Sponsorship supports the Broadband for the Bush Alliance to host an event which enables regional, rural and remote communities to be represented at the Forum.

We sincerely thank our 2017 sponsors.

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**Department of Commerce**  
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Special Thanks  
We thank Lottery West for supporting the travel and participation of WA participants at the Forum.

We thank Northern Institute for their support.
The sixth annual Forum, Remote, Connected and Savvy!, focuses on how remote and rural stakeholders can contribute to develop and adopt the best innovative practices and policies to achieve digital inclusion for everyone in the bush. With over 200 attendees anticipated, this event offers a unique opportunity to unite the voice of remote and rural Australians.

Remote, Connected and Savvy! will capture the diversity of experiences, digital tools and emerging practices from a wide range of industries and sectors, such as health, emergency services, education, tourism, creative industries, agriculture, seafood, mining, transport, remote service delivery, conservation and land management, women in business, cultural heritage and more.

The Forum will bring together influential decision makers and end-users from across the community, public and private sectors, as well as technical experts and representatives from senior industry groups, the Australian government, service providers and academic institutions. Across the two-days, the Forum will focus on four key streams that drive a positive and strength-based approach: Regional Innovation, Technology in Action, Digital Inclusion and Policy and Regulation.

The Broadband for the Bush Alliance invites you to participate in the most engaging and comprehensive discussion focused on understanding how digital engagement can benefit everyone. We hope you join us in recognising and celebrating the work advancing digital inclusion.
Corner Marine Terrace and Essex Street, Fremantle, WA
Remote, Connected and Savvy! focuses on how remote and rural stakeholders can help develop effective telecommunication policies to meet their needs and apply innovative solutions to enable businesses and communities to grow and prosper in the global digital economy.

**Digital inclusion in the bush**
Exploring best practice models to facilitate accelerated digital inclusion across rural and remote Australia.

The release of the Australian Digital Inclusion Index in 2016 provides a clear insight into the demographics of those most in need of digital inclusion interventions, and will enable the development of collaborative and targeted approaches to digital empowerment in regional, rural and remote areas. This stream will look specifically at the challenges and barriers to creating a fully digitally-enabled Australia, and explore the best practice models that are proving successful.

**Regional innovation**
From digital isolation to digital revolution.

Regional development is a key issue for rural and remote areas of Australia; however, innovation is often hampered by poor access to reliable and adequate telecommunications and a lack of information on how to access and exploit digital technologies to ignite business growth. Many businesses not far from major urban centres have extraordinary tales of digital isolation. This stream will look at examples of digital innovation across primary and creative industries, tourism, community services, health, education and other sectors.

**Policy and regulation**
Advancing digital capacity and capability in regional, rural and remote Australia.

In the past year, there has been a number of significant telecommunications and information technology policy reviews affecting remote, regional and rural Australia. These include the:

- Universal Service Obligation (USO) review
- Joint Parliamentary Standing Committee on the NBN
- Review into Data Availability and Use
- Telecommunications (Interception and Access) Amendment (Data Retention) law
- Development of a revised Digital Health Strategy as part of the new Australian Digital Health Agency
- Australian Commission on Safety and Quality in Health Care
- Open government strategies, in the delivery of Internet-based government services and bandwidth requirements
- Department of Human Services’ move to increased online client interactions.

This stream will examine the issues and discuss how communities can engage in the decision-making process.

**Technology in action**
Emerging technologies keeping us connected and safe.

This stream will explore the latest and emerging technologies for connecting people in rural and remote areas, including emergency situations. Technology experts and those working in the bush will discuss new technologies and enablers of remote connectivity to address the needs of rural and remote communities, including service delivery, last mile solutions, overcoming latency and speed issues, the Internet of Things, drone applications and smart farming.
<table>
<thead>
<tr>
<th>Time</th>
<th>Sirius Room</th>
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<tbody>
<tr>
<td>7:45 - 8:30</td>
<td>Registration and welcome coffee</td>
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| 8:30 - 10:30 | Welcome to Country  
  Dr Noel Nannup |
| 8:30 - 10:30 | Opening Address  
  Apolline Kohen, Chair Broadband for the Bush Alliance and Chair Forum Committee |
| 8:30 - 10:30 | Opening Keynote: Societal changes due to emerging technologies  
  Professor Hugh Bradlow, Chief Scientist, Telstra |
| 8:30 - 10:30 | ACCC Update  
  Delia Rickard, Deputy Chair, Australian Competition & Consumer Commission |
| 10:30 – 11:00 | Morning Tea |
| 11:00 - 12:50 | Indigenous Focus Day Address  
  Christine Ross, MC for IFD |
| 11:00 - 12:50 | Forum Keynote: the digital health strategy for Australia  
  Tim Kelsey, Australian Digital Health Agency |
| 11:00 - 12:50 | nbn Sky Muster update  
  Gavin Williams, nbn Co. |
| 12:50 – 1:45 | Lunch |
| 1:45 – 2:45 | Theme: Digital Inclusion  
  Chair: Daniel Featherstone  
  Admiralty Gulf Room  
  Anja Tait, Northern Territory Library (NTL)  
  Unleashing the potentials that digital technology, inclusion and startup support can offer Australia's most disadvantaged and disconnected communities  
  Leigh Harris, DIVE Innovation Hubs, ingeuous digital studios |
| 1:45 – 2:45 | Theme: Regional Innovation  
  Chair: Apolline Kohen  
  Pleiades Room  
  Australian telecommunications beyond 2020: the bigger picture  
  Robin Eckermann, TelSoc |
| 1:45 – 2:45 | Theme: Technology in Action  
  Chair: Penny Griffin  
  King Sound Room  
  Leveraging the 21st century farm to improve communications across regional Australia  
  Jim Wyatt, Curtin University |
| 1:45 – 2:45 | Theme: Telehealth Workshop  
  Chair: Tim Kelsey  
  Sirius Room  
  Telehealth Q&A: Are we there yet?  
  David Murtagh, Yogi Kanagasigam, Lucy Falcoccio, Laura Prado, Beth Sperring  
  Telehealth workshop supported by CSIRO |
| 2:45 – 3:15 | Afternoon Tea |

Day 1 | Thursday 22 June 2017 Broadband for the Bush Forum VI  
#BushBroadband
Potato communications and leveraging existing infrastructure more efficiently. Eicho Island story of using community phones to improve health

Russell Baird, Stratum communications

Connecting communities: Access, infrastructure and connectivity on the Ngaanyatjarra lands

Silvano Giordano, Wilurarra Creative

Access from a different perspective

Angela Voerman, inDigiMOB, Arlparra

Slipping through the net: case studies from Central Australian Aboriginal communities

Leila Iten, CAYLUS

3:15-4:15

Report Announcement: Remote Area Safety Update. CRANA Guidelines

Rob Starling

Daily Close

Brad Howarth

Walk to venue for forum social

Joes Fish Shack

4:15-5:00

Return to Sirius Room for final session

5:00-7:00

Vodafone forum social

Day 1 | Thursday 22 June 2017 Broadband for the Bush Forum VI
Day 2 | Friday 23 June 2017 Broadband for the Bush Forum VI

<table>
<thead>
<tr>
<th>Time</th>
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<tr>
<td>8:00 - 8:30</td>
<td>Registration and welcome coffee</td>
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<tr>
<td>8:30 - 10:30</td>
<td>Welcome to Day 2 &amp; report from Day 1</td>
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<td></td>
<td>Brad Howarth</td>
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<td>Video message</td>
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<td>Stephen Jones, Shadow Minister for Regional Communications</td>
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<td>Forum Keynote: A lesson in cooperation. RRRCC for today and in the future</td>
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<td>Charles Thomas, RRRCC</td>
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<td>ACCAN Address</td>
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<td>Teresa Corbin, ACCAN CEO</td>
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<td>Forum Keynote: Safe, secure, literate and prosperous - Facebook’s vision</td>
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<td>for a connected community</td>
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<td>Mia Garlick, Facebook</td>
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| 10:30 - 11:00 | Morning Tea - Southern Cross Lobby
| Display: Joshua Portlock from Sci Aero |

