore be a good resource for the community to follow-up and develop skills etc. for ongoing use of new service. Children/ youth from the community are also in school in Galiwin'ku and have access to computers etc. at school. Community should benefit from and use the service regularly.

2014 NT ICP Wi-Fi Rollout Report

Community Wi-Fi Service Connections
at sites on Elcho Island
August 2014

Australian Government
Department of Prime Minister and Cabinet
Indigenous Community Phones (ICP) Program
August 2014

ethos global foundation

2014 NT ICP Wi-Fi Roll-Out Report

Wi-Fi Locations and Site Visits

Locations

The Department of Prime Minister and Cabinet (the Department) requested EGF to undertake a desktop analysis of the 9 sites on Elcho Island off the East Arnhem Coast shown in the following table. The desk top analysis was to assess community desire to uptake a community Wi-Fi service to be provided through hardware installed onto the existing ICP phone in their community.

Table 1 – August 2014 NT Community ICP Wi-Fi install locations

Related Town Centre	Community name	Location (lat/long)
Galiwin'ku	Dhayirri	11°57'40.32"S; 135°37'07.32"E
	Dhudupul	12°00'11.88"S; 135°34'09.12"E
	Galawarra	12°02'39.84"S; 135°35'37.43"E
	Gulmarri	11°55'01.24"S; 135°49'20.24"E
	Gitan	11°54'42.08"S; 135°46'54.59"E
	Ngayawilli	11°59'39.48"S; 135°34'28.20"E
	Nikawu	12°05'23.05"S; 135°32'48.05"E
	Nganyinburra	11°45'38.05"S; 135°52'25.14"E
	Watdagawuy	11°56'22.60"S; 135°42'02.66"E
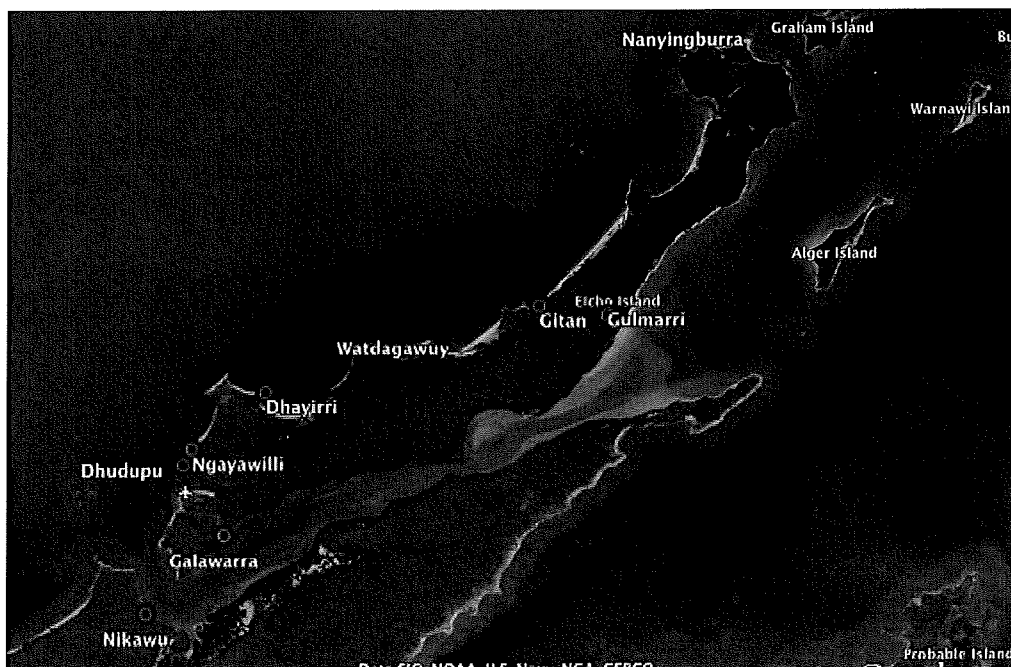
Telephone discussions and consultation with community representatives with the assistance of staff of Marthakal Homelands Association and PMC's Government Engagement Coordinator and Indigenous Engagement Officer elicited a 100% positive response for a site visit to discuss details and potential service install for the Wi-Fi services being offered.

Subsequent to the desktop analysis and consultations between EGF and the Department over the time to be allocated to each consult-training session for communities the Department approved a 9 day travel plan by EGF to visit the communities shown in Table 1.

Site Visits

Visits to communities were undertaken in the first week of August 2014.

Site Visit Procedures and Activities

The Department provided a scope of works for the fieldwork activities for site visits in the NT. (Attachment 1)

Using this EGF project staff developed and applied the following procedures and training guide at all communities visited and results of the interactions are recorded in this report and the CLO Data Collection sheets attached to this report.

