Question No: 135

Program No. 1.2

Hansard Ref: Pages 67 (12/2/2013)

Topic: Digital Local Government Program

Senator BILYK asked:
I am very interested in the Digital Local Government program. I know that tenders were called for round 3. I am not sure where we are at.
Mr Rizvi: That is correct. We have gone through the process of tendering for the Digital Local Government program. At this point we have identified 34 local councils that we are working with to take advantage of the NBN to deliver local government services to local residents.
Senator BILYK: Is that 34 in round 3 or in rounds 1 and 2 as well?
Mr Rizvi: That is 34 in total.
Senator BILYK: Do we know how many are in round 3?
Mr Rizvi: I do not have a division by rounds.
Senator BILYK: If you could take that on notice, that would be handy. How much have we spent on the Digital Local Government program to date?
Mr Rizvi: The total allocation for the Digital Local Government program—
Senator BILYK: You can take that on notice because we are short on time.
Mr Rizvi: I might have to take that on notice. I do not have the total amount.
Senator BILYK: I know the Tasmanian communities are at the forefront of the program. I have seen numerous examples of it all around Tasmania. You might also need to take this on notice, but could you give us a breakdown of where the other successful tenders have been. Could you also provide the dollar value they have. I understand local government has to financially have some input. Is that correct?
Mr Rizvi: That is right. They are required to have a minimum of a 25 per cent matching contribution to the program. That can be either in kind or in cash. A number of local councils have actually provided even more than that to get the services up and running because, essentially, they see it is in their own interests to get more services online and to secure the efficiencies that that can deliver.
Senator BILYK: Yes. I have seen numerous examples of how successful it is in Tassie. Could you take on notice for me who the successful tenderers have been, including round 3 if that has already been determined, how much money they have and what the programs are actually for. Just a sentence if that is not too much trouble.

Answer:
The Digital Local Government program is assisting local governments in communities that are among the first to benefit from the NBN to improve their online council services, particularly to homes and businesses. The program encourages local governments to develop enhanced online services that are replicable and scalable, which other councils across Australia can adapt for

their purposes. Projects include online community engagement and consultation, customer support, planning and development application processes and emergency management services.

As at 31 January 2013, there were funding agreements in place with eight councils that were eligible to submit business cases for Round 3 of the Digital Local Government program. As at 31 January 2013, the Department of Broadband, Communications and the Digital Economy has provided $6.1 million (excluding GST) to councils participating in the Digital Local Government program. Information on grant programs can be found on the Department's website.

Council	DLG Grants including GST	Council contribution <u>including</u> GST	Project Description
Armidale Dumaresq Council	$412,500	$139,792	This project will deliver improved online customer support for council services that includes the utilisation of videoconferencing technology.
Blacktown City Council	$412,500	$137,500	This project will deliver improved customer support for council services using videoconferencing technology.
Coffs Harbour City Council	$412,412	$149,910	This project will deliver an online building and development application system utilising videoconferencing capabilities.
Kiama Municipal Council	$408,228	$136,140	This project is using videoconferencing technology to deliver improved community engagement services, including online workshops.
Moreland City Council	$412,500	$140,000	This project is delivering improved customer support for council services using videoconferencing technology, particularly for residents who speak English as a second language.
Ipswich City Council	$412,500	$156,800	This project will use videoconferencing technology to deliver improved community engagement services, including online workshops.
Toowoomba Regional Council	$412,464	$142,652	This project will deliver improved customer support for council services using videoconferencing technology.
City of Onkaparinga	$411,895	$147,891	This project will deliver an online building and development application system that includes the utilisation of videoconferencing capabilities.

City of Tea Tree Gully	$412,500	$171,000	This project will deliver improved customer support for council services using videoconferencing technology
City of Greater Geraldton	$402,251	$134,094	This project will deliver improved customer support for council services using videoconferencing technology
Town of Victoria Park	$412,500	$327,025	This project will deliver an online building and development application system that includes the utilisation of videoconferencing capabilities.
Circular Head Council	$412,483	$177,890	This project has delivered an online building and development application system that includes the utilisation of videoconferencing capabilities.
Dorset Council	$247,434	$82,500	This project has delivered an online building and development application system that includes the utilisation of videoconferencing capabilities.
George Town Council	$412,500	$137,500	This project has delivered an online building and development application system that includes the utilisation of videoconferencing capabilities.
Glamorgan Spring Bay Council	$412,500	$137,500	This project has delivered an online building and development application system that includes the utilisation of videoconferencing capabilities.
Sorell Council	$321,640	$107,852	This project has implemented an online emergency management system incorporating videoconferencing and advanced mapping capabilities.
ACT Government	$395,947	$132,948	This project will deliver enhanced community engagement and customer support services using videoconferencing technology
City of Whittlesea	$397,268	$133,189	This project is using videoconferencing technology to deliver improved community engagement services, with a particular focus on seniors.
Hawkesbury City Council	$379,082	$128,465	This project will deliver improved community engagement and training services, such as food handling workshops, using videoconferencing technology.
Break O'Day Council	$410,300	$138,000	This project will deliver an online building and development application

			system that includes the utilisation of videoconferencing capabilities.
City of Prospect	$412,500	$138,000	The project will deliver online community engagement and customer support services using in-home videoconferencing technology
Penrith City Council	$411,610	$232,103	This project will deliver enhanced customer support and library services using in-home videoconferencing technology
Auburn City Council	$412,444	$186,877	This project will deliver enhanced customer support and community engagement services that includes the utilisation of videoconferencing technology.
Brisbane City Council	$406,500	$140,000	This project will deliver an improved online development application system that includes the utilisation of videoconferencing capabilities.
Launceston City Council	$384,780	$340,236	This project will deliver an online development application system that includes the utilisation of videoconferencing capabilities.
Adelaide Hills Council	$412,500	$157,700	This project will deliver enhanced customer support and community engagement services, including the use of videoconferencing technology
Clarence City Council	$412,000	$190,222	This project will deliver enhanced customer support and community engagement services using videoconferencing technology
City of Mandurah	$32,560	Nil	This project is assessing the feasibility of developing an enhanced CCTV system using the National Broadband Network.