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<thead>
<tr>
<th>Time</th>
<th>Theme: Regional Innovation Chair: Marianne St Clair Sirius Room</th>
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<tbody>
<tr>
<td>11:00-12:15</td>
<td>Developing the North through connectivity</td>
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<tr>
<td></td>
<td>Dr Amber Marshall</td>
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<td>Veterinary telemedicine in the bush</td>
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<td>Sue Sameulsson, VET</td>
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<td>Telehealth: access and use in remote Australia - what’s happening?</td>
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<td></td>
<td>Marianne St Clair, Northern Institute</td>
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<td></td>
<td>Digital readiness of remote Indigenous researchers, are we there yet?</td>
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<td>Aurelie Girard and Valda Shannon, CDU</td>
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<tr>
<th>Time</th>
<th>Theme: Digital Inclusion Chair: Theresa Corbin Pleiades Room</th>
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<tr>
<td></td>
<td>Formation and establishment of the Australian Digital Inclusion Alliance</td>
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<td>Brendan Fitzgerald, Infoxchange</td>
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<td></td>
<td>Digital Inclusion Index: the next iteration</td>
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<td>Julian Thomas, RMIT</td>
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<td>Setting up a digital mentors network in Australia</td>
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<td>Cecily Michaels, Leep NGO</td>
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<td>Digital Inclusion: North Queensland efforts</td>
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<td>Leigh Harris, DIVE Innovation Hubs, ingegeous digital studios</td>
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<th>Time</th>
<th>Theme: Technology in Action Chair: Vin Mullins King Sound Room</th>
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<td>New technologies make a real-time emergency safer: analysing a series of</td>
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<td>examples</td>
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<td>Rob Starling, B4BA Committee</td>
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<td>Syd Bignall, Department of Fire and Emergency Services</td>
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<td>Joanna Burges, WA Local Government Association</td>
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<td>Martin Laverty, RFDS</td>
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<td>Gavin Williams, nbn Co.</td>
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<th>Time</th>
<th>System Managers Workshop Chair: Rongomai Bailey Adimiralty Gulf Room</th>
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<tr>
<td></td>
<td>Technoswap: networks managers share ideas on running network remotely,</td>
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<td>shoe string budgets and working with service providers</td>
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<td>Rongomai Bailey, NG Media</td>
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<td>Ben Pridmore, IRCA</td>
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<td>Stephen Wyndham, Biz365</td>
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<td>Tony Bundrock, Active8me</td>
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<p>| 12:15 - 1:15 | Lunch in Garden Restaurant Display: Joshua Portlock from Sci Aero         |</p>
<table>
<thead>
<tr>
<th>Time</th>
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<tr>
<td>1:15 - 2:15</td>
<td>Hitnet: robust, co-designed technology in remote Australia</td>
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<td>Nickeema Williams and Julie Gibson, Hitnet</td>
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<td>The Customer Service Guarantee for voice and data</td>
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<td>RRRCC Workshop Hosted by ACCAN</td>
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<td>Wicked problems in training delivery in remote areas: partnering with RTOs to bridge the digital divide and employing ICT coordinators in communities</td>
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<td>Graham Townley, Tjuntuntjara CRC</td>
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<td>AppBooks: self publish apps without having to keep going back to the developer. Learn about app development and build a take-away app</td>
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<td>Warren Smith, Ryan Gaylard and friends, InyerPocket Software</td>
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<td>2:15 – 2:30</td>
<td>Afternoon Tea</td>
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<td>2:30 – 4:00</td>
<td>Forum Wrap Session</td>
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<td>Capturing your priorities: Interactive workshop to develop the key policy positions from the Forum</td>
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<td>InyerPocket Software, The App of the Forum</td>
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<td>Warren Smith</td>
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<td>Closing Remarks</td>
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<td>Apolline Kohen and Brad Howarth</td>
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Christine Ross

Christine Ross is an Arrernte/Kaytetye desert woman who was born in Alice Springs, grew up in Darwin and moved to Perth in 2002. Christine has always maintained a high profile in the Northern Territory and Western Australia and was an Inaugural Member of the Yilli Rreung Darwin Aboriginal and Torres Strait Islander Commission Regional Council in 1990 to 1993. She held numerous positions in education, media and employment. Whilst she continues with her Consultancy work Christine is also employed part time as the Indigenous and Diversity Manager for the Aroona Alliance in Perth.

Dr Noel Nannup

Dr Nannup is a well-respected Noongar Elder. He is a known storyteller and cultural guide, instructor and mentor. Noel is a Nyungar/Injabarndi man who has worked to promote public awareness of the importance of caring for the environment. His career has been dedicated to educating young Western Australians about the rich cultural heritage of Aboriginal people and their lands; and, throughout that process, Noel has played an active and leading role in reconciliation. His father Charles William Nannup lived and worked around Mundaring Weir and he belonged to the Bibbulman people. Noel Nannup’s mother was Alice Isobel Bassett from the Pilbara. Noel is Edith Cowan University’s Lead Elder-in-Residence and the recipient of many awards for his work, most significantly an Honorary Doctorate from Murdoch University in 2003 for his leadership and services to his Noongar community.

Brad Howarth

Brad Howarth is a researcher and consultant with more than 20 years’ experience in the field of digital transformation. As a journalist he has written on the topic of technology-driven change, and today works with organisations of all sizes to help them understand and plan for change. Brad is passionate about the role that digital technologies will play in Australia’s future and the need to improve digital awareness and skills across Australian communities and businesses. He has spoken at numerous forums across Australia about digital transformation.

Brad Howarth’s role in the Forum is to anchor the program, help the delegates travel the journey of ideas over the two days and draw conclusions.
Welcoming Address
Apolline Kohen
Chair Broadband for the Bush Alliance and Chair Forum Committee

Apolline Kohen is currently Chair of the Broadband for the Bush Alliance and its Forum Committee. She has a background in arts management, policy analysis and formulation and community development. Since 2012, she has been involved in the establishment and ongoing activities of the Broadband for the Bush Alliance. She has been the Chair of the B4BA Forum Committee for the past three years.

Apolline Kohen will welcome delegates to the Forum, and describe the work of the host organisation, the Broadband for the Bush Alliance.

Opening Keynote
Societal changes due to emerging technologies
Professor Hugh Bradlow, FTSE
Chief Scientist, Telstra

Professor Hugh S. Bradlow is President of the Australian Academy of Technology and Engineering, and Chief Scientist at Telstra Corporation. Here, he acts as a “forward scout” looking at the longer term technology directions and disruptions that will impact Telstra and its customers.

Prior to becoming Chief Scientist he was Chief Technology Officer and Head of Innovation at Telstra, responsible for the introduction of new technologies into Telstra’s business. Professor Bradlow is globally recognised as a thought leader in telecommunications. He was elected as the joint 2009 Australian Telecommunications Ambassador of the Year, named by Global Telecom Business as one of the 100 most influential telecommunications executives in the world, Smart Company designated him as one of the 12 most influential people in Australian ICT.

New technologies that will change every aspect of society and lead to regional areas being transformed. This presentation will examine the emerging technologies and their opportunities.

ACCC Address
Delia Rickard, Deputy Chair
Australian Competition & Consumer Commission

Delia is the Deputy Chair of the Australian Competition and Consumer Commission. She has been working in the area of consumer protection for over 25 years both at the ACCC and at ASIC. Amongst other things Delia is a member of the ACCC’s Telecommunications Committee and as co-Chair of their Consumer Consultative Committee. On Australia Day 2011 she was awarded the Public Service Medal for her contribution to consumer protection and financial services.