1) Determine available connection/s
   - Use Fing or similar phone app to establish available networks and devices Send network report to EGF Field Manager, or save for sending later.
   - Check line speed, upload and download using appropriate application (e.g., Ookla Speed test) Send results report to EGF Field Manager, or save for sending later.
   - Identify and connect to Activ8me-wireless network
     Fault find with APN if network not showing/ not working

2) Determine community internet understanding and usage capability
   - Bring all devices to common table at training site. Explain/show what a Wi-Fi capable device is and why certain devices can/ cannot connect to Activ8me_wireless. E.g., difference between Telstra internet pre-paid handset internet versus Wi-Fi capable device connections and services
   - Discuss and explore resident's experiences with Internet usage. *Capture data for completion of CLO report*
   - Explore with those present their knowledge and skills on;
     a) Available devices hardware; turning on/off Bluetooth, Wi-Fi, peripherals connection etc. With residents connect their device to Activ8me-wireless and/ or show example of how to connect Wi-Fi capable devices to the network.
     b) Use connection network as a skills development/ assessment activity if relevant PC systems and software (general). E.g., MS Windows/ MAC OS, Office suites, desktop programs, smartphone applications
     c) Explore using software on existing hardware in community or EGF hardware if others not available
     d) PC/ tablet/ smartphone software management; Discuss/ show antivirus software, ITunes/ android software management sites incl. purchasing.
     e) Explore knowledge of cyber security; mail, secure sites identification on browsers, personal data protection etc.
     f) Internet interface software, incl. email, browsers, applications, apps

- Discuss/ show relevant to devices in community

3) Internet usage: connections and interfaces
   - Walk through/ check connection of each community device to Activ8me_wireless network. *Problem solve/ fault find with APN if network not working.*
   - Discuss/ show network range
     - walkabout with residents where possible to show extent and location of signal strength).
     - Test connectivity within each dwelling/ structure used by residents.
     - Explain capability of wireless
   - Explore ideas of community use and priorities. E.g., who uses Internet now? What for?
     Capture data for CLO data report
   - Total capacity of bandwidth, community use and sharing access. How will you share it? Discuss some sharing options to assist with bandwidth issues if relevant. *Discuss impact of up/download speed when multiple users connected. Discuss management where required and appropriate*
   - Check line speed, upload and download using Ookla app when multiple devices connected.
     Note & record results.
     Discuss potential for differing performance of satellite system over time.
     - If appropriate overview how satellite service works and/ or how weather conditions and other factors impacts performance.
   - Discuss contact to APN via fault line on ICP phone box if problems or concerns experienced
   - Overview what is in the Guidebook in the Department's "Show bag".
   - Demonstrate web browsing with community users i.e., visit a variety of web sites including:
     - Skype
     - Google Earth
     - Gmail (or other preferred provider)
     - iTunes
     - Viber (use WiFi network for mobile phone calling).
     - Discuss pro's and con's of these sites

   - Demonstrate and assist access to common & relevant services such as:
     - Centrelink
     - NT Roads condition report website
     - BOM weather site, including area forecast, radar, etc.
     - Bank
     - News
     - Television, e.g., iView on ABC/ SBS

4) Cyber security and safety
   - Discuss concepts and issues including user activity/ choice (i.e., bona fide web site indicators/ choice (e.g., BPay/ Bank Internet security key features, passwords, security features of web browsers (e.g., encryption lock icon)
     Visit user defined web sites and show/ discuss concepts e.g., internet bank

- Provide show bag kit and discuss/ visit web sites outlined in the User guidebook and Budd:e program
- Outline and discuss what Internet blocking is and how users will know if they are visiting a blocked site. i.e., blocked site message screen
- Discuss options for residents to learn more about Cyber security and safety

5) Account maintenance and hardware care;
- Explain what the Activ8me_wireless Wi-Fi signal is and is not i.e., not a mobile service but a signal for Wi-Fi capable devices with short range in community only.
- Explain provision of 20 GB monthly account details. What/ How/ Who for (public account)
- Discuss "ownership" and responsibility for service within community. Explain signature for service acceptance is representative only. Not a contract.
- Possibilities for pre-paid top-up. Explain to discuss with APN via Phone Fault contact number if total volume exceeded
- At the end of the session, use **Fing** to confirm devices connected to Wi-Fi network and services on each.
  Send network report to EGF Field Manager, or save for sending later.
- Download **Activ8me usage meter** and explain how to use it.
- Basic care and maintenance of ICP-Wi-Fi hardware.
- Explain what to do when faults happen. For example if no network signal for Activ8me_wireless is visible; Connection made to network but no browsing possible; Or if users are uncertain why a web site is blocked and can not be viewed
  Note all comments and preferences for reporting.

6) Seek community representative signature on Department form
- Explain request from Department for community representative to sign form "Wi-Fi Roll Out – Confirmation of Community Support.

Outcomes.