Question No: 136

Program No. 1.2

Hansard Ref: Pg 69 (12/02/2013)

Topic: Spectrum pricing

Senator Birmingham asked:
When did the ACMA provide a recommendation or indicate their decision on the reserve price?

Answer:
The Australian Communications and Media Authority (ACMA) provided the Department with views on reserve prices for the digital dividend auction on 12 September 2012 and 12 October 2012.

The Minister for Broadband, Communications and the Digital Economy issued a direction to the ACMA on the reserve price for 700 MHz spectrum on 14 December 2012. The ACMA published this, together with its decision on the reserve price for 2.5 GHz spectrum on 3 January 2013.

Answers to Senate Estimates Questions on Notice

Additional Estimates Hearings February 2013

Broadband, Communications and the Digital Economy Portfolio

Department of Broadband, Communications and the Digital Economy

Question No: 137

Program No. 1.2

Hansard Ref: In Writing

Topic: Reviews – Interactive Gambling Act

Senator Birmingham asked:
When will the Government respond to the 2011 Review of the Interactive Gambling Act?

Answer:
The final report from the Department's review of the Interactive Gambling Act was published on the Department's website on 12 March 2013. As the Review was initiated by COAG Select Council on Gambling Reform, the Government is consulting with state/territory governments and other stakeholders to develop its response to the Department's report.

<div align="right">

Question No: 138

</div>

Program No. 1.2

Hansard Ref: In Writing

Topic: Internet filter

Senator Birmingham asked:

Please detail all costs associated with the proposals, studies and trials associated with Labor's mandatory internet filter policy since November 2007.

Answer:

Expenses in relation to the mandatory internet filtering proposal from November 2007 are $828,283 (excluding GST).

This figure comprises the amounts outlined below:

2008-09	Payments to participating ISPs	$269,709
	Enex TestLab technical management and advice	336,008
	Advertising in *CommsDay* in relation to the pilot	$1,800
2009-10	Enex TestLab technical advice	$218,366
2010-11*	Enex TestLab technical advice	$2,400

*2010-11 calculations are from July to October 2010 as work stopped on mandatory filtering while the Refused Classification Review was underway.

The mandatory filtering policy has since been replaced by the blocking of online child abuse material on the INTERPOL 'worst of' list.

Question No: 139

Program No. 1.2

Hansard Ref: In Writing

Topic: Wireless Audio Devices

Senator Birmingham asked:

A restack of digital TV transmitter allocations post cessation of Analogue TV broadcasting end of 2013 is planned.

1) Are you aware of how much available spectrum there will be for wireless microphones in each market under current planning?
   i. What are the worst affected?
   ii. Are there any markets with no spectrum available for wireless microphones?

2) The Free TV Australia draft review of OP27 shows range of postcodes from 4207 – 4285 which covers areas from Beenleigh to the NSW / QLD border, including entertainment capitals such as the Gold Coast with NO available spectrum between 526MHz (Ch. 28) and 694MHz (Ch. 51) for wireless audio devices. Is this analysis of current spectrum plans correct?

   i. Given the high density of businesses in the tourist and entertainment space using wireless audio devices daily in these areas, how does DBCDE intend to facilitate the continued operation of wireless devices vital for industry in these areas post the restack of digital TV services in these areas?

   ii. If all wireless microphone use on the Gold Coast stopped, what would be the economic impact? Locally? Nationally?

3) How does the Department intend to police compliance of wireless microphones from 1/1/2015?

   a. What percentage of the approximately 150,000 wireless devices currently operating in the 694-820 Mhz space do you anticipate will still be operating on 1/1/2015?

   i. Do you accept that many users will not replace their equipment, due either to lack of knowledge or lack of funds?

   ii. What current plans are there to re-position the existing wireless audio use within the remaining available spectrum?

   b. What are the Department's current plans in respect of communicating directly to affected schools, churches, finesses associations and small businesses?

    i. What budget has been allocated to deliver these communications?

c. Do you intend to prosecute the thousands of schools, churches and fitness associations who may not replace what they feel is currently perfectly functional?

d. If you do not intend to prosecute the thousands of schools, churches and fitness associations, have you advised the bidders in the Digital Dividend process of this?

    i. Do you still maintain that failure to "clan" the digital dividend spectrum will have no affect on the price obtained by the government?

e. How would a local school tell if their wireless microphone is compliant post 1/1/2015?

f. What level of financial support did the government provide to private broadcasters to cover the cost of the Digital Dividend switchover?

    i. What is the expected revenue from the Digital Dividend auction process?

    ii. What support will be provided to community, schools, worship and business (mostly small business) in transition up to 150,000 wireless audio devices out of the DD spectrum in the next 21 months or so?

    iii. If no financial support, then does the Government therefore believe that these users will voluntarily withdraw this product from use?

g. Is the government aware of any independent economic study indicating the value of wireless microphones to the Australian economy at around $32 billion dollars annually?

Answer:

1) (i) and (ii)

Channel planning is a matter for the Australian Communications and Media Authority (ACMA). The ACMA has advised that wireless audio devices, including wireless microphones, will be able to use free channels in the post-restack broadcasting services bands (BSBs) that is, the frequency range 520 MHz to 694 MHz. The Indicative Restack Channel Chart available on the ACMA website shows what spectrum is likely to be available for wireless audio device use in the post-restack BSBs. The Chart can be downloaded from the ACMA website (**www.acma.gov.au**) by searching for '*restack of digital television services*' in the search box located in the top right hand corner of the page.