Delia will discuss the ACCC’s draft mobile roaming decision, broadband monitoring and speed claims, the ACCC’s Telecommunications Market Study and issues associated with nbn Co’s satellite and fixed wireless footprint.
Indigenous Focus Day Address
Christine Ross | Indigenous and Diversity Manager for the Aroona Alliance

Christine Ross is an Arrernte/Kaytetye desert woman who was born in Alice Springs, grew up in Darwin and moved to Perth in 2002. Christine has always maintained a high profile in the NT and WA and was an Inaugural Member of the Yilli Rreung Darwin ATSIC Regional Council in 1990 - 1993. She held numerous positions in education and media and employment. Whilst she continues with her consultancy work, Christine is also employed part time as the Indigenous and Diversity Manager for the Aroona Alliance in Perth.

The Indigenous Focus Day resulted in a number of identified issues and action statements. Christine will share the results of the IFD discussions and remind Forum delegates that regional and remote Indigenous communities have specific agendas and challenges that must be met before Indigenous Australians gain equitable access to broadband services and the opportunities they bring.

Keynote Address
The digital health strategy for Australia
Tim Kelsey | Australian Digital Health Agency

Tim Kelsey is Chief Executive of the Australian Digital Health Agency responsible for all national digital health services and systems, with a focus on engagement, innovation and clinical quality and safety.

He was formerly National Director for Patients and Information in NHS England. Tim is a leading advocate of a popular knowledge revolution in health and care and, in 2000, was co-founder of Dr Foster, a company which pioneered publication of patient outcomes in healthcare. He is also an internationally regarded expert in digital transformation of the customer healthcare experience. He is co-author with Roger Taylor of Transparency and the Open Society and is visiting professor in the Institute of Global Health Innovation at Imperial College London.

Better use of data and technology can help people live healthier, happier and more productive lives. Digital health can make a real difference to people’s health by giving them greater control and better access to information. Tim will discuss the work of the Agency which is tasked with improving health outcomes for Australians through the delivery of digital healthcare systems and the national digital health strategy.

nbn Sky Muster update
Gavin Williams | Executive General Manager - New Developments, Wireless & Satellite, nbn Co.

Gavin has spent his career in the telecommunications industry in leadership roles spanning engineering, product management and marketing. He currently has broad accountability in nbn for the segments that serve Australia’s more remote locations and new property developments. The nbn fixed wireless service has been delivering world class broadband to previously under-served communities for a number of years. Gavin is now looking forward to rolling-out next generation satellite services using nbn state of the art satellites to help transform communications in the bush.

The new nbn Sky Muster™ satellite service is here. Designed to deliver a revolution in satellite broadband, the Sky Muster™ service is intended to be a game changer for the way you work, learn and live in regional and remote Australia. The service will cover mainland Australia and Tasmania, and remote islands such as Norfolk Island, Christmas Island, Lord Howe Island and Cocos (Keeling) Islands. This session will provide an update on the nbn satellite programme, with a focus on the nbn Sky Muster™ service.
Public WiFi is a fundamental library service in remote Australia
Anja Tait | Assistant Director Libraries and Learning, Northern Territory Library

Anja Tait is the Project Director for Northern Territory Library’s community Internet service. As Assistant Director Libraries and Learning, Anja leads, develops and represents the library sector of the NT, building staff capability to engage communities in library programs and increase user access and contributions to the Library’s collections of Territory knowledge and history. Anja has a background in education, research, and the arts in health and community cultural development.

Northern Territory Library (NTL) is collaborating with regional councils and local authorities throughout the Territory to provide free public WiFi in 46 remote Aboriginal communities. This initiative is supported by ongoing funding from the Northern Territory Government, who recognises that free WiFi is a fundamental public library service. Reliable and affordable Internet access is crucial for us all to engage with and participate in the diversity of services, information and communications now available to people the world over.

Unleashing the potentials that digital technology, inclusion and startup support can offer Australia’s most disadvantaged and disconnected communities
Leigh Harris | DHIVE Innovation Hubs and ingenius digital studios

Leigh is an Aboriginal creator of a Cairns based design studio producing product in cooperation with Indigenous community groups. He is a strong mentor for many Indigenous photographers, designers and graphic artists and a technology consultant to projects throughout North Queensland’s Indigenous communities. Leigh provides publishing platforms and design solutions for mobile platforms and social media.

The next generation of IT Specialists need to include more Indigenous people wherever they live. In Cairns, we are hosting an event, unleash.D, designed to inspire this generation. unleash.D will bring together Aboriginal and Torres Strait Islander communities and other disadvantaged and minority groups to discuss and unleash the potential that the digital economy and digital innovation can offer. unleash.D is a place to imagine the future, a place to learn from world-changing innovators, futurists, inspired thinkers and an interactive community of activators. Our strategy will contain a conference, master classes, deep conversations, pitch tables, performances, and other special events. It will discover the strategies and techniques for digital leadership and innovation for Australia’s most disadvantaged group.

Confronting the challenges of setting up a digital inclusion network
Cecily Michaels | Chief Executive Officer, Leep NGO

Cecily Michaels is the Chief Executive Officer of Leep, a group creating inclusive communities through communityNet, digital inclusion and volunteer solutions. Cecily has almost 30 years of experience working with disadvantaged communities. For nearly 20 years she was an aid worker in the Middle East and South East Asia before turning her focus to the community sector in NSW. In an increasingly digital world, Cecily is an enthusiastic advocate for ensuring everyone has the skills and access to be online.

Drawing on our experience in setting up a network for digital inclusion in Western Sydney we will outline the strategies that worked and what didn’t. We will provide a rationale for why we think we met these challenges and share the solutions we found. We will share our experience providing IT support and solutions in remote NSW and the challenge bringing digital inclusion to Western NSW. We will include our lessons learnt from visiting online centres in the UK. You will gain insights into the key challenges and solutions found when creating a digital inclusion network in Western Sydney.
Regional Innovation - Thursday 1.45 - 2.45pm

Session Chair: Apolline Kohen, Broadband for the Bush Alliance

**Australian telecommunications beyond 2020: the bigger picture**
Adjunct Professor Robin Eckermann | Director, TelSoc

More than a decade before the nbn was conceived, Robin Eckermann led the creation of TransACT, serving as its Chief Architect from the $250m FTTK/VDSL rollout across Canberra. TransACT made next-generation broadband available to some 65,000 premises in the national capital. Since 2003 he has consulted widely in the field of advanced telecommunications infrastructure, and served on both the 2012 and 2015 Regional Telecommunications Independent Review Committees. He is passionate about the need to improve outcomes for regional Australians.

The rollout of the nbn generates much interest as well as heated ideological, emotional and political debate – often concentrated on limited aspects of the initiative, such as a broader mix of technologies now being used. In this climate, some bigger picture issues are often overlooked – such as affordability, and the spacio-economic benefits to be gained by extending coverage of the mobile networks beyond the present 30% of Australia’s land mass. Networks and network technology continually evolve, and the completion of the nbn rollout will simply be another milestone in Australia’s telecommunications journey. Politics and emotions need to be replaced by evidence-based, respectful debate on the key issues in order to guide developments beyond 2020 towards the best outcomes for Australians.

**Opportunities to build skills to run online businesses from remote communities**
Joanne Pellew | Ochre Workforce Solutions

Joanne Pellew is an entrepreneur at heart. With experience gained from working in Indigenous employment as well as the innate connection with her own people, Joanne is dedicated to bridging the gap between employers and Indigenous workers. After developing Ochre Workforce Solutions and spearheading the iWork Jobsite, she has helped nearly 1000 Indigenous people into work while building the largest database of Indigenous workers in the country.