1. Wi-Fi services were activated on all 9 community ICP phones in the schedule provided by the Department.

   Whilst undertaking testing for Wi-Fi service activation EGF staff were informed by the Activ8me fault-line technicians that the hardware on the ICP phones on Elcho Island are only capable of providing a maximum 0.5 Mbps download speed. EGF testing at all sites using the Ookla iPhone application verified download speeds at all sites on Elcho Island were operating around 0.29 – 0.35 Mbps maximum.

   PMC staff advised EGF staff in the field that this was a matter they were aware of and a technical fix was going to be made available that week. At the end of the field work period there was no measured improvement to the download or upload speeds measured in the field.

   EGF passed on the advice from PMC to it to all residents in training sessions that PMC was working with the service provider to provide a solution to the "slow" service.

2. A high level of interest was shown and a wide range of age groups was represented in the 9 communities.

   At the time of fieldwork many community members were absent from Elcho Island as they were participating in men's cultural ceremonies on the mainland.

3. Females participated more in training than males though this could have been affected by men's ceremony occurring off island.

4. Confirmation forms were provided from all communities contacted. The signed forms are provided as an attached electronic file to this report.

   At one site Watdagawuy (Bible Camp) there are no dwellings or residents at the locality. The only structure at the location is the ICP phone. For this site the custodian's are the same people as for Gitan homeland. Gitan people signed for the install at Watdagawuy.

5. Small communities. Almost exclusively communities consisted of one family group with multiple generations making up the full population.

6. Elcho Island is a relatively small geographic area and the population there is mostly transient between their homeland and residences in Galiwin'ku township.

7. Many communities had access to at least one Wi-Fi capable device however it was also common for this to be a single unit such as a handheld smartphone or tablet. When a device was present there was a greater reporting of at least some Internet experience though this was in the township where NextG mobile network signal was available.

8. The majority of devices available were android OS smartphones. A small number of communities had iPads and only one laptop (Mac) computer was sighted. Most telephones in people's possession in training sessions were not smartphones but rather WAP capable telephones without Wi-Fi capability.

   Wi-Fi capable telephones (android based) are readily available at the local stores on Elcho Island. There was no evidence of tablets or PCs being available in the local stores.

9. Most people interviewed indicated they would be looking to purchase more devices now that an Internet service is available in their homeland.

10. Although there were Wi-Fi capable devices, such as smartphones and tablets no-one reported having a regular (e.g., personal contract-based) internet service. Three said they had regular access to serices by their employer.

11. Many people reported using Internet services via their pre-paid telephone service (Telstra NextG network) and when asked (on a few occasions) people said they, their family and peers solely relied on mobiles for telephone communications. Anecdotal evidence and observations by EGF indicate very few land-based telephone services exist in residences in

Galiwin'ku. This would make telecommunication/ digital economy services for most people costly.

12. A small number of people indicated they had digital economy experience and this seemed to correspond with people using electronic communications at work or some youth having had developed skills at school or college.

13. A small number of people exhibited fair to good knowledge and competencies with respect to Internet usage and digital economy cyber-safety/ security during training sessions.

There are few service providers on Elcho Island available to assist general residents on the island with developing cyber knowledge and skills. The Money Management program located at the East Arnhem Shire Offices is willing to provide people with training on Internet use though their support would focused on their core services aimed at supporting money management. As indicated in a few participants' responses people may gain cyber skills should they become employed with local business or service providers. Otherwise the main way people seem to learning skills is via their family members or friends when there is opportunity to make connections via Telstra WAP Internet services.

14. The general lack of experience of electronic technologies, internet use and or the digital economy is considered to explain the limited feedback from participants of the training and the few additional questions or comments regarding the Internet recorded in our CLO data collection sheets.

EGF staff found the relatively "slow" download speed due to the ICP Phone hardware limitations significantly reduced their capacity to keep residents engaged during training sessions. The majority of web sites being multi-media heavy on landing pages frequently reduced loading speed and thus reduced the interest/ engagement factor and thus their ability to engage residents on digital economy information exchange and learning.

Issues/ Questions relating to Wi-Fi services that respondents asked EGF to pass on.

We are concerned about managing our younger people's time on the Internet.
Can we have the Wi-fi turned off on our request?

1. Two communities specifically asked for the ability to turn the Wi-Fi signal off on their request. These are Dhudupul and Galawarra. At least two other community leaders when confirming their agreement to have the Wi-Fi enabled did so even with a concern that the signal was a permanent fixture. They asked EGF to request whether the signal can be turned on or off to assist with managing the usage from time to time. EGF staff responded by advising the owners to contact Activ8me Helpdesk via the 1800# on the telephone box and that we would provide this feedback in this report.

2. The GEC and Marthakal homelands both requested information on how the particular phone sites were chosen for install. This was due to the concern that services were being placed in locations where there were no regular habitation versus sites were there was. Their request was to ask PMC to consider wider input of service groups should further install sites be available on Elcho or in other locations.

