JULIE McCROSSIN: Coming forward now for our final speaker before our break is Christine Ross. If you want to come up to the mike. We're about to get a report back from the indigenous focus day held in late June in Alice Springs and the facilitator for the day was Christine, manager director of Christine Ross consulting representing First Nations Media. Her bio is in the program. Extensive experience with media. Please give her a warm welcome.

JULIE McCROSSIN: Please make Christine welcome. (APPLAUSE)

CHRISTINE ROSS: Just checking it's on. Thank you for that Julie. I very rarely ever stand at a lectern. I always do the roving mike but because I have notes here and my clicker then I thought it's just easier. Firstly, we always follow Aboriginal protocol and acknowledge whose land we are. We are on the land of the Gadigal people of the Eora Nation who are the traditional custodians of this beautiful country we're meeting on today and I pay my respects to their elders past and present and extend respect to other Aboriginal people in this room which would be Lynda and acknowledge you all as delegates. It was great to have uncle Allen Madden welcome us to his beautiful country this morning. Before I get into my presentation, and so my name is Christine Ross, I'm Arrernte, I live over in the west. And that's when I did this facilitation, I've done broadband for the bush several times at all different locations around Australia, but it was great to do it on my country because it does make a difference. I'm just going to say some words before I get into this formal presentation. And Julie if you can give me a 2-minute warning towards the end because if I've got quite a long Powerpoint, but there's some key things I really must finish. Just before I start, thank you Julie, as a fellow facilitator and I said this to her during the break, teacher and a broadcaster, I've certainly really enjoyed observing your style today. Thank you to Teresa for the invite to speak today and represent some of our indigenous consumers and more specifically feedback from our indigenous focus day that was held in June. And congratulations on your 10th anniversary. As I look around this room here today, I know a lot of our mob would have loved to have been here and I think this is a really important forum, so I think maybe we need to have a yarn later and work out how can we get more Aboriginal people sitting in the audience because our people are working across all areas now and this is really important, you've been coming to our forums for a number of years and now we need to start coming to yours. As an Aboriginal consultant I facilitated a few of those forums and what always strikes me no matter how much the challenges are -and there are some big challenges for our people -it's one of the most positive group of people that I have worked with. Their passion for working in Aboriginal media is amazing and making a difference. At the end of the day they're the voice of our people. If you want to hear what is happening with Aboriginal people in this country, just tune into Aboriginal radio, Aboriginal television, and you hear it straight from the horse's mouth. Some of you know a lady called Robin Quiggin, one of our Aboriginal solicitor, worked for a number of company, she reminded me this morning of a job I used to do a long time ago I forgot, that was as co-operator of the national indigenous consumer strategy in 2004 and 2005 and we produced the inaugural taking action gaining trust which was a national indigenous consumer strategy and we work with ASIC, ACCC, all the bank, it was quite a very broad strategy but really important. For me probably one of the best jobs because it meant I travelled across Australia meeting with our people in the most remote locations and hearing the issues today that were still back then so while we have come a little bit far we still have a long way to go. I currently am acting CEO of a grouped the national Aboriginal women's alliance to I work with Sue Salthouse we often at the same meetings, what we know and we heard some of it from Lynda's talk, sadly our people are the most disadvantaged in Australia. And that's our health, our housing, education, homelessness, life expectancy, lack of access to digital inclusion. You know, every time I hop on a plane and cross the Nullarbor, I always ask the first flight attendant "is there wi-fi on this flight?" And most times coming east there isn't, at least going north there is. Because for five hours I lose contact and for some people that can be a good thing, I'm often working on the plane, it's not to do Facebook, and if that five hours is all that it is, imagine how our people are when they have no access, no access to the Internet or mobile phone coverage, that's their reality of where they're living in some places across Australia. Let's get into this presentation, otherwise the people who did it won't be very happy, having delivered. I'll just go back to that one very quickly. That's one of my elders in the middle. Kumalie Riley doing the beautiful welcome to country. You can't have forums like this unless you've heard from the Minister responsible which would be Minister Moss. There's the fabulous people that were there on