By creating the online jobs board, iWork Jobsite, Joanne pioneered a platform through which companies can directly interact with an ever-expanding network of active job-seekers. Crucially, with the consideration and understanding vital to the success of the platform, iWork was designed to be compatible not only with computers and smartphones, but also with older, pre-paid mobile phones. This innovative approach suits the needs of the Indigenous workers using the site, insuring that disadvantaged jobseekers are welcomed to the job-finding process.

**Australian agriculture: our paradox with technology and how we might participate in the solution**
Nigel Metz | SE Premium Wheat Growers Association WA

Nigel graduated from Muresk Institute of Agriculture, a branch of Curtin University of Technology, with a Bachelor of Agribusiness marketing. Nigel is currently working on improving the data network for farmers in the Esperance Port Zone and is setting up a new business of his own. Nigel traverses the WA wheatbelt and sees the issues with data connection and its effect on farm-level adoption. Nigel is part of the WA based group “Rural Net” which is looking at alternative ways to deliver long term change in the way data connections are made in regional WA using a more participative model rather than the top down telco style. The overall concept is to engage investment and skills at local regional levels to build, maintain and operate our data connections into the future.

Australia, compared to Asia, has high labour costs. In agriculture, technology and mechanisation has enabled ongoing productivity growth but farmers are struggling with poor data connection. All modern software assumes connection for management and service, however specialist ICT skills are not in regional Australia. Welcome to the Australian agriculture paradox. We are wedded to technology for our farmers to compete, yet constrained by connection and skills in regional locations.

How might we bring the wiz kids of tomorrow out into the bush, to program, maintain and operate our robotic tractors, when basic Internet banking is a struggle for many farming businesses? Even if we can find and employ these people, how will they stay in our regional communities given the poor data connection challenges for day to day life?
Leveraging the 21st century farm to improve communications across regional Australia  
Jim Wyatt | Strategic Project Officer, Curtin University

Jim Wyatt has worked in telecommunications and digital technology for more than 35 years. For the past 20 years, he has been at the forefront of Government policy, strategy and activity, including instrumental roles in the formation of the nbn and Regional Mobile Black Spots improvements. His passion is digital improvements for regional Australia and he is known as a tireless advocate in this space. Currently on a two-year sabbatical from his own digital advisory practice, Jim is leading strategic activity at Innovation Central, located on the Curtin University Bentley campus in Perth. This unique partnership between Woodside, Cisco and Curtin University is driving the spread of digital transformation across numerous industry sectors including oil and gas, agriculture and Government.

With the emergence of the Internet of Things and a focus on human to human as well as machine to machine connectivity, we are now seeing a range of industries undergo dramatic digital transformation. Smart farming and digital agriculture are now emerging across the country. This offers real potential for regional and rural communities intertwined with primary production areas, to leverage these developments for their own needs.

Getting value from connectivity in the bush  
Dr Simon Cook | Premier’s Fellow Agriculture and Food. WA Government

Simon Cook is the inaugural WA Premier’s Fellow in Agriculture and Food at Curtin and Murdoch Universities. His activities in digital agriculture go back to the 90s, when he led the CSIRO Precision Agriculture Research Group which pioneered the development of precision agriculture in Australia. Subsequently he has spent many years in international agricultural research, specialising in the opportunities for information to support change. His current role is to identify and develop pathways for digital agriculture in WA agribusiness.

We hear that data is the ‘new oil’ – a globally important commodity of universal value. But like oil, data generates value only when used effectively. As early failures have taught us, in farming this isn’t always as straightforward as it seems. Using precision agriculture as an example, Simon’s presentation will show that enhanced connectivity and data capture needs to be coupled with processes of interpretation and business development. Ultimately the process should enable enough information flow to support discovery and creativity but until then, most intermediation will be through specialists within farming systems.

Farm decision technology  
Peter Carter | Digital Engagement - Innovation Partnerships, Data61 CSIRO, NSW

My passion is building business through innovation and technology - transforming the seemingly impossible into commercial opportunity. My interest in innovation and technology is about human nature and insight. I believe we are all driven by curiosity, discovery and opportunity and that technology is simply a catalyst or enabler of change. Successful industry leaders and innovators are those that manage this change process and create environments conducive for people to embrace new ideas and ways of doing things.

The Farm Platform project from Data61, is creating a scalable and mass deployable farm system to enable digital connectivity on farms, involving our work with LoRa (Long Range) and Low Power technology. Connectivity is the enabler for the future farm.
Digital Inclusion - Thursday 3.15 - 4.15pm

Session Chair: Alex Burgess, Indigenous Remote Communications Association

Voice communications and leveraging existing infrastructure more efficiently
Russell Baird | Director, Stratum Communications Pty Ltd

Several years of consultancy to the Northern Territory Government along with many remote community projects, has provided Russell with insight into the impact of communications services on the quality of remote community life. Having been engaged by the Northern Territory Government continually over this time and undertaken a number of trips, Russell understands remote communities and associated communication services.

Stratum ran a pilot of its proposed voice messaging system involving five small communities both on Elcho Island and on the mainland. The pilot was to evaluate the benefits of using existing fixed community phones to relay secure messages to individuals within the community, via a communal message bank. In the first instance this was tailored around a primary health care application, to reduce the “no shows” of patients for important clinical appointments and air travel.

Connecting communities: access, infrastructure and connectivity on the Ngaanyatjarra lands
Silvano Giordano | Director, Wilurarra Creative, Warburton

Silvano Giordano has been the Director of Wilurarra Creative for seven years, living and working in Warburton community in the very remote Ngaanyatjarra Lands in WA. Silvano has a background in commercial printing, contemporary and community arts, and sound engineering. With the belief that access to arts resources, technology and appropriate self-directed learning opportunities is fundamental to self-determination, Silvano works alongside younger Ngaanyatjarra people to build engaging and relevant creative, cultural and enterprise opportunities.

1000km from the nearest towns, Warburton community, on the Ngaanyatjarra Lands in WA, is Telstra’s most remote service area. Wilurarra Creative is the only public access Internet in Warburton. The Internet hub sits at the centre of a vibrant, community-driven arts program for young adults, which brings together the whole community. Silvano will discuss the value of connectivity in very remote Australia; the challenges of providing Internet access in Ngaanyatjarra communities, and how Wilurarra’s approach is achieving lasting results.

Access from a different perspective
Angela Voerman | inDigiMOB, Arlparra

Angela Voerman presently coordinates a remote learning centre in Utopia for Batchelor Institute. She has been a lecturer in Sociology and Community Management. Her long interest in the area of engagement in learning has focused on social aspects of learning, development of practice-based projects and on the use of learning and living environments that create communities.

We will explore the concept of access to technology in remote Aboriginal communities. Access is commonly thought of as a technical issue, related to hardware, software and the limits of networks. Access is also about literacies, cultural appropriateness and the general place of digital communication in the fabric of everyday community life. These are important concepts to integrate into models of Internet-based service provision.

Slipping through the net: case studies from Central Australian Aboriginal communities
Leila Iten | Central Australian Youth Link-Up Service (CAYLUS)

Leila has been working with young people and families in remote Aboriginal communities in Central Australia since 2010. Part of her role with the Central Australian Youth Link-Up Service (CAYLUS) involves supporting computer rooms, WiFi hotspots, and cyber safety initiatives specific to the region.