Other Issues/ Matters identified during visits.

EGF has in the past provided observations on the condition of the ICP phone hardware during its field visits in concern for sustainability of the ICP phone infrastructure and services to residents.

EGF has again seen early-stage corrosion problems on hardware galvanising of the ICP phone units. This is particular concern in this case as the units are in an extreme marine environment in all but one of the 9 locations visited on the Island.

Surprisingly, considering other corrosion issues identified in the past have been on the peripheral framework, the units on Elcho Island have serious corrosion on the main body panels of the ICP phone. (Refer photo's below).

Whilst there is corrosion also occurring in the upper frame-work of the solar array and/ or satellite dish the key concern is for the main housing components as it is a serious in the short to medium term.

The location of corrosion seen was similar in most units on the Island. That is, corrosion points are predominantly on the seams and edges and face of body panels. This indicates both poor quality control during galvanising process and bad packaging and transportation protection (rubbing/ scratching).

In any case there is an urgent need to provide maintenance of the corrosion occurring on all 9 units on Elcho Island so as to prevent ongoing, and potentially, rapid corrosion and subsequent costly loss of the hardware due to the extreme marine location.

Attachment 1

PMC Scope of Services for Community Phone Wi-Fi Project for CLO

(provided by PMC as part of field work approval work order)

Community Phone Wi-Fi Project –

Scope of Services - Community Liaison Officers

- Contact (by phone and/or email) the community representative to determine support to activate Wi-Fi infrastructure on their ICP Community Phone, including the availability of personal or community devices (e.g. laptops, smart phones, etc) which will enable community members to access the Internet.

- Following infrastructure installation by APN, and in consultation with community representatives, undertake a site visit to the community to deliver a workshop on the Wi-Fi infrastructure and associated issues, including cyber safety and security, and provide general assistance. The department will provide the necessary information, including relevant brochures and resources for distribution to community members.
  -
- During the site visit, obtain written confirmation from the community representative that the community supports the activation of the infrastructure and provide this advice to the department following site visit as part of the required reporting material.

- Issues to cover/discuss/assist with community members during the site visit should include the following but not be limited to:

  - **General digital knowledge such as:**
  - Testing line speeds, signal strength, range and reliability
  - Download the Activ8me usage meter
  - Explain the capabilities of Wi-Fi so as to facilitate uptake of the technology
  - Explain content filtering and government restrictions on certain sites, including community requests to APN to block/unblock sites
  - How to connect to the Internet, with reference to the Internet Basics website – see link on the Department of Communications website homepage - www.communications.gov.au
  - How to update a computer and control when devices update
  - Managing secure settings and parental controls
  - Managing virus and spyware protection
  - Accessing and downloading apps
  - Recognising scams
  - Developing a community protocols document
  - Understanding how to control social media profiles, cyber-bullying, humbugging, and knowing when and how to get help
  - Help with basic services like online banking, accessing government services, online shopping
  - Other ways the community might manage the Wi-Fi connection such as developing a DVD of cybersafety videos to avoid repeated downloads; creating community posters with key messages and helper names; developing a splash screen for community agreement to protocols on initial log-in
  - Maintaining basic cleanliness of the unit, particularly in regard to dust
  - How to contact APN for assistance.
  -
  - **Sharing bandwidth issues:**

- Knowing the key facts about the connection and ensuring the community understands the need to share the connection (e.g. roll-over date and ways to monitor use)
- Ensuring some people in the community can access and understand the usage meter
- Knowing which sites and services are bandwidth-heavy
- Ensuring some people in the community know enough to help others and are known as the ones to go to for help.

A reporting template will be provided so that information about the training workshops can be recorded. This will form the Required Material to allow payment of invoices.

Attachment 2

PMC Community Phone Wi-Fi Project – Confirmation of community support

(provided by PMC as part of field work approval work order)

Wi-Fi Rollout – Confirmation of Community Support

I confirm that this community supports the provision of Wi-Fi access that has been enabled and has received instruction cyber safety, cyber security and usage monitoring.

Name of Community   _____

Name of community representative   _____

Signature of community representative

_____

Date   _____

Appendix 1

CLO Data Collection Reports

Separate electronic files have been provided to the Department for each Installation completed.

2014 NT ICP Wi-Fi Rollout Report

Community Wi-Fi Training at Sites on Groote Eylandt

August 2014

Australian Government

Department of Prime Minister and Cabinet

Indigenous Community Phones (ICP) Program
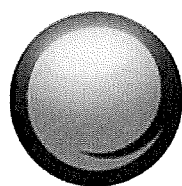
ethos global foundation

2014 NT ICP Wi-Fi Roll-Out Report

Wi-Fi Locations and Site Visits

Locations

The Department of Prime Minister and Cabinet (the Department) requested EGF to undertake a desktop analysis of the 7 sites on Groote Eylandt off the East Arnhem Coast shown in the following table. The desk top analysis was to assess community desire to uptake a community Wi-Fi service to be provided through hardware installed onto the existing ICP phone in their community.