the day and you'll see Euna somewhere in the middle there but basically we had 90 participants, just go to my note, 14 presentation, so considering it was just one day, we crammed a heck of a lock in. We had four breakout sessions on local strategies, regional strait solutions because we're always trying to say to our mob "we know what the issues are, now help us work out some of the solutions." There we are. The key themes, some of these have come up already. Some of them were mentioned already. I have already noted that we are the most -we remain the main the most digitally excluded group in Australia with limited data. What we're trying to do -you have all heard of closing the gap and we look at a whole lot of difficult areas -we're trying to get included in that on inequity because if you can't access services for the Government services because you have no Internet, then how are you supposed to be able to get some of those payments? It's all about availability, access, affordability, awareness, appropriateness, we know those mobile blackspots program come up constantly and it's looking at what we had over this one day was all of the key organisations coming to present about things that are moving in this area. I won't go through every single presentation that I'm putting up behind me because some are a little repetitive, where possible I'll pick out different ones. Victor's of course. We know how important it is in order to do a lot of the things that we want to do. I will look at Senator Malarndirri McCarthy. She's an ex-journalist and every time she comes and presents at our forum she's always so on point. Thank goodness for her because she takings a lot of these issues straight to parliament. Remote communities -why do they need digital access -it's to connect with families, access service, tell those stories, but we also need cybersafety awareness to protect our children from online abuse and inappropriate use and we know that's across the board with all young people. First Nations media plays an important role in telling our story, educating, empowering addressing injustice, our stories matter and we can lead the tone of debate in this country and again it's that responsibility that we have working in Aboriginal media to ensure we are telling the truth in our stories but also educating the boarder community. I won't go through all these but give you a quick moment to read them. Oops, I'd better catch up with it. Most of you may know Daniel Featherstone, the general manager of First Nations media Australia, he has been at the helm for a number of years and done a fantastic job. He's ready to hand over the baton I think in October and we will have presumably a -well, she's a Katherine Little who will take over from Daniel. If you could go through that. The point of showing this is that we're moving on some things. They were in Canberra last week as in Daniel and the chairperson of FNMA meeting with a must be number of different ministers including Minister Wyatt about how can we get changes made in this vital important area? You will get a copy of this presentation, so we don't have to go through every single thing. I was mentioned to someone in the break we had a number of speakers and Andrea Kelly and we always have the department of PM and Cabinet, a representative coming along because a lot of our funding comes from them and we also want to see what is their commitment. Over the year they've sat in the workshops, listened to our people, and so pretty much they know what the issues are and that's about addressing it. You'll see some of the things that she has touched on there. Some of the positive stuff that's happening. It's about telling our stories, and nobody does that better than us and particularly our young people. I often go to a lot of events and now I'm seeing our young ones who have gone out with their mobile photocopiers or cameras and filming and telling stories and they're being shared and it's in a positive light because that's what we need to ensure these young people are doing. It's quite nibble, in some areas we have definitely moved into the digital age. This next photo has a look at that almost historical phone box, these sisters call it the office” because it's the only one in the whole their area, their outstation and that's where all the main calls are done, that one phone box. So, really interesting story. I think maybe Teresa when we do another one of these we'll get someone like the Lynch sisters to come and tell their stories and what they have to deal with when they don't have phone access and how do they get around it from a lived experience? I'm kind of doing okay, I live in downtown Perth but for some of them not so much. This lady needs no introduction, Euna, thank you for coming on and doing this presentation because this partnership with ACCAN is incredibly important and the support that we give to one another in making sure that we have some wins on the board particularly with the big telcos, thank you for that. Most of that you can read. The relationships since 2013. If we get time later download this app and you can start to see some of the good stuff that we are doing with our young people. Some of it is quite at the cutting edge.