Limited Internet connectivity and access to digital devices in remote Aboriginal communities in Central Australia results in excluding people from essential services on the basis of income and geography. As more of these essential services transition to being managed online, how are the rights of digital citizenship being challenged? This presentation will illustrate the impact of digital exclusion using case studies from Central Australian Aboriginal communities, and their experiences in 2017.
Regional Innovation - Thursday 3.15 - 4.15pm

Session Chair: Jeremy Riddle, Australian Communications Consumer Action Network

**BIRRR: update - the WA stories - important lessons and things still not right**
Mae Connelley | BIRRR

Mae Connelly is a grain marketing advisor with Farmanco, in WA grain belt. Mae has been working in grain marketing roles in different rural areas of Australia since 2001. She also runs a cereal and sheep farm with her husband in Pingrup, and works from home on the farm using Skymuster and a 3G tower 30km away. Mae joined BIRRR in 2015 when the 3G tower stopped working for 6 weeks – the help from the group to resolve the issue was invaluable. She contributes to the group to ensure the WA voice is part of the national data collection by BIRRR.

Better Internet for Rural, Regional and Remote Australia (BIRRR) provides information and volunteer support for bush broadband options and issues. We lobby for improved access to the Internet for all Australians. We provide two main benefits – help and support from volunteers with rural Internet issues and information, and lobbying for improved telecommunications in the bush through writing submissions and meetings with Government and industry.

The new nbn satellites have provided improved Internet access in regional and remote WA, however there are ongoing issues with outages, reliability, usability, small data allowances and a higher cost versus comparable metro services. BIRRR has provided volunteer assistance to help resolve many nbn issues from installation, service issues and outages. BIRRR continues to campaign on several issues including retaining landlines for voice, improving the communication between nbn and customers and reducing the digital divide.

**Encapto: the impact of Free WiFi in NT communities**
Daniel Sacchero | Business Manager, Easyweb Digital

Daniel is a veteran of the ICT industry with more than 30 years of experience working for small, medium and large corporates. In the last 20 years, Daniel has focussed building wireless broadband communications for corporate and government clients in cities and remote areas. In 2015 he joined Easyweb to promote Public WiFi as a platform to breach the digital divide and provide access to disadvantaged communities.

In April 2016, the NT Office of Aboriginal Affairs approved four grant submissions by Easyweb to deploy Free Public WiFi systems at four Indigenous communities: Ntaria, Imanpa, Mulitjuu and Kalkutjara. The systems were deployed in June 2016. In November 2016, Daniel toured the communities to meet with local people and discuss the impact of the service. In this presentation, he shows the usage of these systems and discuss our learnings from these projects.

**The CAT Mobile Phone Hotspot: one solution to the remote area conundrum**
Andrew Crouch | Senior Research and Projects Officer
Centre for Appropriate Technology

Andrew Crouch is Senior Research and Projects Officer with the Centre for Appropriate Technology (CAT), which he joined in 2006. He has a career background in telecommunications, and qualifications in engineering and international development. Major projects he has contributed to while working with CAT include the Community Phones Program, the National Indigenous Infrastructure Guide, the Home Internet Project, and more recently the Mobile Phone Hotspot Project.

The first mobile phone hotspot was installed in the remote Aboriginal community of Red Sandhills near Ntaria (Hermannsburg) in Central Australia early in 2015. Since then, 40 hotspots have been installed in remote communities, on highways and at tourist locations throughout the Northern Territory, providing robust, low cost, cellular mobile connections. The hotspot is one answer to the conundrum; how do we extend high cost cellular telecommunications to sparsely populated areas where the economic return is very low?
Critiques of existing options for connectivity
Andrew Findlay | Executive Director, Vertel WA

Andrew joined Vertel in 1996 and has led the evolution of the business from a provider of two-way radio site and networks to a licensed telecommunications carrier with a focus on critical network services for Government, enterprise and service provider organisations. He is driven by the belief that Australia’s most pressing social issues are a result of the inequitable delivery of and access to, quality education, health, community and emergency services. He works with a team that is passionate about the enablement of dramatically better education, health and community outcomes through the innovative use of ICT services in underserved metro, regional and remote Australia.

While the world marvels at the disruption caused by web-scale companies with challenger platform operations, very little has changed for those individuals and businesses living and or operating in regional and remote areas of both developed and undeveloped countries. In our dealings with both Government and enterprise organisations, we are continually surprised by the range of dearly held knowledge, beliefs and assumptions around the technical, commercial and social aspects of delivering infrastructure based competition for broadband services. It is these illusions that need to be challenged and discredited if any meaningful change is to be experienced by people living in these underserved regions. Andrew will identify and deconstruct the most relevant aspects of these broadband illusions and provide insights and effective steps for Government, business and communities to take to secure converged, assured and secured network services for these regions of Australia.

Second-generation wireless connections for remote communities and businesses
Tony Bundrock | CEO, Activ8me

Tony Bundrock has been the CEO of Australian Private Networks Pty Ltd (trading as Activ8me) since 2007. He has been in the telecommunications industry for over 30 years and is an expert in satellite broadband technology. Tony has been a strong advocate for better communication services in regional, rural and remote Australia. Prior to his position with APN, Tony was National General Manager, Strategy and Business Development at Telstra Mobiles.

Scott Cogley | Corporate Client Engagement Manager, Activ8me

Scott Cogley has been at Activ8me since 2016. Scott oversees the commercial relationship and engagement with the Government and commercial entities.

Through these partnerships, Scott assists organisations to achieve their regional, rural and remote communication objectives. Prior to Activ8me, Scott held Business Partnership and Practice Manager positions supporting the telecommunications industry for over 15 years. Remote communities and workforces are now benefiting from connecting to the world and core services online. They are doing this using multiple devices over a shared WiFi Internet connection, from locations where there are limited or no other communication services available. But how?

Over the last year Activ8me has worked in partnership with customers to develop and deploy a second-generation of their internal and external satellite WiFi solutions. In this session, discover how a variety of organisations from agriculture and mining, to tourist destinations and emergency services utilise this technology to solve remote communication challenges.
The Case for Private Networks
Grahame Cover | URSYS

Grahame has worked in both academic research teams and corporate roles, all addressing innovation in telecommunications. His company, URSYS grew out of the University of Sydney and has been predominantly interested in remote area networks. Private VSAT, Compact LTE and remote network management are the company’s strengths. Several joint projects with large Telcos has taught Grahame the unique value of a small motivated enterprise in creating new solutions to old problems.

Public carrier networks are implemented on a massive scale and driven by commercial interest. In remote areas the scale is smaller, the commercial potential is much less and the challenges are great. This can be both a hindrance and an opportunity to realising connectedness. The opportunity is there for small remote communities, businesses and rural producers, working closely with service providers, to create network services that follow different paradigms, to be highly attuned to specific rural needs. It starts with creative thinking.

Northern Regional Development Australia Alliance (NRDAA) in partnership with Distant Curve: a pilot to explore alternative and affordable remote telecommunications options
Matthew James | Distant Curve

Matthew has 20 years of experience working in a variety of science, engineering and construction roles in remote areas, both in Australia and abroad. During this time, Matthew has acted as the project manager for the engineering, design and deployment of IT and Communications systems for multibillion dollar projects, and has a history of devising and deploying innovative and resilient solutions. Matthew holds a Bachelor Degree in Science and a Master of Engineering Science Degree in Computer and Communications Engineering.

We all know that big “empty spaces” equals poor services. But connectivity, good roads and good telecommunications, is a basic ingredient for development in remote regions. The Northern RDA Alliance has partnered with Distant Curve to explore long-distance wireless as an alternative to satellite. This project demonstrates that there are telecommunications options which are affordable and offer a better service platform on which to build economic activity despite remoteness.
Demands on online services by students engaging in and building, new interactive technologies in learning

with Leigh Howser, Jan Clarke and Roxanne Morrissey

Use of ICT is changing in schools. Schools are helping their students to not only be powerful users of high-end technologies but to become the “Makers” of technologies within all curriculum areas. This is complemented by the implementation of the new National Technologies Curriculum, which encourages children to understand coding, database design, robotics and a range of high-end applications. Our expert panel will provide examples of the applications you can expect children in your community to be exploring. They will explain why the new National Technology Curriculum is encouraging the next generation of Australian IT professionals and supporting the need for IT professionals across regional and rural economies. This impacts on families and communities and what stories they tell their children about learning and what is being learned. They will talk about what it is like to be a teacher of technologies, a parent of children learning about new technologies and a system trying to provide equitable access to learning. The new educational directions add to the demand for better cheaper broadband in regional, rural and remote communities for children. Together the panel and audience will discuss: how can we ensure children from the bush are getting the same digital opportunities as those in cities?

