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## **Day 1, Wednesday 14th September**

11:30-12:15pm: Bridging the Divide – What's Working?

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I'll ask you to turn off the mike, if you would, and we'll move on to our next session. Ladies and gentlemen, you'll be familiar with the TED Talks, and our next session – which is called Bridging the Divide – What's Working? – is a kind of re-enactment of a TED Talk. What I have are six people who've committed themselves to speaking no longer than five minutes on what we're doing to equip consumers to stay connected. We're having a solution-based sequence of talks. Brains trust, I'm going to come to you at the end for an analysis of what were the three most interesting and useful ideas. So I'm giving you your homework. I just want to indicate to my learned friends who are about to be invited up here to speak – and you can use the cordless mike if you wish, if but if you choose to be up here, that these microphones make a terrible noise... ..if you go close to them. And so, if you put it just slightly lower than your mouth and throw your voice over the top, you will bring a kind of audio joy to the people in the audience. So if you could just be mindful of that – don't lean into it, just shoot your voice over the top. Are we ready, ladies and gentlemen? Give them a clap of encouragement before I bring the first person up. I'm going to welcome Liam Campbell. Liam, I want you moving with electric speed towards the mike! Liam is a digital project coordinator with IRCA – Indigenous Remote Communications Association. Please make him welcome.

(APPLAUSE)

LIAM CAMPBELL: Remote Indigenous communities are one of the most digitally excluded groups in Australia. But where there is internet access, there is rapid uptake, particularly on mobile devices. Remote users are also one of the groups who benefit the most from internet access. And as we know, the internet is becoming the only way for many people living remotely to access some services – things like retail, training, banking – we've seen the consolidation of government services on MyGov. We see four challenges for digital inclusion in remote Indigenous communities. The first is availability of infrastructure due to market failure and a lack of universal service obligation that includes internet access. The internet is increasingly on demand and aimed at those with high speed and low latency connections. Of course, this is an issue with data plans with AutoPlay videos and these sorts of things. While, in many communities, we have a media learning or youth centre where people can access the internet, this is usually via satellite and inadequate for the number of users. And it remains to be seen how the new nbn satellite services will impact in these communities. Of course, some communities have 3G and 4G access, but this can often be congested. Trials of public free and paid wi-fi mesh networks are running in some communities, and this also can provide access to locally cached content. The second area is affordability. Pre-paid mobile data plans are the most expensive data plans, but really the only realistic option for low-income earners in a mobile population who wants to communicate with each other online. We've heard reports of people spending up to 50% of their income on mobile data. Community wi-fi networks and caching can help alleviate this. The internet is mostly text-based English – this is a challenge when English is your second or third language. In remote communities, they've seen this problem before in the 1980s with the introduction of satellite broadcasting services – there was concern about the impact it would have on language and culture. The response there was effectively fight fire with fire and produce their own media, notably pirate television stations were made in the beginning of the remote broadcasting Aboriginal community scheme, which has led to a vibrant radio, television, music and television industry today, of which IRCA is the peak body. Today, there are similar concerns about the impact of mobile devices and internet access on language, culture

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and community life. We have old people with cultural knowledge, young people who are computer-literate and spending hours each day on Facebook and YouTube. So this can create a cultural inversion that threatens to undermine the cultural authority and status of elders. One of the ways communities have been attempting to address this is by engaging young people with app and online projects that include a cultural component, such as language or mapping app. There's also a discussion about cultural authority and community control, for example what happens when there's a problem that's been caused by Facebook, the questions are asked such as – can we turn the internet off for a period of time until we sort it out? Some examples of community projects are ERDITDA – also known as keeping culture, or Community Stories in the Northern Territory – it's been one of the longest-running media archives in South Australia. There's also language dictionary apps, map and country, oral history, family trees, the experimentation with caching and downloadable content as opposed to on-demand, which is becoming the norm elsewhere. The fourth area is awareness – the understanding of digital literacy, and IRCA is currently running a trial program in central Australia funded by Telstra, based on the idea of digital mentoring. Rather than a set curriculum, it uses mobile apps for projects to learn through experimenting. People learn basic skills through the projects, and progress to higher skills and knowledge as they work on more sophisticated projects. This can be as simple as taking some photos on an iPad and learning how to transfer them onto a USB stick, or they can be more complex projects, and people kind of learn the skills as they do them. It can be a needs-based response – online services require you to have an email address, a lot of people don't have an email address, so then we go through the process of strong password, how do I remember it, why do I need a strong password, cyber safety, and so on. So people in remote areas want to use these services. IRCA has argued that the ongoing viability of remote communities will increasingly depend on effective broadband access and digital literacy. Without adequate infrastructure, affordability and understanding, people in remote areas will not be able to access the online services for training, education, communication, service delivery and media for people elsewhere in the country that is taken for granted.