The ACMA is continuing technical planning work to determine other frequencies that may be available for use by wireless microphones, such as reviewing the 700 MHz mid-band gap and lower guard band, and the 800 MHz, 900 MHz and 1800MHz bands. Wireless microphones will not be able to use 700 MHz band spectrum that is being taken to market in the digital dividend auction (frequencies 703 to 748 MHz and 758 to 803 MHz).

The ACMA advises that in addition to specific provisions in the *Radiocommunications Class Licence (Low Interference Potential Devices) 2000* (the 'LIPD Class Licence' under which wireless audio devices operate) which support wireless microphone use in the BSBs, there are a number of other spectrum ranges outside of the BSBs under which wireless microphones are known to operate - these include 915-928 MHz and 2400-2483.5 MHz. Combined with the proposed 1800 MHz (1790-1800 MHz) arrangements, these provide 10 MHz of spectrum outside of the BSBs dedicated for wireless microphone use and 96.5 MHz available on a shared basis with other class licensed services.

The LIPD Class Licence sets out the conditions under which a person is permitted to operate any device to which the class licence is applicable - it is not issued to an individual user and does not involve the payment of licence fees. Users operating under a class licence, including wireless audio devices, use spectrum on a 'no interference, no protection basis'. The ACMA will continue its technical planning work to include provision of frequencies available for wireless device use, but changes to these frequencies will occur from time to time and will be foreshadowed with enough time for users to make equipment purchasing decisions. The ACMA is considering variations to the LIPD class licence and public comment on the proposed variations closed on 13 March 2013. Copies of the submissions received can be accessed from the ACMA's website at www.acma.gov.au and then by typing "IFC 49/2012" in the search box in the top right hand corner of the webpage.

2) (i) and (ii)

OP27 is a FreeTV document for FreeTV members.

Channel planning is a matter for the ACMA. The ACMA advises that it has not reviewed nor endorsed the OP27 document.

3) The ACMA is the agency responsible for radiofrequency spectrum compliance and enforcement activities.

a. Class licensees are not required to register their devices or contact details with the ACMA. The ACMA is not able to discern the number of wireless audio devices currently operating in the 700MHz band (694 to 820 MHz) or the number that will be affected by the restack.

The usability of wireless audio devices in the post-restack environment will be dependent on the frequencies in which they will operate post-restack. The Indicative Restack Channel Chart available on the ACMA website shows what spectrum is likely to be available for wireless audio device use in the post-restack BSBs. The Chart can be downloaded from the ACMA website (**www.acma.gov.au**) by searching for '*restack of digital television services*' in the search box located in the top right hand corner of the page.

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Additional Estimates Hearings February 2013
Broadband, Communications and the Digital Economy Portfolio
Department of Broadband, Communications and the Digital Economy

i) The ACMA provides information of changes affecting wireless audio device users and the status of technical planning through the ACMA website **www.acma.gov.au**, consultation processes and communications activities such as the wireless microphone workshop held on 7 December 2012. Wireless audio device users will make their own equipment purchasing decisions based on this and other information, and their own specific circumstances.

ii) Refer to answer to question 1.

b. and b(i)

Information relating to the impact of the digital dividend on arrangements for wireless microphones has been available since 5 January 2010, when the Australian Government issued the Digital Dividend Green paper. This information is available on the Department's website **www.dbcde.gov.au/radio/radiofrequency_spectrum/digital_dividend**. The Minister for Broadband Communications and the Digital Economy subsequently announced on 24 June 2010 the Government's decision on the size and location of the digital dividend (694 MHz to 820 MHz).

The Department and the ACMA have consulted with wireless audio device users, including via the industry body the Australian Wireless Audio Group (AWAG), since 2010, regarding changes to frequencies as a result of clearance of the digital dividend spectrum band and potential options for wireless audio device use in other frequencies. This includes working with the AWAG on use of the 800MHz, 900MHz and 1800MHz bands and consultation on proposed variations to the LIPD Class Licence. In consultation with the AWAG, the ACMA also held a workshop on 7 December 2012 to update wireless audio device users and suppliers on the current status of planning activities and spectrum options available. The Department is considering potential further education and awareness activities aimed at assisting wireless microphones users with the transition.

c. The ACMA is the agency responsible for radiofrequency spectrum compliance and enforcement activities.

The ACMA advises that non-compliant wireless devices remaining in operation after amendments to the LIPD class licence take effect may be subject to compliance enforcement action handled by the ACMA in accordance with a complaints-based approach – that is, initiated upon ACMA receipt of a formal complaint. In response to a complaint, the ACMA can take a number of actions including issuing a request to cease transmission.

The ACMA's compliance and enforcement policy is available at the ACMA website (**www.acma.gov.au**) by searching for '*compliance and enforcement policy*' in the search box located in the top right hand corner of the page.

d. and d(i).

Refer to answers to questions 3 and 3(c).

e.   The ACMA will advise users through its website (**www.acma.gov.au**) when variations to the LIPD class licence are made, expected to be by mid-2013 to provide time for users to make decisions and plan equipment changes.

The variations to the LIPD class licence are not proposed to come into effect until 1 January 2015, after which time users of existing wireless microphone systems will be required to retune their devices to operate within the new frequency range(s), replace their existing equipment with devices compatible with the new frequency range(s), or cease transmission.

Also refer answer to question 3(c)

f.   The Government has committed $143.2 million over five years in the 2012-13 Budget to:
   • relocate commercial and national broadcasters' digital television services to their new channels by retuning, replacing or otherwise modifying transmission equipment to operate below UHF channel 52;
   • provide a project and implementation manager to manage channel changes nationally; and
   • conduct a public education/information campaign about the need to retune receivers.

