

OFFICIAL



Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications and the Arts

First Nations Community Wi-Fi Program Survey

November 2024



Connecting to Countries. Yarning with Communities. Embracing Cultures.

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About the artwork

The artwork, *Connections*, acknowledges the journey of the department's ongoing commitment to creating positive outcomes for First Nations employees and communities across Australia. It tells the story of the cultural objectives that underpin the department's journey of shared purpose: Embracing Cultures; Yarning with Communities; and Connecting to Countries.

About the artist

Mahalia Mabo is a proud Manbarra, Nywaigi, and Meriam woman. She comes from a long line of artists and creatives. Mahalia is an intuitive artist. Her artwork represents her connection to Country, family and her saltwater heritage. Her paternal grandfather connects her to Mer in the Torres Straits and her paternal grandmother connects her to the Great Barrier Reef and its creation story.



First Nations Community Wi-Fi Program Survey

The Department of Infrastructure, Transport, Regional Development, Communications and the Arts is taking an important step to ensure First Nations voices are at the centre of program development. We want to hear directly from communities in relation to digital inclusion.

We invite people from Aboriginal and Torres Strait Islander communities to complete this short survey and tell us the what would work for your community to improve digital inclusion.

What is digital inclusion?

Digital inclusion is about making sure everyone can access technology that will support their social and emotional wellbeing, such as:

- having access to the internet, radio and TV
- having access to affordable internet connectivity
- having the skills needed to use the internet and online services.

**indicates required field*

State*:

Community*:

Note: If you have connections to more than one community, multiple locations can be nominated within the one survey.

Contact Details*

Name:

Email/Phone:

*Note: These contact details will not be published. See **Privacy Collection Notice** at the end of the survey.*

Do you have authority to provide this input on behalf of your community? *

- Yes
 No

CURRENT DIGITAL ACCESS

a. Do community members have access to the internet in their home?

- Yes
- No (please specify where you go to access the internet below. e.g. local community centre, family members house)
- Unsure

b. If yes, what types of internet access are available in the community? *Select all that apply*

- Fixed home connection e.g. NBN, satellite, broadband
- Mobile broadband data
- Public Wi-Fi e.g. single access point or community-wide
- Other - please provide more information:

c. What device or devices do community members mostly use? (select all that apply)

- Smartphones (mobiles)
- Tablets (e.g. Apple iPad, Samsung Galaxy Tab)
- Laptops/desktop computers (PCs)
- Other (please provide more information):

CHALLENGES ACCESSING DIGITAL SERVICES

- a. **What stops community members from getting online easily?** *Select all that apply*
- Lack of/poor connectivity to wi-fi or broadband services, or other infrastructure issues
 - High costs (e.g. no pre-paid available or lack of affordable pre-paid options)
 - Lack of digital support and information on how to access services safely and effectively
 - Cultural relevance or concerns (e.g. lack of information in language, or need to limit access to some content)
 - Other - please provide more information:
- b. **We have heard that weather events and congestion (i.e. too many people online at once affecting the quality of the service) can make it difficult to connect to the internet. Is this something that affects your community?**
- Yes (please provide more information)
 - No

What changes or services would the community you are representing like to see?

What would make it easier for community to get online? (please select all that apply)

- Improved infrastructure (e.g. a network to reach the whole community or specific locations within the community that can provide better internet connectivity)
- Local access points (Community Hub) (e.g. Somewhere safe and secure for community members to access digital services, resources and the internet)
- Cheaper internet plans (e.g. low-cost plans that allow access to different types of internet services that offer more choices and affordability)
- Community training programs to improve digital skills and literacy (e.g. online safety and how to use online services effectively)
- Support to promote healthy online habits (e.g. block or limit access to websites that promote gambling and adult content for young people)
- Support for locally designed and developed initiatives (e.g. local people trained and employed to maintain infrastructure and assist communities in developing future proposals that will address community needs)
- Other (please provide more information)

Additional Comments

Please share any other experiences or stories on digital connectivity that are important for your Community:

Privacy Collection Notice

First Nations Community Wi-Fi Program Survey

The Department of Infrastructure, Transport, Regional Development, Communications and the Arts (**the department**) is collecting your personal information in accordance with the *Privacy Act 1988*

The Department may use your survey responses and personal information in connection of its review of the First Nations Community Wi-Fi Program including the development of new Grant Opportunity Guidelines.

The department will not otherwise use or disclose your personal information except as authorised by law.

There is no legal obligation to provide your name and personal details with your survey answers but if you choose not to then the department may not consider your response.

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