(APPLAUSE)

JULIE McCROSSIN: Ladies and gentlemen, I want you to put your backs into clapping and stamp your feet. That was a superb presentation! And it was concise.

(APPLAUSE)

Thank you so much, Liam. I think it gave us insight into things we know too little about. Thank you so much. I'd like Nan Bosler to head towards the chat pit of fun. Nan's coming from the back of the room. She's the president of the Australian Seniors Computer Clubs Association, ASCCA, and there are clubs in every state that help seniors to enjoy technology. Nan, you're not there yet, so I'm going to keep chatting until you hit the stage. I am 62 in a fortnight and haven't yet applied for my seniors card, but I intend to be so inspired by Nan's presentation that I do. Please make her welcome.

(APPLAUSE)

NAN BOSLER: Thank you, Julie. The Australian Seniors Computer Clubs Association, ASCCA, is the national pack body for seniors and technology, and there are member clubs, as Julie says, in every state. Now, ASCCA is keen to identify and respond to the needs of seniors to empower and enhance their use of technology. Seniors computer clubs linked together by ASCCA provide a non-threatening, friendly environment and endeavour to address the individual needs of their members. The prime objective of seniors computer clubs is to teach seniors to use and enjoy the benefits of technology. What's working and what's the way forward for seniors computer clubs? Let's explore the path that leads to the future. Many seniors want to use at least one of the modern formats of communication. But we can be a little hesitant. Of course, we don't want to be made to look foolish, and we're not sure if these modern things are really safe. ASCCA uses peer-to-peer learning within our clubs, because other seniors seem to best understand how we think and how we learn. I have to confess, though, that we love it when a younger person comes to help at our club. It's so nice to learn from them, and to share some of our knowledge in return. All of our clubs are autonomous. This hopefully means that the program will teach, and the activities they share with their members, will be tailored to meet the specific needs and interests. And that's very important. We recently held a forum to enable club management committees to discuss problems that many clubs need to manage. The problems we discussed will affect many clubs and organisations – not just seniors computer clubs. The presentations from that forum are available on our website, and here's the ad – [www.ascca.org.au](http://www.ascca.org.au). Falling membership can be a challenge, and should encourage the

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clubs to consider if it might be time to change their program. Unfortunately, if a club thinks that the program they had great success with 10 years ago will still work, then they're not likely to appeal to the senior of today. And why should they? Technology has raced ahead. It's no longer just desktop computers – an old system such as 98SE. Do you remember it? Clubs don't have paid staff, and rely on volunteers, and volunteers need to be valued. I'm sure that many of you are either volunteers or add considerable volunteer hours to your paid employment. I applaud you. Because our community wouldn't survive without you. Seniors will worry about cost and about frightening things such as stolen identity or being scammed. It's up to us to help seniors to be aware and confident users of the internet. After all, it's too good to miss. Modern communication is quite amazing, and many of the devices are light and easy to carry with us. They don't take up much space, no matter where we live. And I can't believe some of the things that can be achieved. I've seen the TV ads, see wonderful things happening and think, "Could I do that?" Then I think, "What would it cost me?" Social media is certainly a wonderful way to keep in touch with one's family. If invited to be a friend on a grandchild's Facebook page, one needs to be careful, and not to intrude too much. Previously, I had no idea about the places they went to and the sort of food that they ate.