The Government expects that the channel changes will be completed by 31 December 2014.

i) It would not be appropriate to comment on revenue expectations with respect to an auction process that is currently underway.

ii) and iii) Given the lead times and consultation processes undertaken by the Department and ACMA, wireless audio device users should not be caught by surprise or faced with undue expense, and there is therefore no intent to offer financial assistance. The ACMA and Department are working with the wireless audio device community including the AWAG, to communicate information which empowers users to make adjustments to existing equipment where possible and be able to take upcoming changes into account when making future equipment purchases.

Wireless audio device users will make their own equipment purchasing decisions based on information made available by the ACMA and Department, and their own specific circumstances.

Also refer to answers questions 3 and 3(b).

g. The AWAG submission to the Digital Dividend Green Paper (3 March 2010) cited an economic study it commissioned from Windsor Place Consulting. AWAG's submission is accessible on the Department's website at **www.dbcde.gov.au/radio/radiofrequency_spectrum/digital_dividend/digital_dividend _green_paper**

Question No: 140

Program No. 1.2

Hansard Ref: In Writing

Topic: Satellite Phone Subsidy Scheme

Senator Senator Birmingham asked:
How many subsidies have been paid in under the Satellite Phone Subsidy Scheme to date in the 2012-13 financial year?

Answer:
As at 31 January 2013, 2376 subsidies have been paid under the Satellite Phone Subsidy Scheme.

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Additional Estimates Hearings February 2013

Broadband, Communications and the Digital Economy Portfolio

Department of Broadband, Communications and the Digital Economy

Question No: 141

Program No. 1.2

Hansard Ref: In Writing

Topic: Ballarat and Brisbane NBN Digital Hubs

Senator Macdonald asked:
It was reported in December that Communications Minister Conroy had called for 'last minute' applications from Brisbane and Ballarat for the implementation of the Government's NBN Digital Hub education program.

Applications were scheduled to close on January 25th.

  a. Did Ballarat and/or Brisbane apply to participate in the program by the January 25th cut-off date?

  b. How many applications were received, and in what locations?

  c. How much does each hub cost to construct and operate?

  d. How many staff are employed at each Hub?

  e. What is the operational life of each Hub?

  f. What function does each Hub perform that is not already being substantially provided by schools, libraries, community groups and personal/private networks?

  g. What are the costs – if any – to participating councils?

  h. Why is it that the Minister was required to 'spruik' the Hub program? Have the council's concerned indicated an unwillingness to participate? Has the Department received any feedback from Councils as to why they are not more willing to apply to participate?

Answer:
  a. All applications received by the department were submitted prior to the January 25 2013 cut-off date.

  b. Seven applications were received in total, three were to establish a Digital Hub in the Brisbane local government area and four were to do the same in the Ballarat local government area.

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Additional Estimates Hearings February 2013
Broadband, Communications and the Digital Economy Portfolio
Department of Broadband, Communications and the Digital Economy

c. The establishment and operating costs of individual Digital Hubs varies depending on the individual circumstances of the community in which the Digital Hub operates and the service provider delivering the services. The Round Four program guidelines gave a guide to potential applicants as to the amount of funding that may be requested. The guide amount was between $150 000 (GST exclusive) to $350 000 (GST exc) over 2 years.

d. The number of staff the service providers choose to engage as qualified trainers or project coordinators varies depending on the individual circumstances of the community in which the Digital Hub operates and the service provider delivering the services.

e. Each Digital Hub is to operate for a period of two years.

f. In addition to the tailored one-on-one and group digital literacy training services, Digital Hubs enable local residents to increase their online engagement and better understand the opportunities created by the National Broadband Network by demonstrating applications and technologies enabled by high-speed broadband. The Digital Hubs use a new web based resource called "Internet Basics" to deliver both group and one-on-one training.

g. The Round Four program guidelines cater for applicants who wish to co-contribute cash or in-kind support. It is up to the individual applicant to determine what resources they want to contribute to the operation of a Digital Hub in their area. This information is relevant to assessing competing applicants.

h. The Minister issued a media release calling for applications under Round Four on 19 December 2012. This was the same approach taken to the previous three rounds. The call for applications was also advertised in local and national newspapers in order to raise awareness among eligible local community organisations. This is standard practice for competitive funding rounds and consistent with other Australian Government grant funding initiatives.

Applications have been received under four rounds of the Digital Hubs program from a range of local community organisations, including local councils, libraries, cultural and educational institutions and the private sector. The department has not received advice from councils or other eligible community organisations in relation to a perceived unwillingness to participate in the Digital Hubs program.

Question No: 142

Program No. 1.2

Hansard Ref: In Writing

Topic: Complaints on social networking sites

Senator McKenzie asked:
1) Are the recently announced guidelines for dealing with complaints on social networking sites voluntary or legally binding?

2) What happens if a social media outlet which has signed up to the guidelines, acts in a way which is contrary to the guidelines? Are there any legal sanctions?

3) What happens if a social media outlet refuses to sign up to the guidelines?

4) What discussions has the government had with Twitter about it participating in the recently announced guidelines for dealing with complaints on social networking sites?

Answer:
1) The recently announced Cooperative Arrangement for Complaints Handling on Social Networking Sites (the Arrangement) is a voluntary arrangement that Facebook, Yahoo!, Google (YouTube) and Microsoft have agreed to participate in.

2) The Arrangement does not take a prescriptive approach and explicitly states that it is non-binding. The Protocol has been developed to reflect the nature of each particular social networking site and it is to be assessed by each provider independently.

3) The Arrangement is voluntary and therefore there are no obligations for a social networking site to participate.