Table 1 – August 2014 NT Community ICP Wi-Fi install locations

Related Town	Community name	Location (lat/long)
Alyangula	Malkala	-13.891; 136.442
	Ngaduniyerrk (Paradise)	-13.819987; 136.456409
Angurugu	Yedikba	-14.079; 136.457
	Yenbakwa	-14.216; 136.456
	Wurrumenbumanja (Leske Pool)	-14.137896; 136.515711
Umbakumba	Akwalirrumanja (4 Mile)	-13.86414; 136.778843
	Angwura (Salt Lake)	-13.919183; 136.72608
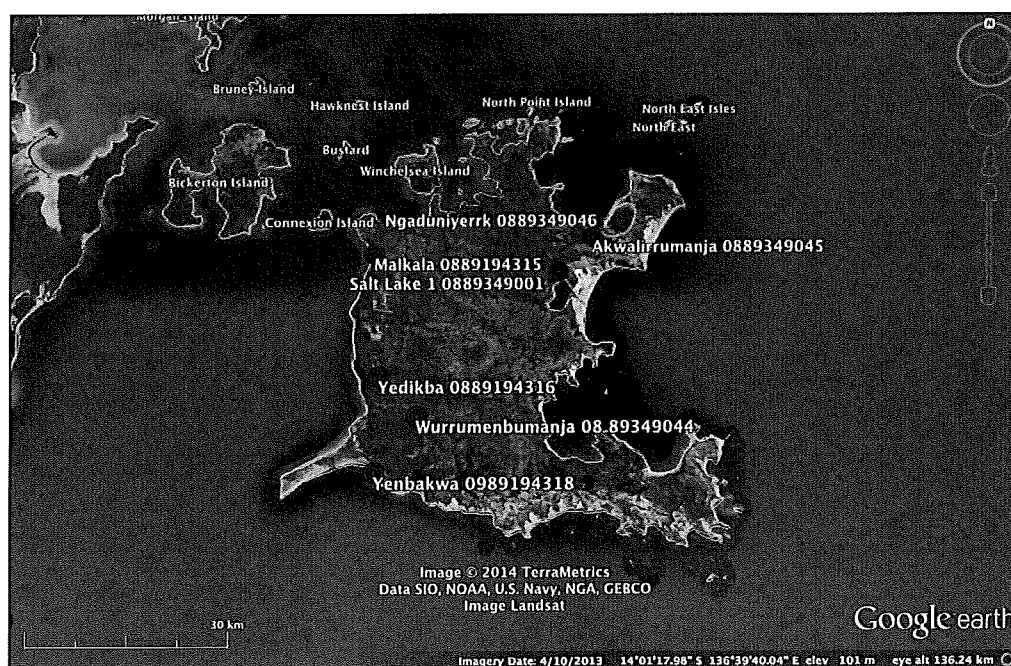
Telephone discussions and consultation with community representatives with the assistance of staff of Marthakal Homelands Association and PMC's Government Engagement Coordinator and Indigenous Engagement Officer elicited a 100% positive response for a site visit to discuss details and potential service install for the Wi-Fi services being offered.

Subsequent to the desktop analysis and consultations the Department approved a 6-day travel plan by EGF to visit the communities shown in Table 1.

Site visits to all communities were undertaken between 18-22 August 2014.

Site Visit Procedures and Activities

The Department provided a scope of works for the fieldwork activities for site visits in the NT. (Attachment 1)

.Using this EGF project staff developed and applied the following procedures and training guide at all communities visited and results of the interactions are recorded in this report and the CLO Data Collection sheets attached to this report.

1) Determine available connection/s
   - Use Fing or similar phone app to establish available networks and devices Send network report to EGF Field Manager, or save for sending later.
   - Check line speed, upload and download using appropriate application (e.g., Ookla Speed test) Send results report to EGF Field Manager, or save for sending later.
   - Identify and connect to Activ8me-wireless network Fault find with APN if network not showing/ not working