(LAUGHTER)

Communications can bring responsibilities, and the opportunity to provide guidance. Now, looking around, not many of you could be old enough to be grandparents, and these comments are really directed to grandparents or great-aunts or great-uncles. I'll stretch it a bit and include sensible people like you. Consider some of these ideas:

A grandchild is concerned about someone who has been chatting with them on Facebook. They may not want to talk to a parent because the parent may solve the problem by taking away the internet access! And they may want to talk to a grandparent, particularly one with whom they have built up a good rapport. Oh, dear. All those party photographs being shared with everyone. Could you suggest some way that perhaps they just share them with their friends?

What are the settings, perhaps? Could you chat with them about ways to be safe when online? Open up a direct line, bridge the divide? It won't be all serious stuff – it'll be fun, too. ASCCA is trying to bridge the divide. Communication is the lifeline. It's vital. And it bridges the divide. We need to hone our skills, embrace the opportunities, and accept the responsibilities it brings. ASCCA seeks to empower older Australians through seniors computer clubs, tech-savvy seniors programs, and broadband for seniors kiosks. Ladies and gentlemen, as individuals, what have you found that works as you endeavour to bridge the divide? Thank you.

(APPLAUSE)

JULIE McCROSSIN: Thank you so much, Nan. If I could just quickly say, with reference to sort of online safety – I'm on the board of a school called SCEGGS Darlinghurst, an Anglican girls' school. A group of girls organised a meeting at the school about the sharing of images of girls by boys, and some of the distress that that was causing. You may remember there was quite considerable media coverage recently about an online site where many, many images of girls were being shared and scored and so on. We didn't know whether there'd be 10 people there – it was 7:00 at night, the middle of winter. Over 300 people came. Parents and grandparents. Enormous interest. A boys' school called Cranbrook was the co-host of it – I know these are private schools, but these are the schools that were doing it. Sydney Grammar decided not to be part of it, but over 70 boys from the school came themselves out of interest. It was my sort of format, running around with the cordless mike. Many of the boys were sort of seeking guidance as to what was and wasn't acceptable in the sharing of imagery. So I just want to share that with you – the size of the turn-up really surprised people and showed this enormous interest, and grandparents were particularly present, possibly because they helped pay the fees, so they're actively involved.

(LAUGHTER)

Ladies and gentlemen, our third person, David Spriggs – if you could start heading towards the chat-bit of life. He's the CEO of InfoXchange, and I think he's going to talk about Ask Izzy. So, please welcome David.

(APPLAUSE)

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DAVID SPRIGGS: Thank you very much, and good morning, everybody. Yes, indeed, I was planning to speak this morning – a different tack on digital inclusion, to talk about Ask Izzy, a mobile website we've developed for people who are homeless or at risk of homelessness to connect in with food, shelter, health and other support services in their local area. A few stats on homelessness: 1 in 200 Australians are homeless on any given night. Over 100,000 people across our community. If that isn't scary enough for you, 40% of people who are homeless are under the age of 25. We've got a massive youth homelessness problem in Australia. Close to a third of those that are homeless are fleeing domestic and family violence. What comes as a surprise to a lot of people is that 95% of people who are homeless have mobile phones. Close to 80% of them have smartphones. And if you don't believe those stats, there's a wonderful report that ACCAN funded – some work that was done by Justine Humphrey at the University of Sydney called Homeless and Connected – there's a copy of the report out there. It shows that a mobile phone for somebody who's homeless is a critical lifeline. Often, they're on pre-paid. Many cases, no credit, but you can still receive calls, you can call 000 for emergencies, and they access free wi-fi that's available across our cities and regional centres. As the report shows, they're online all the time. They're connected into Facebook, connected into Google Maps...

