

Response to the NT Digital Strategy Discussion Paper:

The Ngukurr Community solution (see Ngukurr Digital Story) supports the key priority areas included in the discussion paper.

1. Jobs: *Digitally enabling Aboriginal businesses and the creative, cultural and environmental industries to enhance their capabilities to develop new products and markets.*

There are now jobs in Ngukurr around the Community WiFi, Contnet Management System and Hitnet Hub for:

- Digital journalists and content development (currently funded),
- Technical support to maintain the hardware and infrastructure,
- Digital mentors to help local people engage with the technology.

2. Children: *Enabling children to have the confidence to be creators as well as consumers of digital content.*

The Community Content Management System, accessible via mobile, and the Hitnet Community Hub in the Ngukurr General Store, both encourage the development of locally produced content. Partnerships with the Ngukurr School and the Guluman Child and Family Centre would ensure that there is a consistent stream of new user generated content to be showcased on these platforms for the community to enjoy and celebrate.

Keeping kids safe online and helping them to make good decisions to be equipped to deal with issues they may encounter online.

Education is the key to cyber safety, and the Hitnet Community Hub displays the 'Be Deadly Online' interactive learning module developed by the E-Safety Commissioner with Indigenous communities. The module dives into the importance of online safety and best practice when using devices that connect to the Internet.

3. Bush: *Working to bridge the digital divide so that affordable and reliable ICT services can be delivered across the Territory? Delivering better government services digitally in the bush?*

The Ethos Global Foundation (EGF) WiFi mesh solution can be setup to cover whole communities and be easily accessible via a mobile web app. The

system is designed to reduce demand on Internet traffic by storing data-heavy content locally and therefore will help reduce costs for accessing internet-based services.

4. Community: Citizens are looking for more government services to be available online and to be easy to use, from renewing a car registration to applying for a job. Transforming more government services onto digital channels, incorporating community co-design principles, will deliver services that meet users' needs and can be accessed at their convenience.

Government services need to be reliable, easy-to-use and accessible for remote communities where traditional services are no longer available. This must accommodate people who do not have English as their first language and have low levels of digital and text literacy. The Ngukurr Community solution could also distribute these government services and be co-developed with an appropriate user interface.

Focusing cyber safety programs and messages for the more vulnerable members of the community, including children, disadvantaged persons, people who are not familiar with digital technology such as some elderly people and those with low levels of literacy will be necessary.

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5. Digital Drivers: Throughout the discussion on the digital opportunities and challenges across the NT government's priority areas it is clear that a core set of digital drivers will underpin the progression of digital initiatives and shape the forthcoming Digital Territory Strategy.

These drivers are: enable, innovate, share, protect and educate.

The Ngukurr Community solution supports these drivers and raises an additional one.

We suggest that another 'digital driver' is **relevancy**. People need to have a reason to engage with technology and in our experience this is the strongest attractor for people to take the leap to join the digital economy. For example,

Indigenous people access the Hitnet Community Hubs as they want to reconnect with their culture via video stories from their country, this then can give them the confidence to take the next step in their digital participation.

For further information:

Julie Gibson, CEO, Hitnet (www.hitnet.com.au)
julie@hitnet.com.au, 0400 501 186

Paul Williamson, MD, Ethos Global Foundation
paul@ethosglobal.org.au