4) The government has commenced discussions with Twitter in regards to it participating in the arrangement. Twitter has undertaken to consider joining the Protocol.

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Additional Estimates Hearings February 2013

Broadband, Communications and the Digital Economy Portfolio

Department of Broadband, Communications and the Digital Economy Portfolio

Question No: 143

Program No. 1.2

Hansard Ref: In Writing

Topic: Joint Select Committee on Cyber-Safety's High Wire Act

Senator McKenzie asked:
Could you please advise what progress has been made in relation to the recommendations from the Joint Select Committee on Cyber Safety's High Wire Act?

Answer:
- The Joint Select Committee on Cybersafety (JSCC) made thirty two recommendations in its interim report *High-Wire Act: Cybersafety and the Young*, which was tabled on 20 June 2011. The Department appeared before the Committee as part of its consultation process.

- The Government Response to the interim report was tabled in December 2011, which was developed in consultation with the Minister for School Education, Early Childhood and Youth; the Minister for Privacy and Freedom of Information; and the Attorney-General.

- The Minister has responsibility for eight of the recommendations (Recommendations 2, 24, 25, 26, 27, 29, 30 and 31) and has joint responsibility with Minister Garrett on several others (Recommendations 3, 15, 17, 19 and 28).

- **Attachment A** lists the recommendations for which this portfolio has some responsibility and provides an update on the status of each.

#	Recommendation	Status
2	That the Minister for Broadband, Communications and the Digital Economy invite the Consultative Working Group on Cybersafety, in consultation with the Youth Advisory Group, to develop an agreed definition of cyber-bullying to be used by all Australian Government departments and agencies, and encourage its use nationally.	**Status:** The Consultative Working Group on Cybersafety endorsed the Safe and Supportive School Communities (SSSC) definition of cyberbullying as included in the National Safe Schools Framework. Australian Education, Early Childhood Development & Youth Senior Officials Committee (AEEYSOC) noted the SSSC definition of cyberbullying at their meeting on 25 May 2012. The definition was further discussed at the annual face to face SSSC meeting in Melbourne on 14 June 2012 and it was agreed that the definition may need further research and investigation given the emerging issues of cyber communication. The Department of Education, Employment and Workplace Relations (DEEWR) is scoping further work on a national definition of bullying including cyberbullying.
3	That the Minister for Broadband, Communications and the Digital Economy and the Minster for School Education, Early Childhood and Youth work with the Ministerial Council for Education, Early Childhood Development and Youth and the Australian Communications and Media Authority to investigate the feasibility of developing and introducing a cyber-safety student mentoring program in Australian schools.	**Status:** A student mentoring module has been developed for the Cybersmart Professional Development program. This module will help teachers develop student action teams. The module will be available from the end of term one of 2013. The ACMA has been working closely with the education sector to raise awareness of the new Professional Development modules. All school principals will also receive a letter this term alerting them to the new customised Professional Development module. Information will also be hosted on the Cybersmart website. The module provides practical information for schools about how to structure a Student action team with a range of student planning and team building activities to get the team underway, and aims to empower young people to be agents of change.
15	That the Minister for School Education, Early	**Status:**

#	Recommendation	Status
	Childhood and Youth and the Minister for Broadband, Communications and the Digital Economy consider extending the Australian Communications and Media Authority's Connect-ED program and other training programs to non-administration staff in Australian schools including school librarians, chaplains and counsellors.	The Australian Communications and Media Authority (ACMA) is considering how to extend Connect.*ed* to other audiences such as school librarians. An assessment of possible options for the expansion of the program will take place in 2013. All non-administrative staff in schools can access Connect.*ed* in its current format along with the ACMA's other training programs. To support the take-up of the National Safe Schools Framework, the Australian Government has committed approximately $4 million towards the development of new online toolkits, professional learning modules and resources. This includes the development of a professional learning module for school staff such as counsellors, chaplains and student welfare workers.
16	That the Minister for Tertiary Education, Skills, Jobs and Workplace Relations and the Minister for Broadband, Communications and the Digital Economy work together to ensure that sufficient funding is available to ensure the Australian Communications and Media Authority can provide the necessary training for professional development of Australian teachers.	**Status:** By the end of January 2013, over 70,000 teachers in Australian schools had attended a professional development workshop or internet safety awareness presentation run by the ACMA and more than 2,000 teachers had completed the ACMA's Connect.*ed* online professional development program.
17	That the Minister for Tertiary Education, Skills, Jobs and Workplace Relations and the Minister for Broadband, Communications and the Digital Economy encourage all Australian universities providing teacher training courses to ensure that cyber-safety material is incorporated in the core units in their curriculums.	**Status:** The implementation of the Australian Professional Standards for Teachers (formerly known as the National Professional Standards for Teachers) throughout 2013 provides further impetus for new and existing teachers to be adequately equipped with skills and knowledge in relation to the responsible use of ICT, including an awareness of cyber-safety. The ACMA is delivering a pre-service teacher training course across Australian universities on Cybersafety. By the end of January 2013, more than 9,800 pre-service teachers across Australia had participated in the Cybersmart Program for Pre-Service Teachers. The ACMA