At InfoXchange, we've been maintaining a service directory for the last 25 years. It's got 350,000 services across the country. But actually finding those services for somebody who's homeless can be very difficult. In the past, the directory was used by people working in the homelessness sector, people working in government. The opportunity we saw with Ask Izzy was, for the first time, to put that information directly into the hands of the people who need it, of people who are homeless. So we pitched this idea to Google as part of the Google Impact Challenge. We were successful in getting \$500,000 to start the build process for the app, and very much I'd say, again, thank you to everybody who voted for us in that challenge, but thank you very much to ACCAN for funding this research by Justine Humphrey, because Google were looking at us as if we were crazy, saying that homeless people have mobile phones. It was the stats in that report, really, that enabled us to get the project under way. We started with Google. We brought on board additional partners – realestate.com.au and News Corp, which really then led into a whole-of-community partnership, something that was supported by all levels of government, supported by the not-for-profit sector, supported by academics, and supported by additional corporates. But the most important part of the collaboration was working with people with lived experience of homelessness. An incredibly humbling experience for all of the members of our team that were involved in that – just how generous they were about sharing their stories and their insights. So the development of Ask Izzy was a true co-design from start to finish. It's often a word that's thrown around a lot, co-design, but the group we worked with were truly involved from the concept/development stage through branding, design, development, and now are the biggest advocates for the service that's out there. And critical insights for us – things like the branding. Originally, we were going to call this Homeless Help or Homeless Assist, which is what the homeless sector were telling us to call it. If you speak to people with lived experience of homelessness, young people, particularly, might call themselves homeless. They might say they're couch-surfing or living with friends. It was important to have a welcoming, character-based name. That's where Ask Izzy came from. A huge amount of input just in what are the categories of information and how people would like to see that information presented. Things like – if you're somebody who's homeless, getting access to an app store to download an app is very difficult. So we created Ask Izzy as a mobile website rather than an app that you download onto your phone. So we launched Ask Izzy at the end of January. We managed to get the Prime Minister to come to the launch event, which helped us get some awareness of the application. We originally had a goal to reach 100,000 people over two years. We met that goal in the first three or four months. As I say, on one hand, I think that's great – people are aware of the application and using it. On the other hand, so sad that there is that many people in our community that need access to very basic services – where can I get a free meal? Where can I find a shower? Where can I wash my clothes? Those sorts of things. That's what's making the real difference for us – seeing the real people and the real impact that it's having. Some of the comments that we got early on – it's taking people on the street two or three years to learn the sort of information that they're now able to pick up and get access to immediately in Ask Izzy. People who are homeless often feel very helpless. The commentary we're getting back is this is actually giving people a small amount of choice and empowerment and dignity back into their daily lives to be able to find services that are appropriate for them and connect into their services. So, thank you very much, and this has been a whole-of-community partnership. If anybody's interested in getting involved, please come up and speak to me. Thank you again to ACCAN for this wonderful piece of research which enabled us to get the project up and running. Thank you.

(APPLAUSE)

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JULIE McCROSSIN: What's so fabulous about this format is you realise just how much you can communicate richly in five minutes. It's fantastic. It gives me great pleasure now to welcome Julie Robinson up into the chat pit. Julie is from The Smith Family – we've already heard reference to their focus on education as a way of breaking the poverty cycle. Julie is an implementation analyst, which by its very nature is interesting, and she's going to talk about the tech packs program. Please make her welcome.