2) Determine community internet understanding and usage capability
   - Bring all devices to common table at training site. Explain/show what a Wi-Fi capable device is and why certain devices can/ cannot connect to Activ8me_wireless. E.g., difference between Telstra internet pre-paid handset internet versus Wi-Fi capable device connections and services
   - Discuss and explore resident's experiences with Internet usage. *Capture data for completion of CLO report*
   - Explore with those present their knowledge and skills on;
     a) Available devices hardware; turning on/off Bluetooth, Wi-Fi, peripherals connection etc. With residents connect their device to Activ8me-wireless and/ or show example of how to connect Wi-Fi capable devices to the network.
     b) Use connection network as a skills development/ assessment activity if relevant PC systems and software (general). E.g., MS Windows/ MAC OS, Office suites, desktop programs, smartphone applications
     c) Explore using software on existing hardware in community or EGF hardware if others not available
     d) PC/ tablet/ smartphone software management; Discuss/ show antivirus software, ITunes/ android software management sites incl. purchasing.
     e) Explore knowledge of cyber security; mail, secure sites identification on browsers, personal data protection etc.
     f) Internet interface software, incl. email, browsers, applications, apps
   - Discuss/ show relevant to devices in community

3) Internet usage: connections and interfaces
   - Walk through/ check connection of each community device to Activ8me_wireless network. *Problem solve/ fault find with APN if network not working.*

- Discuss/ show network range
  - walkabout with residents where possible to show extent and location of signal strength).
  - Test connectivity within each dwelling/ structure used by residents.
  - Explain capability of wireless
- Explore ideas of community use and priorities. E.g., who uses Internet now? What for?
  Capture data for CLO data report
- Total capacity of bandwidth, community use and sharing access. How will you share it? Discuss some sharing options to assist with bandwidth issues if relevant. *Discuss impact of up/download speed when multiple users connected. Discuss management where required and appropriate*
- Check line speed, upload and download using Ookla app when multiple devices connected.
  Note & record results.
  Discuss potential for differing performance of satellite system over time.
  - If appropriate overview how satellite service works and/ or how weather conditions and other factors impacts performance.
- Discuss contact to APN via fault line on ICP phone box if problems or concerns experienced
- Overview what is in the Guidebook in the Department's "Show bag".
- Demonstrate web browsing with community users i.e., visit a variety of web sites including:
  - Google Earth
  - Gmail (or other preferred provider)
  - iTunes
  - Viber and Skype (use WiFi network for mobile phone calling).

- Demonstrate and assist access to common & relevant services such as:
  - Centrelink
  - NT Roads condition report website
  - BOM weather site, including area forecast, radar, etc.
  - Bank
  - News
  - Television, e.g., iView on ABC/ SBS

4) Cyber security and safety
   - Discuss concepts and issues including user activity/ choice (i.e., bona fide web site indicators/ choice (e.g., BPay/ Bank Internet security key features, passwords, security features of web browsers (e.g., encryption lock icon)
     Visit user defined web sites and show/ discuss concepts e.g., internet bank
   - Provide show bag kit and discuss/ visit web sites outlined in the User guidebook and Budd:e program
   - Outline and discuss what Internet blocking is and how users will know if they are visiting a blocked site. i.e., blocked site message screen
   - Discuss options for residents to learn more about Cyber security and safety

5) Account maintenance and hardware care;
   - Explain what the Activ8me_wireless Wi-Fi signal is and is not i.e., not a mobile service but a signal for Wi-Fi capable devices with short range in community only.
   - Explain provision of 20 GB monthly account details.

- Discuss "ownership" and responsibility for service within community. Explain signature for service acceptance is representative only. Not a contract.
- Discuss future possibilities for pre-paid top-up, and contacting APN via Phone Fault contact number if total volume exceeded.
- At the end of the session, use **Fing** to re-confirm devices connected to Wi-Fi network and services on each.
  Send network report to EGF Field Manager, or save for sending later.
- Download **Activ8me usage meter** and explain how to use it (not possible on i-Pads or i-Phones).
- Basic care and maintenance of ICP-Wi-Fi hardware.
- Explain what to do when faults happen. For example: If no network signal for Activ8me_wireless is visible; Connection made to network but no browsing possible; or If users are uncertain why a web site is blocked and can not be viewed
  Note all comments and preferences for reporting.

6) Seek community representative signature on Department form:
   - Explain request from Department for community representative to sign form "Wi-Fi Roll Out – Confirmation of Community Support.

Training Workshop Outcomes

1. Wi-Fi services were activated on 6 of the 7 community ICP phones in the schedule provided by the Department. One community (Salt Lake) was still pending installation from APN, which had been postponed due to community business. Training was still provided to the community by EGF on site at 4 Mile community. EGF also made a site visit to the Salt Lake community to ensure the ICP phone was operational and without fault. Confirmation was received from APN for WiFi install to the Salt Lake unit for the following week (29 August).

2. Whilst undertaking previous testing for Wi-Fi service activation on Elcho island, EGF staff noted and were concerned about very slow download speeds. On approach to APN, we were informed by the Activ8me fault-line technicians that the hardware on some of the ICP phones are only capable of providing a maximum 0.5 Mbps download speed. PMC staff have advised EGF staff in the field that this is a matter they are aware of and a technical fix was going to be made available that week. At the end of the field-work period there was no measured improvement to the download or upload speeds measured in the field.
   Further to this, EGF have established that the slow download speeds are specifically related to the G23 model satellite; the alternative IPstar satellite installed on some units offers greater load speeds and increased device connection without compromising connection speeds.