#	Recommendation	Status
		has recently provided every Australian university with a dedicated faculty or school of education with follow-up information on its cybersafety pre-service teacher program. To support the take-up of the National Safe Schools Framework, the Australian Government has committed approximately $4 million towards the development of new online toolkits and professional learning modules for pre- service teachers and school leaders. These resources will provide practical safe school, including cybersafety, information, support and guidance for students, parents, teachers, school leaders and for specialist staff including school counsellors, chaplains and student welfare workers.
19	That the Minister for School Education, Early Childhood and Youth and the Minister for Broadband, Communications and the Digital Economy investigate funding a national, online training program for teachers and students that addresses bullying and cyber-bullying, and is validated by national accreditation.	**Status:** Connect.*ed* is meeting the needs of teachers (including remote and casual teachers) with over 2,600 commencements and more than 2,000 completions of the program by the end of August 2012. The ACMA is exploring other innovative ways to extend the scope of the Outreach program. This includes delivery of presentations using Education Department virtual classrooms. The ACMA trialled this delivery method on Safer Internet Day in 2012 and again in 2013 where it presented to over 9,000 students in one interactive session. The virtual classrooms approach was also utilised for the 2012 National Day of Action Against Bullying. To support the take-up of the National Safe Schools Framework, the Australian Government has committed approximately $4 million towards the development of new online toolkits, resources and professional learning modules for pre- service teachers and school leaders. These resources will provide practical safe school, including cybersafety, information, support and guidance for students, parents, teachers, school leaders and for specialist staff such as school counsellors, chaplains and student welfare workers. The Australian Curriculum, Assessment and Reporting Authority (ACARA) has been

#	Recommendation	Status
		established to oversee the development of an Australian Curriculum from Foundation to Year 12, beginning with the learning areas of English, mathematics, science and history. The draft of the Australian Curriculum: Health and Physical Education (HPE) paper was released by ACARA in December 2012. It is open for public consultation until 12 April 2013. The draft curriculum includes developing students' abilities to select, justify and reflect on emotional responses in a wide range of situations, including in family, social and online situations.
24	That the Australian Communications and Media Authority facilitate the development of and promote online self assessment tools to enable young people, parents/carers and teachers to assess their level of awareness and understanding of cyber-safety issues.	**Status:** The ACMA's Cybersmart program provides a number of self-assessment tools developed for parents, teachers and students. These include the students' technology audit on the Schools area of the Cybersmart website , "How Cybersmart am I" and comic book capers quizzes on Cybersmart kids and teens pages and "Your child's online safety" quiz for parents. The ACMA has developed a new online game for young internet users, Zippep's Astro Circus, which will enable children and parents to work together to improve their awareness of cybersafety risks and measures. To support the take-up of the National Safe Schools Framework (Framework), the Australian Government has committed approximately $4 million towards the development of new resources for school communities. This includes an interactive version of the Framework's audit tool that will generate a report for school leaders to assist them in reviewing their current safe school policies and practices.
25	That the Consultative Working Group on Cybersafety investigate possible improvements to the information provided to parents at the point of sale of computers and mobile phones.	**Status:** The Australian Mobile Telecommunications Association (AMTA) have advised that information provided at point-of-sale was likely to yield average to poor results in terms of being an effective channel for the distribution of cybersafety information to parents. The focus of discussions has shifted to preloading the Cybersafety Help Button on mobile devices. This discussion is continuing at CWG meetings. This includes discussions with

#	Recommendation	Status
		Telstra, which is interested in pre-loading the Cybersafety Help Button (within the TelstraOne application) on all Android phones sold by Telstra.
26	That the Minister for Broadband, Communications and the Digital Economy negotiate with mobile phone companies to increase affordable access to crisis help lines, with a view to ensuring greater accessibility by young people seeking assistance.	**Status:** In 2011 Telstra launched the Crisis Line Initiative to stop charges to 1800 national helpline services from mobile phones. As part of this initiative, organisations that are national, open 24 hours a day and non-profit, can apply to have fees for users waived. The cost is covered by Telstra's $250 million support fund for underprivileged customers. On 20 December 2012 the ACMA commenced a public consultation process to identify the best way to make calls from mobile phones to freephone numbers free, and for calls to local rate numbers to cost no more than a caller would pay for a local call from a fixed telephone. These changes are intended to come into effect by 1 January 2015. The ACMA has also noted that a growing number of mobile phone plans include unlimited calls to freephone and local rate numbers within the plan's call cap, assisting consumers to manage their call costs. Some mobile providers also offer their customers free access to specific critical service numbers.
27	That the Minister for Broadband, Communications and the Digital Economy invite the Consultative Working Group on Cybersafety, in conjunction with the Youth Advisory Group, continue to advise Government on enhancing the effectiveness of cyber-safety awareness campaigns including targeted media campaigns and educational programs.	**Status:** The topic of enhancing the effectiveness of cybersafety programs is a standing item on the agenda of CWG meetings. A data tracking tool has been developed to help measure the effectiveness of particular cybersafety programs. These include, for example, installations of the Help Button and visitors to the Cybersmart website. CWG has also established a subgroup of interested members to discuss evaluation methods of cybersafety programs. Consultations with the Youth Advisory Group are ongoing on program awareness.
29	That the Minister for Broadband,	**Status:**

#	Recommendation	Status
	Communications and the Digital Economy facilitate a cooperative approach to ensure all material provided on cyber-safety programs is accessible through a central portal, and that a national education campaign be designed and implemented to publicise this portal, especially to young people.	The Cybersafety Help Button provides internet users, particularly children and young people with a 'one-stop shop' for access to counselling, reporting and educational resources to assist children deal with online risks including cyberbullying, unwanted contact, scams and fraud and offensive or inappropriate material. The Cybersafety Help Button is available from the DBCDE website, (*www.dbcde.gov.au/helpbutton*), and promoted through the ACMA's Cybersmart website and many other sites. To support the take-up of the National Safe Schools Framework, the Australian Government has committed approximately $4 million towards the development of new resources for school communities. These resources are available via a dedicated website, the Safe Schools Hub at, www.safeschoolshub.edu.au. The Safe Schools Hub was launched on 15 March 2013. This new hub will provide links to a broad range of related websites including Cybersmart and Stay Smart Online.
30	That the Minister for Broadband, Communications and the Digital Economy encourages industry including the Internet Industry Association, to enhance the accessibility to assistance or complaints mechanisms on social networking sites; and develop a process that will allow people who have made complaints to receive prompt advice about actions that have been taken to resolve the matter, including the reasons why no action was taken.	**Status:** The Cybersafety Help Button and Easy Guide have been developed specifically to improve accessibility to reporting abuse and complaints assistance mechanisms for social networking sites. A significant number of popular social networking sites (and online game sites) participate in the Cybersafety Help Button initiative and the Easy Guide to Socialising Online initiative.
31	That the Minister for Broadband, Communications and the Digital Economy invite the Consultative Working Group on Cybersafety to negotiate protocols with overseas social networking sites to ensure that offensive material is taken down as soon as	**Status:** The Cooperative Arrangement on Complaints Handling for Social Networking was announced by the Prime Minister on 16 January 2013.The Protocol demonstrates that Social Networking Sites understand that they need to work cooperatively with the Government to meet the expectations of the Australian community when it comes to combating inappropriate conduct online.