(APPLAUSE)

JULIE ROBINSON: So, I actually decided the best way to talk about the way that The Smith Family is bridging the digital – I'm shorter than I think I am... ..bridging the digital divide is actually to talk about three of the families that we've helped connect over the last six months. First, I'm going to introduce Marie. She is 34. She's unemployed. She's got one daughter at home who's 14. In their house, they have two smartphones. They have two gig of data on each phone. It doesn't actually last the month. But it at least gives them some access. They have a really old laptop. Who remembers XP? Anyone still running XP? Wow! OK... Some people like XP. I won't knock that. They have XP, but what that means for her daughter is that anything she does at home for homework isn't compatible with the school computers. So she loses quite a bit of work, or she has to do it at lunchtime in the computer lab. Marie's a bit scared of computers, 'cause she got a virus once – completely wiped her computer. So she doesn't really use it. And she's not really interested. But her program coordinator at The Smith Family said, "Hey, why don't you come and do this tech pack program? Now, our tech pack program has been running since 2007 in its current format, and we've given out probably over 4,500 tech packs. What people get is a refurbished computer, 12 months' internet, tech support, and eight hours' face-to-face training. When Marie heard about this program, she went, "Hmm. Sounds good. Don't really want to do the training, though. Bit nervous about that. But I'll do it for my daughter. That means I'll get a computer in the home." So she did it. She recently emailed her program coordinator and said, "Doing the tech pack program changed my life. I got so much confidence from the training that I've now enrolled in doing the course. And the best part is, I can actually talk about computer stuff with my daughter, and I don't get lost. I kind of know what she's talking about, and even better, my daughter no longer has to go to use her lunchtime to go to the computer labs to do her homework – she can do that at home." That's fairly typical of what we hear about people who do our tech pack program. But what we know – what we've noticed over the last few years has been technology has changed. We haven't changed what we're delivering in our tech pack program since 2007. We also know families are bringing a little bit to the table now. So that might be that they've got some data, might be that they have a smartphone, maybe they've got some old computers or broken computers. We often find broken computers at home. So, the last 12 months, we've been really looking at the way we deliver our program and whether or not we can do it differently and look at more effective ways of doing it, but also reaching more of our families. So let me introduce you to Sam. Sam's got two children at home – an 8-year-old and a 15-year-old. They have one smartphone in the house, but no internet. Both girls are really struggling at school, 'cause they can't do their homework, and it's quite a distance to get to the local library to get free access. Sam heard about our student-to-student digital program, which is a reading program for kids that are struggling with their reading. Sam went, "That'd be great for my youngest to do, but we don't have any device at home and we don't have internet." So we spoke to his program coordinator. "We're doing this trial. We can get you a device and we can get you some internet." They did that. They got a tablet and 12 months' internet. Their youngest daughter did the reading program. She has improved her reading dramatically. And not only that – Sam recently talked about not only does she read with her buddy, she actually asked to get on the internet and read in between. What a huge achievement.

I'm going to talk briefly, then, about Wendy. Wendy has three kids. 9, 12 and 17. They have a desktop at home, but it's got a virus. It's a reasonably new desktop. With Wendy doesn't know what to do about that virus, so she's told the kids it's broken, they can't use it. They have three smartphones between them, and they all have three gigs of data each. And every month – I'm out of time! Can I just steal a bit more time? So, they... Wendy can top up the data every once in a while during that month. Not always, but sometimes. Recently, she sat down and she thought about how much they're spending on having those smartphones. They spend at least \$30 a week on the three. She kind of went, "That's \$120 a month. How come I can see these fabulous deals around that maybe we could get more? But I don't know where to go to find that information." She also has been talking about – "You know what? On a fixed, pre-paid plan" – which we've been talking about quite a bit, these people have – they can control the bill at the end of the day. They don't get the nasty bill surprise. For her, that was the very important thing. She was recently asked to attend a focus group we ran in Tasmania. Now, it was

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to talk about the technology needs of her and her family. Now, in that – after the focus group, we contacted her and said, "Thank you so much for participating. We'd like to offer you a tablet and 12 months' internet." When she came in to get that, she also got some information about where she could get some tech support and also some information about some online modules. Now, Wendy went home and she did the online modules. In that, she found some information about internet plans. So she's now doing some research to find the one that she likes that suits her needs. But the other thing she did was she rang the tech support line. Guess what? They fixed the virus on the desktop. So they now have a working computer at home that they can all use again. We know that our tech pack program makes a difference for families. We know it makes a difference in the outcomes of the children's education, but we also know we need to be better about the way we do it. So that's why we're doing the trials – to try and find a more efficient way to reach more families. Thank you.