Telehealth Workshop - Thursday 1.45 - 2.45pm

Session Chair: Tim Kelsey, National Digital Health Agency

Telehealth Q and A. Are we there yet?
Chair: Tim Kelsey (CEO) of the National Digital Health Agency

with David Murtagh, Yogi Kanagasingam, Lucy Falcocchio, Laura Prado and Beth Sperring

Telehealth for remote health service provision is recognised both locally and internationally as an innovative way to deliver improved health services to remote and regional areas. This session will discuss the current state of telehealth in Australia, considering both the achievements and challenges yet to be addressed. Telehealth is a complex collaborative method of delivering health services that has the potential to provide primary health, allied health and emergency care. Telehealth needs to be integrated into provision of services to remote locations but it is not a complete solution – it needs to be integrated into current programs of service.

Digital Education Workshop - Thursday 3.15 - 4.15pm

Session Chair: Alister Campbell, Edith Cowan University

Demands on online services by students engaging in and building, new interactive technologies in learning

with Leigh Howser, Jan Clarke and Roxanne Morrissey

Use of ICT is changing in schools. Schools are helping their students to not only be powerful users of high-end technologies but to become the “Makers” of technologies within all curriculum areas. This is complemented by the implementation of the new National Technologies Curriculum, which encourages children to understand coding, database design, robotics and a range of high-end applications. Our expert panel will provide examples of the applications you can expect children in your community to be exploring. They will explain why the new National Technology Curriculum is encouraging the next generation of Australian IT professionals and supporting the need for IT professionals across regional and rural economies. This impacts on families and communities and what stories they tell their children about learning and what is being learned. They will talk about what it is like to be a teacher of technologies, a parent of children learning about new technologies and a system trying to provide equitable access to learning. The new educational directions add to the demand for better cheaper broadband in regional, rural and remote communities for children. Together the panel and audience will discuss: how can we ensure children from the bush are getting the same digital opportunities as those in cities?
Video message
Stephen Jones
Shadow Minister for Regional Communications &
Shadow Minister for Regional Services, Territories and Local Government

Mr Jones is currently a member of the Joint Parliamentary Committee on the National Broadband Network. He has previously served on the House of Representatives Economics Committee, the Infrastructure and Communications Committee, the Standing Committee on Health and the Joint Select Committee on Constitutional Recognition of Aboriginal and Torres Strait Islander people. Mr Jones also has a strong personal interest in manufacturing policy.

Since assuming this role following the 2016 Federal Election, Stephen has been advocating for a better approach to regional communications from the Government. In particular, Stephen has been calling on the ACCC to ensure customers get the broadband speeds that they pay for through greater transparency by nbn Co and retail service providers about the limitations of the fixed line network. That’s because so far the roll out of copper-based Fibre-to-the-Node technology has not delivered the promised speed and reliability. Mr Jones also believes that there are a significant number of issues with the deployment of Sky Muster satellite and recently called for an independent inquiry to address these.

Forum Keynote
A lesson in cooperation: RRRCC for today and the future
Charlie Thomas
General Manager, Digital & Industry Partnerships,
National Farmers Federation

Charlie oversees the NFF’s digital strategy, which aims to help the NFF engage and advocate more effectively. Charlie started his working life with a prominent law firm before pursuing a career in political advocacy across a wide variety of causes: from environment and land use to telecommunications and economic policy. Coming from a farming background in Central West NSW, Charlie is passionate about the growth potential of Australian agriculture. At the NFF, Charlie uses his experience in advocacy and the not-for-profit sector to reshape the way the NFF delivers services to its members in the digital era, and to manage strategic cross-industry partnerships.

No matter where you live, you should have access to affordable, reliable Internet and voice services. The Regional, Rural and Remote Communications Coalition (RRRCC) are seeking bipartisan support for policy reforms to ensure that regional Australians get access to the telecommunications services that they need for the 21st century. Reporting on progress, key issues on today’s agenda and a prediction about the next set of actions and policies.
ACCAN Address
Teresa Corbin  |  ACCAN CEO

Teresa Corbin is a co-founder of ACCAN, Australia’s peak body for communications consumers. She has 25 years of experience in telecommunications policy with consumer groups both nationally and internationally. Teresa is a director on the International Telecommunications Users Group (INTUG). She was appointed to the role of ACCAN CEO in 2010 and currently sits on many industry and Government bodies including the ACMA Consumer Consultative Forum and the NSW Information Privacy Advisory Committee. In 2015, she was awarded the Charles Todd Medal by the Telecommunications Society for having made an outstanding contribution in recent years.

2017 is set to be a big year for telecommunications policy and consumer safeguards: the Productivity Commission is reviewing the Universal Service Obligation and arrangements for standard voice services, the Department of Communications and the Arts and the Communications Alliance are reviewing Codes and safeguards that have a potential impact on consumers, and the ACCC is continuing its investigation into domestic mobile roaming. This address will outline the key issues for consumers and what ACCAN is doing to advocate for the interests of Australian telecommunications consumers.

Forum Keynote
Safe, secure, literate and prosperous:
Facebook’s vision for a connected community
Mia Garlick  |  Director of Policy for Australia & New Zealand/ APAC Regional Co-ordinator
Facebook Australia

Before joining Facebook, Mia was the Assistant Secretary for Digital Economy and Convergence Strategy at the Department of Broadband, Communications and the Digital Economy. Mia joined the Department shortly after returning from Silicon Valley for five years, where her experience included working as Product Counsel for YouTube and as the General Counsel for the non-profit Creative Commons. She has a Master of Laws from Stanford Law School and Bachelor of Law and Arts from the University of New South Wales.

Mia will outline Facebook’s work in regional Australia and ambition to create an online safety guide for Indigenous communities. She will also discuss Facebook’s broader community engagement and digital capability-building initiatives.
Regional Innovation - Friday 11.00am - 12.15pm

Session Chair: Marianne St Clair, Northern Institute

Developing the north through connectivity: fostering digital ability for innovation in regional, rural and remote Queensland
Dr Amber Marshall

For the last three years Amber has lived in remote Northern Territory and Far North Queensland while completing her PhD. Her research specialisation is ‘virtual organising’ and she holds a Master’s degree in organisational communication. Her professional background is in internal/external communications in public/private sectors, along with start-ups and project management. Amber is now seeking to apply her city-based education and experience towards the social and economic development of remote, rural and regional Australia by fostering participation in the digital economy.

Amber will discuss her current research which addresses the emerging gap between getting regional, rural and remote Australians connected and converting connectivity into digital innovation, leading to outcomes that grow businesses and create jobs. Her research will involve investigating how Northern Australians may develop knowledge and skills to innovate in their businesses and communities. Particular focus is on the processes by which connectivity may be harnessed to improve existing business processes and/or create new services to complement primary production.

Tele-Veterinary: diagnosing remotely
Sue Samuelsson  |  Founder and CEO, iVET

Dr Sue is owner of Gove Veterinary Services in East Arnhem Land which she has owned since 2009. She is founder of iVet, Australia’s first Veterinary Online Consultation Service which was awarded NT Export Industry Commendation Award for Innovation in 2016. Dr Sue has a Masters Degree in Small Animal Medicine and Surgery and was included on the 2016 Westpac’s 100 Women of Influence for Innovation.

