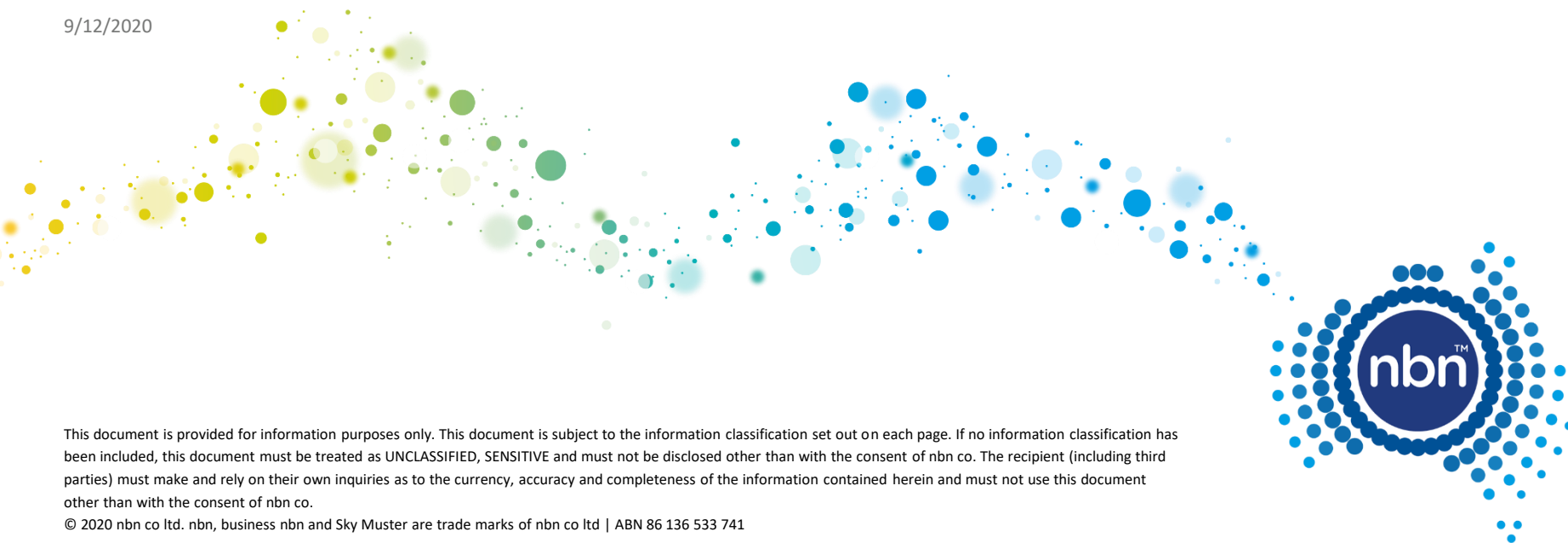


Webinar – No Australian Left Offline

9/12/2020



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National issues & initiatives



National issues raised at roundtables

Affordability	Pre-paid mobiles	Digital literacy
Confusing/ overwhelming	Accessibility	Connectivity quality
Regional/Remote Connectivity	Co-Design	nbn as a connector

Proposed initiatives

Low cost product Aiming for industry consultation early 2021
Training Investigating new courses and face-to-face presentation material based on what we are hearing is required
Online (Education) Ecosystem Early consultation in progress
National Advisory Panel Early community engagement in progress
Community Engagement Program Engagement with community organisations ongoing
One-on-One Mentoring Available now

Key issues & initiatives – Western Australia



State issues raised at roundtables

Affordability	Accessibility	Digital Literacy
CALD community	Regional/ remote connectivity	Retailer Ethics
Scams (seniors)	Confidence	Communication & Information

Proposed initiatives

 <p>Collaboration with Vulnerable Sector: CEO Roundtable</p>	 <p>Indigenous: Indig Bus Hub/Stronger Communities</p>	 <p>CALD Support: SETS, Umbrella & Cultural Comp Tng</p>
 <p>Remote: Isolated Communities Project</p>	 <p>WA Digital Inclusion Blueprint</p>	 <p>Seniors/scams support: COTA Libraries, Dig You!</p>

Digital literacy support



Stakeholders



- WA Government
- Town of Victoria Park
- City of Joondalup
- City of Wanneroo
- City of Canning
- City of Stirling
- City of Swan
- COTA WA
- Umbrella Community Care
- Wirrpanda Foundation
- Anglicare WA
- Parkerville
- Foundation Housing
- Rise Network
- St Bart's
- Uniting WA
- WACOSS
- Vinnies WA
- Mission Australia WA
- Ethnic Communities Council of WA
- Multicultural Services WA
- Ngala
- Helping Minds
- Stirling Multicultural Advisory Network
- Town Teams

Key issues & initiatives – South Australia/Northern Territory



State issue raised at roundtables

Affordability	Education	Retailer ethics
Products	Devices	Information quality
Accessibility	Regional Connectivity	eSafety & scams

Proposed initiatives



Leverage LGAs to reach low-income



eSafety and scams education



Connecting at-risk students



Affordability education & Senior literacy



Regional Connectivity and bridging the digital divide

Key issues & initiatives – Victoria



State issue raised at roundtables

Connectivity quality	Education	Training & assistance
Affordability	Devices	Information quality
Accessibility	Public Wi-Fi	eSafety & scams