(APPLAUSE)

JULIE McCROSSIN: Now, I graciously gave her extra time not only because we share the name 'Julie', but did you notice she helped somebody in Tasmania?!

(LAUGHTER)

Our next speaker is from the Asylum Seeker Centre in Newtown and if Patrick could make his way to the chat pit, Patrick Lesslie is going to talk about what they are doing with their clients to help improve access. Please make him welcome.

(APPLAUSE)

PATRICK LESSLIE: Hello, I'm Patrick Lesslie, the system administrator at the Asylum Seeker Centre in Newtown. One of my roles at the centre – thanks! One of my roles at the centre is to give out phones and laptops to people seeking asylum. If you've ever given a young person a second-hand iPhone and had them break down in tears in front of you, you'll know that it can be a memorable experience. The asylum seeker centre is a drop-in community centre for people seeking asylum and living in NSW. We're supported by grants and donations and we receive no Federal Government funding. We're easy to find online, though we're sometimes confused with the ASRC in Melbourne. We form a modest but highly effective effort to provide for many of the needs of about 1,200 men, women and children at any given time. Our members, or clients, form a small but diverse segment of the community and include families, children, students, the elderly, LGBT and a broad range of abilities, including technical abilities. Our clients primarily want a stable existence and the opportunity to work and to contribute. I'm going to tell you a bit more about what we do. The centre provides many services, including case management, legal advice, accommodation, employment assistance, a medical service, language classes, swimming and fitness, hot lunches every day and a lot of donated groceries and other goods. We support even those without Medicare, Work Right, social security or a place to live – and we're on Ask Izzy, I believe. But let me focus on how we get our clients connected. Our clients need phones and computers and internet for all the usual reasons – and a few more. So that we can contact them, so they can look for work and study and learn English, deal with government agencies, and importantly to Skype their families. The government has banned family reunion for most people seeking asylum. So what are we doing? Our IT department – that's me, mostly!

(LAUGHTER)

And social support services, we provide donated laptops and tablets and phones and SIM cards, daily computer support sessions run by our lovely computer volunteers, open access at the centre to computers and wi-fi. We've got about ten computers upstairs. We have challenges. Our clients don't necessarily have access to the internet at home. We're working in limited space. We deal with locked phones and expensive plans. Computers with old software and viruses. And we need donations of laptops and phones. So I'm going to tell you some of the solutions we've found. Through donations, we distribute about 20 devices each month. We prioritise laptops over desktops, because they're just better in every way. Our staff and volunteers log requests for devices using a Google form. And we try to install solid-state hard drives for speed and reliability. ACCAN has come in and held workshops for our clients, provided much-needed advice about choosing phone and internet plans. We installed Linux on all the computers, including for our staff. We're looking for donations of devices from individuals and companies. We're looking for skilled and dedicated IT volunteers and for financial support. Now,

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let me tell you a story to finish. Recently, as I was rushing around the centre, a young man asked in broken English for help with a printing problem. At first, I was focused on the printing job, so I asked the young man what the purpose of the print would be. His answer shocked me and shifted my focus – there had been a massacre in his village back home. He explained that this was the second massacre in less than a year and he needed to provide evidence of why he could not return to his village. He produced a huge pile of documents from his backpack, so I sat with this young man for half an hour and explained various options for printing, PDF files and emails – he seemed almost ashamed to tell me that he had no access to the internet or a computer at home, so emailing would not be an option. I put him in touch with our social support service so he could at least get a laptop. Thanks very much.

(APPLAUSE)

JULIE McCROSSIN: Thank you. Thank you very much. And our final TED Talk is another Julie – this is tremendous, it's the third Julie out the front! If Julie Stott could head towards the chat pit of fun. She is a volunteer with BIRRR – Better Internet for Rural, Regional and Remote Australia. Ladies and gentlemen, Julie Stott.