   EGF testing at all sites using the Ookla iPhone application verified download speeds at all sites and this is shown in Table 2. The table also identifies which satellite is at each site.

   EGF have passed on the advice from PMC to it to all residents in training sessions that PMC was working with the service provider to provide a solution to the "slow" service. However we remain concerned that the G23 satellite capacity cannot easily be increased and the service to those homelands may be permanently compromised.

Table 2 – August 2014 NT Community ICP Wi-Fi satellite speeds

Community name	Download (Mbps)	Upload (Mbps)	Ping (Ms)	Satellite
Malkala	2.17	0.16	950	IPstar
Ngaduniyerrk (Paradise)	0.33	0.24	820	G23
Yedikba	1.42	3.66	630	IPstar
Yenbakwa	1.35	4.23	655	IPstar
Wurrumenbumanja (Leske Pool)	0.98	0.16	734	IPstar
Akwalirrumanja (4 Mile)	0.24	0.26	986	G23
Angwura (Salt Lake)	Unable to test			

3. Confirmation forms were received from all communities contacted. Some TO authorities for Groote Eylandt communities have changed, please see Table 3. The signed forms are provided as an attached electronic file to this report.

Table 3 – August 2014 NT Community ICP Wi-Fi community TO/contacts

Community name	TO /Authority Name	Alternative Contact
Malkala	s 22	
Ngaduniyerrk (Paradise)		s 22
Yedikba		
Yenbakwa		
Wurrumenbumanja (Leske Pool)		
Akwalirrumanja (4 Mile)		s 22
Angwura (Salt Lake)		

4. Almost exclusively community population consisted of one family group with multiple generations making up the full population.

5. Groote Eylandt is a relatively small geographic area and the population there is mostly transient between their homeland and other family residences in Angurugu or Umbakumba.

6. Generally, a very high level of interest was shown and a wide range of age groups was represented in the 7 communities.

7. Female/male ratio of training participants was quite equal, however females attending the workshops appeared to be more familiar with WiFi use and knowledgeable about training points. A small number of people exhibited fair to good knowledge and competencies with respect to Internet usage and digital economy cyber-safety/ security during training sessions.

8. Most participants had some internet experience though free WiFi access in Angurugu and Umbakumba at the town library (situated at the schools). Angurugu also has good NextG mobile network signal and many users have pre-paid devices that include a data allowance. Umbakumba currently has no mobile reception but has been identified in the 2014 to receive a mobile tower.

9. Many communities had access to at least two or three Wi-Fi capable devices, the majority being iPhones, then android smart-phones (Sony, HTC) and then tablets (mini i-Pads). No laptops or desktop computers were sighted. Wi-Fi capable telephones (only android based) are readily available at the local stores in Angurugu and Umbakumba. There was no evidence of tablets, i-Pads or PCs being available in the local stores.

10. Most people interviewed indicated they would be looking to purchase more devices now that an Internet service is available in their homeland.

11. Many people reported using Internet services via their pre-paid telephone service (Telstra NextG network) and when asked (on a few occasions) people said they, their family and peers solely relied on mobiles for telephone communications. Most homeland families interviewed also had access to land-based telephone services in 'town'.

12. There are a few service providers on Groote Eylandt available to assist general residents on the island with developing cyber knowledge and skills. The Money Management program located at the East Arnhem Shire Offices is willing to provide people with training on Internet use though their support would focused on their core services aimed at supporting money management. The RJCP is coordinated by GEBIE (Groote Eylandt & Bickerton Island Enterprises) who offer some skills development for administrative based IT tasks. Both public libraries (based at Angurugu and Umbakuma schools) offer a free public WiFi hotspot with a daily password control. Library staff can assist users to access WiFi but do not have time to facilitate web browsing research or troubleshooting technical issues.

13. EGF staff found the relatively "slow" download speed due to the ICP Phone hardware limitations significantly reduced their capacity to keep residents engaged during training sessions; a majority of web sites and landing pages are multi-media heavy resulting in reduced loading speed and thus reduced the interest/ engagement factor. We anticipate that the impact on engagement for digital economy information exchange and learning will be significant where slower speeds are experienced.

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Issues Identified by Community

Issues/ Questions relating to Wi-Fi services that respondents asked EGF to pass on.

We are concerned about managing our people's time on the Internet. Can we have the Wi-fi turned off on our request?

> All communities specifically asked for the ability to turn the Wi-Fi signal off and on at their request to assist with managing the usage from time to time. Mostly, this was with particular reference to over use by young people.

> EGF staff were able to confirm with APN that this on/off activation would be possible. EGF advised the owners to contact the Activ8me Helpdesk via the 1800# on the telephone box and request that we would provide their feedback to the Department in this report.