JULIE McCROSSIN: Can you click on that?

CHRISTINE ROSS: See, I'm turning the page here. We missed you Euna. This one is really important because I know I've said to some people 2019 has been a really horrendous year for my people and a lot of it has to do with social media and what is said, what is posted, we can put up a photo of an innocent child dancing and suddenly all the trolls come out, so we have to get our people resilient particularly our young people how to deal with that. So it's all about some of that online bullying and Leigh Harris has developed the Google fight club but in a good way in ensuring that we can stop some of that cop tent and inappropriate online sharing so a lot of our people are thinking across the board and trying to design some apps to support our young people. This one here I love. When you do an emoji, I always look for something Aboriginal on there, black thumb or something, we desperately need this one to hurry up. It is obviously our flag and there's a group of young kids in Alice Springs that has developed 50 indigenous emojis so I don't think they're rolled out just yet, but it should be soon. It's positives like that. We always appreciate Mark coming from Telstra who comes every year and fronts up and that morning as I was driving to this session, there was a story on ABC Alice Springs radio talking about how one of our women had got terribly ripped off with a contract and then Mark of course has to stand up and kind of defend Telstra and some of their services, so they're aware of things like that that happen and as Lynda said that's the sort of thing we have to stamp out. It's about improving access, affordability and ability. Most of that is fairly self-explanatory. We had Pamela talking about the inDigMOB at Tangentyere. There are some places around downtown Alice Springs that you can't get mobile coverage or Internet, so it's not always remote-remote. Again, I'll show you hey had an interesting presenters there, Louise Hunter presented from the State library of Queensland talking about their program called deadly digital communities. So, some good stuff happening out there. This program has been going for a couple of years ICTV. It's about ensuring that our languages are maintained. This is after all the international year of indigenous languages, so they are making sure that we are preserving them where possible and particularly seeing them on our big screen. This program I'm a huge fan of, indigenous digital excellence. This is just up the road here at Redfern, the national centre for indigenous excellence, I've been out in really remote parts of the Kimberley and they've been out there working with the young people and have had the drones up showing difficult activities that are happening so again it's all about capturing images of our country, what our young people are doing, coding, developing apps, so we're not quite left in the dark ages. This lot are great. What they're doing at Anindilyakwa, using the drones and particularly their Aboriginal radio programs. Easier to make films when everyone has a phone and can download, and they even use the editing on there. Five minutes? OK, I'm on track then. In the afternoon like all conferences usually you break out into different areas, and we looked at local strategies, these were some of them. Oops. Use of online services again making sure that we have unmetered use of key online services, the sites, better conditions remembering that we it's all sorts of things in the top end when it comes to cyclones and our towers dropping out. I'll leave you to read a couple of those. Jump over to what were some of the regional and State-wide solutions and again I've covered this in some of the earlier Powerpoint presentations. But if we look down at availability, need for improved emergency SOS communications in remote areas, or codes that are kneed for cultural respect, intellectual and cultural property rights because often when we see a lot of app going up, Aboriginal art or stories told by our people and it's all about making sure that their intellectual property rights are protected. National solutions. I'll leave you to read that. And the most important one will be this last page. Oh no, I have two more. I'll jump to this one. Data collection, so digital inclusion program needs to cover all of these things, we do have what we call digital mentors’ program and they're working with our young people to pass on some of these skills and are also the in-pay jobs to collect data etc. This is probably the last slide here. Which is where it brings it all together. Key prims for developing and indigenous inclusion plan should include co-creation and co-delivery. Anything that happens for our people we always want to make sure that we are doing it alongside you, or in partnership. Trust, local engagement, you have to build up trust if you're working with any of our communities, place based approach, having a look at the individual communities build on what's already working because we don't have to start from scratch and reinvent the wheel, there's some good stuff out there. Continuity of program, build capability, make sure that's relevant, motivation, it's also about job creation, economic development, most importantly inclusive equity, involvement in decision making from the top down particularly with our Aboriginal organisations and communities, current emphasise the word 'partnership approach' culturally appropriate delivery and of course our indigenous rights and data sovereignty. There was the group. Thank you for listening. Came in on time! (APPLAUSE)

JULIE McCROSSIN: Thank you very much. Is there anyone, we have time for one question or comment? Would anyone like to ask a question or make a comment? I would like personally to hear a presentation about almost each of those, you know, initiatives that were depicted in the slides. Thank you, sir.

>> Bruce from Western Australia. What sort of time frames are you looking at the we have a fault in some of these communities for the NBN service, Telstra, landline, Optus, whatever, what sort of outage times are you faces before they get attended to?

CHRISTINE ROSS: A month ago up in Broome Fitzroy Crossing that was out for a whole 24 hours and that just shut down and you don't think about it in Broome, so it just depends on where it is, what it is, some of the telcos maybe be able to answer that. Obviously, it didn't come up in a quick enough time and many things could have happened by then so individual circumstances, sometimes they're quick to fix, most times they're not. Sorry I was just going to say, one of my relations that works on the Tiwi Islands NT says when they go up, they have virtually no coverage at all.

>> When you get out to other places like Balga Hills and in the Territory, if they have an outage of a cable, are we looking at days or at weeks, because the NBN undertaking for some of these areas is 90-day repair time.

CHRISTINE ROSS: It can literally be weeks. If you have in the top end with cyclones, even worse. That's a good point. It's one that's not going to be fixed any time soon, but it is a major concern for our remote Aboriginal communities. Thanks for the question.

JULIE McCROSSIN: What a joy it's been to have you here. Would you give Christine a warm round of applauses? (APPLAUSE)

JULIE McCROSSIN: Thank you for coming so far. We're going to start again at 4. There will be two competitions, two boxes of chocolates given away competitively and one given away just by a number. So when I ding the bell come in -early in, early out. Thank you very much. Let's have our afternoon tea.

(Afternoon tea)