(APPLAUSE)

JULIE STOTT: Thank you for letting me talk about Better Internet for Rural, Regional and Remote. Or BIRRR. We think of 'burrs' in the bushes – things that get stuck in your foot as well – and BIRRR is a Facebook group that was created in the latter part of 2014 by two ladies in rural Queensland who noted unexplained excessive usage of their mobile data. For a lot of people, that's the only internet they have in the outback, so they created a small Facebook group to discuss with the locals in the area whether they were having that problem. There were a few newspaper articles and landline – sorry, I'm a bit nervous! A landline segment on BIRRR and they grew from a handful of people to 7,500 members, at this stage. We're sort of like an online support group – we get – we're flooded every day with comments from frustrated consumers, wanting help with all types of internet issues. Ranging from, "Can I get the nbn", "All my data is used up," and, "I'm only one week into this month's plan and I have distant education students, and what can I do"? To the e-devices in the home, "They're sucking all my data, updating overnight – all of a sudden I used 5 megabytes or 5 gigabytes at 5:00am, what's happening"? And we tell people to turn their equipment off overnight to stop that. Eligibility for nbn fixed wireless is a big one – we do desk checks for a lot of people to work out – they're outside the purple footprint, if you know about the nbn, but they can still get fixed wireless, but it is a process – we have to apply to nbn to get them re-classified. And then just general confusion over internet services. We have a fabulous collection of volunteers now in BIRRR. There are six admins on one of them. But we have, say, 20-25 other what we call expert volunteers that if someone asks a question on the group, we refer to that person for a solution. We get a lot of problems that come up regularly and so we set up a website, which is birrraus.com and we put the solution on the website. So now if someone says, "All my data disappeared overnight", we refer them to a page on the internet and to check all these things, like turning off automatic updates and all those types of things. A lot of the things that we put up on the website we get fact-checked by Telstra, nbn and various rural service providers, so we're trying not to tell fibs! And they agree with what we're saying. Recently, BIRRR did a survey and we had 2,000 recipients out of the – there was 6,000 in the group then. About how the internet is affecting them. A good proportion of that 2,000 stopped at the first question, in that they had lack of internet access or their speed was too slow, so they couldn't answer the questions. But the in-depth survey has now given us a lot of information where we can go to people and lobby for better internet access in the bush. One thing about – I'll just mention is about the nbn Sky Muster satellite. It has been rolled out, there's over 10,000 connections now, but it has sort of fallen in a heap – it's more down than it is up for a lot of people. And BIRRR and the service providers are flooded by people, to the point where the service providers can't get back in a timely manner about how to fix a problem. There's one person I know of that had his equipment installed three months ago and it's still not working. And it's an ongoing process of trying to get it to work. The other thing is, the largest plan available for Sky Muster people is 70 gigabytes and that's nearly \$200 a month. The average person is only on the 30 gigabyte plan and that doesn't last you very long in the scheme of things on the internet. So that's all – thank you.

(APPLAUSE)

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JULIE McCROSSIN: Thank you very much, Julie. Can I just thank the organisers – I think you will agree that was a really great session of getting a wide spread of information, in a rapid way. So another big clap, if you would, for that.

(APPLAUSE)

And I'll just get my brains trust to whiz out. This is Holly and she is a brains trust! Now, very efficiently, key practical things you learnt from that that are useful – this is helping you with your attention spans, ladies and gentlemen, to take away key points. Thank you, brains trust!

>> First of all, I'm going to give everybody a first prize, I loved that. First prize goes to Izzy, I think Ask Izzy is absolutely a solution and it is her risk. Also the tech packs, I was really impressed with the tech packs. It is a solution to a very real problem. I think, Liam would almost get my first prize because I had not realised the issues involved in connecting Indigenous Australians, not only to the outer world, but to themselves, which is absolutely critical, and the DigiMob just absolutely took my imagination.

JULIE McCROSSIN: Ladies and gentlemen, a round of applause for brains trust!

(APPLAUSE)