We have serious concerns about overload on the system, it will just cause a headache for us if people get frustrated because they are not able to access it. Can we get passwords and increase (purchase) the Wi-fi capacity for selective users?

> Malkala community is 150m from the main (Rowell) Hwy running north-south between the two largest towns, the sea-port, air-port and the mining depot. It is a larger than normal community of 80+ permanent population and has many visitors due to it's accessible geographical location. Being the only homeland with good 3G access, it also has a very high internet user ratio (mostly on expensive pre-paid plans) and there are concerns from community leaders that the ICP WiFi access will be quickly overloaded as users discover it and migrate. Our experience of ICP WiFi device overload is that the service 'freezes' as it is unable to cope with more than a few devices logged in at any one time. Although the Malkala community has an IPstar satellite which is the stronger of the two, this will still not have the capacity to deliver the demand for service at this site.

> EGF have advised the community that if the situation becomes unmanageable and causes community distress, the only option is the on/off activation through contacting the Activ8me Helpdesk. EGF also advised the community that we would continue to advocate for better autonomous management options on the service and provide their feedback to the Department in this report.

We might be away from the community during the week and worry about 'visitors' coming to use the internet and making a mess when they are here.

> Yedikba community is the closest homeland to Angurugu on the main road heading north-south on the island. It is ungated and used by the family mostly on weekends. The WiFi signal is visible from the road and will be picked up by anyone 'passing by'. The community leaders are concerned that this will potentially attract unwanted visitors to the site when were away, which might potentially also lead to increased damage from vandalism to their property.

> EGF staff were able to confirm with APN that this on/off activation would be possible. EGF advised the owners to contact the Activ8me Helpdesk via the 1800# on the telephone box and request that we would provide their feedback to the Department in this report.

Other Issues/ Matters identified during visits.

Corrosion

EGF has in the past provided observations on the condition of the ICP phone hardware during its field visits in concern for sustainability of the ICP phone infrastructure and services to residents.

There was some evidence of very early-stage corrosion problems on 3 of the 7 locations visited on Groote Eylandt; however EGF does not consider it critical enough to report at this stage.

EGF discussed the issue with community residents and made them aware of the visible corrosion points on the unit during the training process. This will continue to be monitored by them and reported to EGF and APN by the community.

Phone Faults

Several phone faults were reported to APN during the site visits, shown in Table 4.

EGF were able to test and repair some sites that were within mobile range, however remaining faults will be able to repaired when APN return to Groote Eylandt for the Salt Lake install and general maintenance run in the week following EGF site visits.

Table 4 – August 2014 NT Community ICP Faults Reported

Community name	Fault
Malkala	No dial tone, phone rings but cannot hear.
Ngaduniyerrk (Paradise)	Keypad numbers not working.
Yedikba	No dial tone, phone rings but cannot hear.
Yenbakwa	None.
Wurrumenbumanja (Leske Pool)	None.
Akwalirrumanja (4 Mile)	None.
Angwura (Salt Lake)	None. Install/activate confirmed for 28/08/14.

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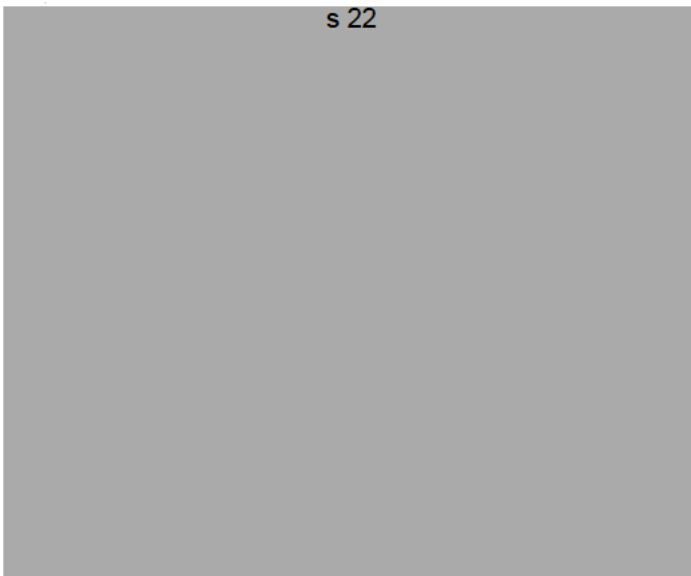
Attachment 1

PMC Community Phone Wi-Fi Project – Confirmation of community support
(Template provided by PMC as part of fieldwork approval work order)

Attachment 2

CLO Data Collection Reports

(Template provided by PMC as part of fieldwork approval work order)

Separate electronic files have been provided to the Department for each Training session completed, including:

EGF WiFi Training Checklists for each Community

(Template created by EGF to assist data collection)