#	Recommendation	Status
	possible.	At this stage four of the major social media platforms have signed up to the protocol. These include, Facebook, Google (Youtube), Microsoft and Yahoo!7. The Government is encouraging other Social Networking Sites to sign up to the Protocol and has commenced discussion with Twitter about doing so. We will continue to work with Social Networking Sites to further develop and enhance the Protocol.

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Additional Estimates Hearings February 2013

Broadband, Communications and the Digital Economy Portfolio

Department of Broadband, Communications and the Digital Economy

Question No: 144

Program No. 1.2

Hansard Ref: In Writing

Topic: Clarke Creek Telecommunications

Senator Ian Macdonald asked:

Following contact from the Clarke Creek community action group, two letters have been written to the Minister seeking advice and assistance. Neither has been answered to date.

Telstra Country Wide has stepped into the breach to provide two quotes for commercial solutions in the absence of any response from the Commonwealth.

Isaac Shire has been required to apply for RDAF funding to facilitate mobile telephony and internet in a highly localised area in the centre of the township only. No advice has yet been received by Isaac Shire regarding the success or failure of this application.

    a. Is the Minister aware of the telecommunications issues at Isaac Shire?

    b. What solutions can the NBN Co offer to the people of Isaac Shire to mitigate the damaging impact on their local education system and their local governance – not to mention home life in Isaac Shire – resulting from a lack of telecommunications functionality?

Answer:

    a. Yes.

A response was provided to Senator Macdonald on 22 February 2013, regarding his earlier representation concerning telecommunications services in the communities of Clarke Creek and Marlborough.

The Australian Government understands the importance of mobile telephony to Australians. However, since the privatisation of Telstra, recent extension of mobile coverage across Australia has been based on commercial decisions by carriers. In making a decision to extend coverage to a particular area, a carrier will consider a range of factors, including site availability, cost structures, likely levels of demand from users and overall economic viability of the service.

In areas with sparse or no mobile coverage, often the only commercially viable option for mobile phone services is via satellite. Unlike terrestrial mobile coverage, satellite mobile phone services cover the entire Australian landmass and population, and are available from a number of providers.

Residents and travellers in the Isaac Regional Council local government area may be eligible to apply for a subsidy under the Australian Government's Satellite Phone Subsidy Scheme (the Scheme). The Scheme improves the affordability of mobile communications for people living and working in areas without terrestrial mobile coverage, by providing subsidies for the purchase of satellite phone handsets.

Further information on the scheme is available on the department's website at www.dbcde.gov.au/satphone. An application form and information kit can be obtained from the scheme administrator by phoning 1800 674 058 or emailing satphone@dbcde.gov.au.

b. The government is committed to high-speed broadband for all Australians, not just people who live in the capital cities. The National Broadband Network (NBN) will ensure that every community in regional Australia, including those in the Isaac Regional Council local government area, will get equitable access to affordable high-speed broadband.

The Government has brought forward the rollout of the wireless and satellite networks so that rural and regional Australians will be some of the first to benefit from the rollout of the NBN and will have access to high speed services years ahead of some premises in the fibre footprint.

NBN Co will offer peak speeds of up to 25 Mbps download and 5 Mbps upload on the fixed wireless and long term satellite networks. This means that Australians living in regional, rural and remote Australia are set to gain access to broadband speeds and capacity exceeding what people in the cities typically experience on ADSL2+ today.

These improved speeds will allow users anywhere in Australia to take advantage of telehealth and e-learning applications using superior high definition videoconferencing. Downloading files and photos, sending email attachments and using cloud backup services will be quicker on a 25/5 Mbps connection. Families will be able to simultaneously access a household's broadband connection from laptops, tablets and smartphones, streaming high definition video while retaining capacity for web browsing and other activities.

Question Nos: 207, 208 & 209

Program No. 1.2

Hansard Ref: In Writing

207 Topic: Cyberbullying education program selection process

Senator McKenzie asked:

Regarding the bCyberwise cyber education module developed by Life Education and McAfee, how was the bCyberwise program provider chosen? Was there a competitive selection process?

208 Topic: Cost of cyberbullying education program

Senator McKenzie asked:

How much is the bCyberwise program costing the government?

209 Topic:

Senator McKenzie asked: Cyberbullying education program

How many schools are participating in the recently announced bCyberwise education program? How many schools in Australia does this leave which are not participating? What proportions of the schools chosen for this program are from regional areas? How did you choose which schools will participate? Could you provide the break down by state of schools chosen for this program which are government, Catholic and independent schools?

207, 208 & 209 Answer:
The bCyberwise cyber education module is an industry funded initiative and has not received any funding from the Australian Government. The bCyberwise cyber education module was developed by McAfee in partnership with Life Education.