Providing veterinary services in regional and remote areas is costly and difficult. There is a smaller population providing revenue for a mandatory expensively-equipped hospital and high regional wages. Further, the personal and physical costs of being a 24/7 attending veterinarian, distracts vets away from the regional lifestyle. In Nhulunbuy, we have successfully utilised Veterinary Telemedicine to provide an after-hours service for a town that was struggling to keep a vet. In this model, the “On Call Vet” can be anywhere in Australia and is provided support through various veterinary technicians that can assist with hands on treatment is required. This session showcases a new way of providing support to vets in regional and remote Australia and proposes further uses for the technology.

Telehealth: access and use in remote Australia - what’s happening?
Marianne St Clair  |  Research Associate Northern Institute
CDU & Executive Officer B4BA

Marianne has been involved with organising the 2014, 2015 and 2016 Indigenous Leadership Conferences and is working in collaboration with AMSANT and the Northern Institute on the implementation of Telehealth across Northern Australia. This collaboration continues to expand. Marianne is doing her PhD on the role of collaboration in seafood enterprise development in remote Indigenous communities. Marianne is supporting the Board of Broadband for the Bush Alliance as part-time Executive Officer.

Uptake of Telehealth in the NT has been limited by many factors including inadequate broadband access. Through collaboration between stakeholders, staged implementation has been developed in NA requiring engagement with hospitals and Aboriginal Community Controlled Health Organisations (ACCHOs). The NI/AMSANT/CSIRO collaboration is assisting remote ACCHOs to establish Telehealth and aid them in evaluating the cost/benefits of reliable Internet and Telehealth services as well as expanding digital inclusion.
Digital readiness of remote Indigenous researchers, are we there yet?
Aurelie Girard and Valda Shannon
Whole of Community Engagement Initiative, Charles Darwin University

Aurelie Girard has been working in the digital world for over ten years and was exposed to the rapid-changing technology her entire life (GenY). Aurelie is the project coordinator of the Whole of Community Engagement Initiative since 2015. She is currently undertaking a Masters of Education (International) in language, literacy, Indigenous researchers and digital technology.

Valda Napurrula Shannon Wandaparri is a Walpiri/Warumungu woman who has been living and working in Jurnkurakurr since 1992. Valda’s most recent work has included writing culturally relevant programs for the Mental Health Association of Central Australian Suicide Prevention Initiative which led her to draw on culture to connect with communities. Valda presented her work on the importance of addressing suicide through cultural practices at the United Nations Indigenous Forum in 2014. Her focus is ‘walking with confidence in two worlds’ and embedding Indigenous culture within education, employment and processes to strengthen community cohesion through improved communication and information sharing.

In recent decades Indigenous research, has shifted from research ‘on’ to research ‘with’, and shifted from ‘research for’ to ‘by’. It makes sense that active participation of Indigenous peoples and researchers creates clarity and understanding of the research and findings. A 2014 study (AITSIS and AIGI) said use of digital technologies in Indigenous research is an enabler and a barrier, particularly within action research projects, which is the common way that research is conducted. What are the consequences of this? We will share some stories about what it is like being an Indigenous researcher when collecting, recording, analysing and sharing data, communicating and working within and across research teams to meet research output and project requirements. We will highlight digital literacy barriers and enablers faced by remote Indigenous researchers. We will share what software, hardware and techniques we use and see if the audience uses alternatives. We will focus on the impact of poor broadband and connectivity as one of the factors impacting on people’s participation.

Featured Demonstration - Friday 10.30am - 1.00pm in breaks

Industrial Drone Technologies
Joshua Portlock | Scientific Aerospace

Mr Joshua Portlock is a robotic engineer, specialising in VTOL UAV technology. He is an Australian innovation leader of multidisciplinary design optimised aerodynamics, electric propulsion and control systems. He is the inventor of CyberQuad, ducted quad UAV, an Australian innovation and leader in market segment. Joshua was recently recognised in Anthills Smart 100 and Manufacturing Monthly’s Young Manufacturer of the Year.

Joshua can’t actually fly a drone over our Forum. He will provide rolling videos of the practical applications of drones in widespread applications and talk with us about his research. He will show us how new technologies and broadband implementations support new ways of caring for country and making businesses more effective. Right now Scientific Aerospace are working with Soils for Life and the Mulloon Institute helping them to rehabilitate degraded soils – a subject dear to the heart of many Indigenous communities.

Regional Innovation - Friday 11.00am - 12.15pm
Formation and establishment of the Australian Digital Inclusion Alliance
Brendan Fitzgerald | Infoxchange

David has over 20 years’ experience in senior management positions in the not-for-profit and technology sectors. He is passionate about creating a more digitally inclusive society and improving the efficiency and effectiveness of the not-for-profit sector. Before joining Infoxchange in 2009, he worked for Kronos Incorporated where he led business partner operations across Asia Pacific and Europe.

Infoxchange leads the newly established Australian Digital Inclusion Alliance. Established in early 2017, it has a shared purpose to ensure that all Australians are included in our digital future. Partners in the ADIA currently include over 50 corporate, community and Government organisations from across Australia. The ADIA grew out of the Go Digi 2016 National Year of Digital Inclusion aimed to help people to realise their online potential, raise awareness of digital inclusion at all levels of society and celebrate the benefits of digital literacy and digital inclusion through events across Australia. Infoxchange consulted broadly with community, Government and corporate Australia to identify key goals for a Digital Inclusion Manifesto. You will hear how the Alliance aims to work together and develop a set of clear actions to build a digitally inclusive Australia.

Digital Inclusion Index: the next iteration
Julian Thomas | Director, Social Change Research Platform, RMIT University


As the Internet becomes increasingly central to everyday life, the social and economic consequences of digital exclusion also increase. Although substantial progress has been made on understanding digital exclusion at national and community levels in Australia, the absence of a sufficiently granular, longitudinal dataset is a continuing problem. This talk updates the Forum on key findings to date and future work.

Setting up a digital mentors network in Australia
Cecily Michaels | Chief Executive Officer, Leep NGO

Cecily Michaels is the Chief Executive Officer of Leep, a group creating inclusive communities through communityNet, digital inclusion and volunteer solutions. Cecily has almost 30 years of experience working with disadvantaged communities.

For nearly 20 years she was an aid worker in the Middle East and South East Asia before turning her focus to the community sector in NSW. In an increasingly digital world, Cecily is an enthusiastic advocate for ensuring everyone has the skills and access to be online.

Using her research in the UK and her experience of setting up digital mentor networks in urban settings, Cecily will share perspectives to build a national network of digital mentors, including the consideration of the challenges in rural and remote settings.

Digital Inclusion: North Queensland efforts
Leigh Harris | DHIVE Innovation Hubs and ingeous digital studios

Leigh is an Aboriginal creator of a Cairns based design studio producing product in cooperation with Indigenous community groups. He is a strong mentor for many Indigenous photographers, designers and graphic artists and a technology consultant to projects throughout North Queensland’s Indigenous communities. Leigh provides publishing platforms and design solutions for mobile platforms and social media.

The next generation of IT specialists need to include more Indigenous people wherever they live. In Cairns, we are hosting an event, unleash.D, designed to inspire this generation.
New technologies make a real-time emergency safer: analysing a series of examples

with Rob Starling, B4BA Committee, Syd Bignall, Department of Fire and Emergency Services, Joanna Burges, WA Local Government Association, Martin Laverty (RFDS CEO), Gavin Williams (nbn Co.)

This expert panel will address guidelines for remote safety, regional and remote planning for emergency situations and the impact of connectivity on how communities, families and emergency services work together. They bring inspiring stories from the RFDS about how access to real time data and diagnosis in the air and on the ground is saving lives and resources. They discuss how emergency services procedures and processes are changing faster than the connectivity allows. Access to real time information, using GPS-based devices and the lessons about how build up and access real time information is part of the new ways emergencies are managed. They will unpack the elements of the Congress of Remote Area Nurses Associations (CRANA) Guidelines, that tell a story about the demands for connectivity and the devices which provide it in real time.