Proposed initiatives



Smart Towers initiative

Device: donate and repurpose program

Localise training solutions



Community Capability Building

Scope
About disability

Leveraging accessibility expertise

Community Engagement



Stakeholders



- Wangaratta Digital Hub
- Belgium Avenue Neighbourhood House
- Scope Australia
- Moreland City Council
- COTA Victoria
- Infoxchange
- Latrobe Council, Morwell
- University of Melbourne
- North Richmond Capacity Building Initiative
- Port Phillip Council
- Blind Citizens Australia
- Fitzroy Learning Centre
- COSBOA
- Victorian Dept of Jobs, Precincts and Regions
- Yarra CityLab
- Yarra Libraries
- North Melbourne Language and Learning
- Richmond West Primary School
- RMIT
- Mornington Peninsula Council
- Lifeline
- North Richmond Capacity Building Initiative
- Wurundjeri Corporation at Abbotsford Convent
- Northwest Area Mental Health Service

Key issues & initiatives – Tasmania



State issue raised at roundtables

Training	Affordability	Information quality
Devices	eSafety	Digital Literacy
Moving Online	Education	Regional Broadband

Proposed initiatives



Mentoring Sessions



Devices: Education and Promotion



Affordability Education



Briefings for Groups



eSafety and Scams promotion

Community Engagement



Key issues & initiatives – Queensland



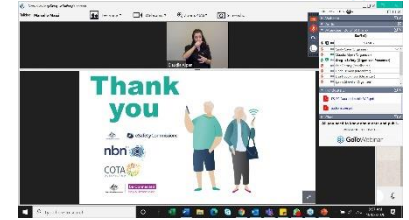
State issues raised at roundtables

Affordability	Regional/ remote connectivity	Low-cost, flexible plans
Accessibility for disability community	Digital Literacy	Retailer Ethics
Scam awareness	Indigenous connectivity and capacity	Communication & Information

Proposed initiatives

 A group of people sitting around a long table in a meeting room, engaged in discussion.	 A group of people, including a woman in a blue jacket, looking at a tablet together.	 A yellow warning sign with black text that reads 'WARNING SCAM ALERT' and a black and white striped border.
Community capacity building	Targeted Seniors Support sessions	E-Safety & Scam awareness sessions
 An aerial view of a large, flat, open landscape with some buildings and roads.	 A group of people sitting at a desk, looking at a computer screen.	 A screenshot of a video call interface showing a person on the screen and a chat window.
Lift Sky Muster™ Plus awareness	Working with community services providers	Addressing accessibility with RSP's

Queensland



Stakeholders



- Anglicare Southern QLD
- Australian School of Entrepreneurship
- Australian Seniors Computer Clubs Association
- Better Internet for Rural, Regional & Remote Australia
- Carers Qld
- Combined Advocacy Groups of QLD
- Community Legal Centres
- Council on the Ageing (COTA)
- Ethnic Communities Council of Queensland
- Financial Counsellors Queensland
- GWI Management Consultants
- IEEE Society for the Social Implications of Technology (SSIT) – Australia Chapter
- Indigenous Consumer Assistance Network Ltd
- Isolated Children's Parents Association Australia
- Isolated Children's Parents Association
- James Cook University - Cairns Institute
- Local Government Assoc QLD
- Multicultural Community Centre
- National Disability Services (QLD)
- Older Women's Network (Qld)
- Physical Disability Australia
- QLD Dept of Employment, Small Business and Training
- Qld University of Technology QUT - Digital Media Research Centre
- Queensland Advocacy Incorporated
- Queensland Blind Association
- Queensland Consumers Association
- Queensland Council of Social Service
- Queensland Country Women's Association
- Queensland Farmers Federation
- Queenslanders with Disability Network
- Regional Development Australia – Qld
- Tenants Queensland Inc.
- Uniting Care
- Youth Affairs Network of Queensland

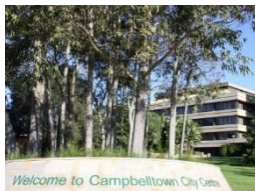
Key issues & initiatives – NSW/ACT



State issues raised at roundtables

Connectivity quality	Education, training & assistance	Challenging assumptions
Advocacy	Sustainable programs & co-design	Digital Literacy
Accessibility	Public Wi-Fi	eSafety & scams

Proposed initiatives



Wester'ly



Local government relationships

Digital literacy networks

CALD community engagement



Co-design opportunities



Leveraging better data to inform decisions

Community support programs



nbn has a number of ways we support local communities to help ensure they are kept up-to-date on the progress of the **nbn**[™] network rollout and how it impacts them. These are two programs widely available.

nbn 1:1 sessions

- Available for individuals seeking a one-to-one conversation
- Delivered by an **nbn** Brand Ambassador
- Available at many community events as per **nbn**'s schedule
- Available by video or phone conference by request

Ideal for anyone seeking support or education on:

- When the **nbn**[™] network will be available for their home or business
- Process of getting the **nbn**[™] network installed
- Tips for optimising the **nbn**[™] experience in home
- Tips for avoiding scams and how to report potential scams
- Information about **nbn**[™] announcements or programs

nbn community presentations

- Available for community groups on request
- Delivered by an **nbn** Community Ambassador
- Available in person or via video conference
- Can be tailored to meet needs of audience

Ideal for groups seeking support or education on:

- **nbn**[™] rollout including technology and how to get connected
- Advice on optimising the **nbn**[™] experience in home
- Tips for avoiding scams and how to report potential scams
- Information about **nbn**[™] announcements or programs

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Q&A