McAfee's media release of 16 January 2013 (see **Attachment A**) provides more information about the bCyberwise initiative.

LIFE EDUCATION AND McAFEE LAUNCH NEW CYBER EDUCATION PROGRAM TO EMPOWER STUDENTS TO BECOME SAFE AND RESPECTFUL DIGITAL CITIZENS

Prime Minister Julia Gillard unveils the new cyber education module expanding the Life Education Program that currently reaches over 620,000 primary school children across Australia

SYDNEY, Wednesday 16th January 2013: Prime Minister Julia Gillard today officially unveiled a new cyber education module developed by Life Education and McAfee, which will give middle primary school students across Australia the tools to manage the influence of the digital age and support teachers with online resources to educate on cyber safety.

In a timely announcement – as school goes back and the rollout of the National Broadband Network ramps up across Australia – the new cyber safety module, called **bCyberwise**, will help middle primary school students to become safe and respectful digital citizens as they progress through their years of online use.

An extension of the current Life Education program, bCyberwise has been designed in partnership with McAfee using their expertise in security to create relevant content on the real risks students face today in the online world. The module will support teachers and schools to specifically address the knowledge, skills and attitudes children need to ensure their online experiences are safe.

Speaking about the new module, David Ballhausen, CEO of Life Education said, "Life Education is very excited about its partnership with McAfee. It's enabling us to create new and age appropriate program content that supports schools and teachers in the development of core life skills such as building positive and respectful relationships online, communicating effectively and making decisions in social situations. These are all fundamental to the promotion of cyber safety."

Discussing the cyber safety need, President, McAfee Asia Pacific, Andrew Littleproud said, "To address risky behaviours in young teens, we need to be educating primary school children in their formative years so they quickly adopt safe online practices. The research we conducted on teens and their online behaviour was very telling about the issues they confront everyday, so we know we have to start the conversations early."

The McAfee research, called Secret Life of Teens, uncovered that teens are spending more time online than ever before and that 5.8 per cent of those teens have met up with strangers they encountered online[1].

---

[1] McAfee Research, Secret Life Of Teens
http://mcafeecybered.com/cybered/files/Secret%20Life%20of%20Teens%20Research%20Fact%20Sheet.pdf

Consultant for the bCyberwise module, and leading psychologist and educator Dr Helen McGrath has endorsed the relevance of this exciting new development for educating young Australians to become good digital citizens.

"Digital media has become an important and mostly positive aspect of the education, leisure and social lives of today's children but it also creates some potential risks to their safety and wellbeing. The most harmful of these risks appears to be cyberbullying.

"The provision of this type of cyber safety curriculum in their early learning years will help children to cope safely and respectfully in this new digital environment," continued Dr. McGrath.

The Life Education program teaches a set of values and skills that promote social and emotional development, positive relationships, pro-social values, self-respect and critical thinking to help combat and minimise the risks youth are facing online. The new bCyberwise module will be taught using engaging presentations, videos, discussion, problem solving and role play and will provide an opportunity for young students to learn and practice core life skills in three categories: cyber safety, cyber security and responsible online behaviour.

"The launch of the module is a great step forward in helping to raise awareness on cyber safety," said Mr Littleproud. "Now is the time to address cyber safety and work hand-in-hand with the government and technology industry towards a common goal of keeping Australian children safe online, " continued Mr. Littleproud.

Life Education and McAfee have also launched a video to highlight the need for education on cyber safety and the lack of awareness primary school students have about the online world. Supporting the video are leading media figures Ita Buttrose, New South Wales AO, OBE, Channel 7's Melissa Doyle and Haley and Nathan Bracken. The video can be viewed at
www.mcafeecybered.com

In line with Life Education's current program, the new module will begin to roll out regionally to schools across Australia from February 4th. Schools who wish to find out more and elect the modules can do so by contacting Life Education in their state or territory.

For more information, please visit www.lifeeducation.org.au
-Ends-

MEDIA ENQUIRIES:

Hannah Furness, 02 8303 6464, 0409 348 250 hannah@zing.net.au

Meabh Duffy, 02 8303 6464, 0488 776 342 meabh@zing.net.au

Notes to Editor

About the Module

The bCyberwise module is ideally suited for middle primary students in years 3 – 4 and focuses on common issues experienced by young people. The module will develop core life skills such as building positive and respectful relationships, effective communication and decision making in social situations. New cyber safety content has also been created for the current Life Education module for upper primary students, **It's Your Call.**

bCyberwise and It's Your Call are delivered in schools by Life Education educators in our unique Mobile Learning Centres and are supported by online resources for teachers and students to compliment these sessions.

About McAfee

McAfee, a wholly owned subsidiary of Intel Corporation (NASDAQ:INTC), empowers businesses, the public sector, and home users to safely experience the benefits of the Internet. The company delivers proactive and proven security solutions and services for systems, networks, and mobile devices around the world. With its Security Connected strategy, innovative approach to hardware-enhanced security, and unique Global Threat Intelligence network, McAfee is relentlessly focused on keeping its customers safe. http://www.mcafee.com

McAfee provides software that makes it safer for children to be online and develops and shares content for cyber education to help keep individuals, users and families safe. McAfee is continuing its active and influential role in internet security through its partnership with Life Education Australian.Further information available at www.mcafee.com/au

About Life Education Australia

Life Education, as the largest non-government provider of health education to children and young people in Australia, has been a valued partner of Australian schools for over 30 years. It has 100 plus mobile learning centres and qualified educators across the country and reaches 620,000 children nationally. A registered charity, independent of both government and religion, Life Education aims to empower children to make safe and healthy decisions. It continues to do so by expanding its national health and wellbeing program in Australia to include cyber safety content with the support of McAfee. Further information available at www.lifeeducation.org.au