These stories add to the arguments for the best broadband for communities, regional and local Governments and the myriad of regional businesses. The stories also illustrate that a suite of technologies may need to be part of the solution. The panel will discuss affordability, quality of devices and connections, the importance of the “human element” and the pros and cons of solutions in the context of emergency services. They will both inform the audience of the latest thinking but also help the audience undertake emergency planning by knowing more about the technologies and their limitations and benefits in our patchy networks servicing the bush.
Hitnet: robust, co-designed technology in remote Australia
Julie Gibson | Director & Co-founder
Nickeema Williams | Community Connector Hitnet

Julie is a ‘technologist at heart’ having spent many years working in corporate IT before joining Hitnet in 2005. She now manages the evolution of Hitnet’s technology platform while ensuring Hitnet remains a thriving social business. She’s passionate about creatively using technology to scale and further Hitnet’s social impact.

Nickeema joined Hitnet in 2015 to take on the vital role of liaising with communities to bring the My Place modules to life. As an artist, designer and photographer living and working in Woorabinda, her creative talents are being well used to address the issues facing Indigenous people. She’s been heavily involved in exhibiting at the Cairns Indigenous Art Fair for the past few years. Neekeema has just been announced as an Advance Queensland Digital Champion for Round 1 2017.

Hitnet co-designs and innovates with remote Indigenous communities to develop technology that is robust, useful and simple to use. The Hitnet WiFi hotspot, turning a touchscreen kiosk into a digital hub, is a recent example. With young people in Cape York, Hitnet co-designed a mobile landing page with easy links to useful everyday online activities. This has provided a safe, curated, free online experience for remote Indigenous people, using locally stored content wherever possible.

CulturePad: Let’s learn my words
Dr Alistair Campbell | Edith Cowan University

Alistair Campbell is a researcher at ECU’s Centre of Schooling and Technologies. An educator for the past 40 years, his teaching career started in India and Zimbabwe. Upon his return to Australia, Alistair spent ten years as a secondary teacher in Milingimbi, in Arnhem Land. During this time, he developed a passion for technology-enhanced education, which led to a PhD in digital assessment and continuing research into applying ICT to enhance education and assessment in both remote and urban schools.

This session will provide an overview of the CulturePad research project and the development of the CulturePad apps. The importance of ownership and community involvement in the development of applications will be discussed and how the apps promote this. A number of iPads will be available and participants will have the opportunity to use the current app ‘Let’s learn My Words’. The potential of the app will be explored and discussed.
Storylines: regional access to SLWA Aboriginal heritage material
Andrew Meredith | Senior Library Officer, State Library WA

Andrew Meredith is a senior library officer and project officer at the State Library of Western Australia, working on the Storylines Project. Since becoming involved in Storylines, Andrew has worked administarting the system and as a training officer running sessions throughout Western Australia. Having also helped establish two remote, community-run Storylines instances Andrew’s work helps facilitate retaining community stories through an online platform.

Storylines is an initiative of the State Library of Western Australia to assist in reconnecting Aboriginal heritage collections to Aboriginal community in Western Australia. A multi-faceted project, Storylines features a central online archive of the library’s collection of Aboriginal material (photographs, documents, oral history etc.) and community-run satellite archives using the same platform. This presentation will discuss some successes, challenges and means of running the project throughout Western Australia.

Launching WA’s first Ideas Box
John Geijsman | State Library WA

John has worked for the State Library of WA for almost ten years in a variety of roles with his most recent roles including Community Liaison Librarian: Better Beginnings, and eLearning Librarian. For the last few years, John has been involved in the State Library’s Storylines and the Ideas Box projects among others. In his spare time, John is an avid LEGO collector and blogger, as well as a husband and first time father to be.

The State Library of Western Australia took the Ideas Box, a portable ultra-modern compact library on wheels, to a community in the West Kimberley. What happens when the kids in the community are let lose on iPads, android tablets, games and books? The short answer, the Principal could not get them to go to lunch. Join me as I give a brief overview of Libraries without Borders, the Ideas Box and the State Library of WA launch of the Ideas Box in Yungngora Community.

Digital Inclusion - Friday 1.15 - 2.15pm
Technoswap: The nuts and bolts of providing technical services to connect remote communities

with Ben Pridmore, IRCA, Stephen Wyndham, Biz365 and Tony Bundrock, Activ8me

This informal workshop allows technical and systems staff and individuals to share information about connectivity trials, networking breakthroughs and existing frustrations and solutions. Providers, suppliers of systems, technical staff from telecommunications projects and remote organisations are invited to share knowledge and seek solutions and ideas of better ways to do things.

RRRCC Workshop - Friday 1.15 - 2.15pm

Session Host: ACCAN

The Customer Service Guarantee for voice and data

ACCAN, Australia’s peak body for communications consumers and a founding member of the Broadband for the Bush Alliance.

Today, a reliable internet service is just as important as a reliable voice service. This interactive workshop, facilitated by ACCAN, will focus on the limitations of the Customer Service Guarantee Standard, which currently only applies to telephone services.

Remote training access and delivery focus - Friday 1.15 - 2.15pm

Session Host: Graham Townley, Tjuntuntjara CRC

Wicked problems in training delivery in remote areas: partnering with RTOs to bridge the digital divide and employing ICT coordinators in communities

with Phillip Wyles, Department of Training and Workforce Development, WA and Leigh Howser, Cairns School of Distance Education, Qld

The cost of outreach training in IT and computer learning via State TAFEs and Registered Training Organisations (RTOs) is too expensive for many remote not-for-profit Aboriginal Corporations managing remote communities and, in many cases, doesn’t happen at all, largely because of the cost of remote travel and difficulties in adopting delivery models designed for accredited training in regional and metropolitan areas. How do communities employ local digital inclusion workers and educators to train, support and empower community members in a Knowledge Economy?

Local communities far from regional centres need to bridge the digital divide by employing local educators with the required technical skills and qualifications (Cert IV Training & Assessment) to deliver accredited training outcomes with RTOs under feasible auspicing arrangements.

Innovative approaches are needed to achieve last year’s Big Idea 3 at the Broadband for the Bush Forum in Brisbane. The aim was to employ digital inclusion workers in remote communities for two years who can build local capacity and provide the technical and training support needed. Solutions to wicked problems in training delivery can be found but they require interagency coordination and partnerships with industry, external service providers and local employers to work.
AppBooks: self publish apps without having to keep going back to the developer. Learn about app development and build a take-away app.

Warren Smith and Ryan Gaylard | InyerPocket Software

Warren has had over 30 years of experience servicing Australia’s leading Publishing houses. InyerPocket software has been running for eight years working in the digital publishing space. InyerPocket’s AppBooks platform allows communities to self-publish Apps in first language or bilingually.

Ryan has worked with InyerPocket for eight years and heads up the development of the AppBooks platform. Ryan has both creative and coding skills - a unique combination.

Ryan and Warren have had the privilege of travelling and working with remote indigenous communities which has greatly influenced the development of the AppBooks platform.

We share our journey describing some of the challenges that face remote communities who want to adapt new technology as a way to preserve culture and language and to share stories. We will show a current working project with Arl Iritija in the Anangu Pitjantatjara Yankunytjatjara Lands will inspire you with a range of other products. We will demonstrate how we’ve built the B4B App and will make some live updates during the session.

The workshop will show you how to upload images and audio, add text from other sources, use design templates, create basic navigation, collaborate with others before you publish, and then publish and share. We will show how the App works offline and syncs new updates when reconnected.
We would like to thank all the sponsors of this year's Broadband for the Bush Forum 2017.

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