



A fair go for all in the digital era

TOWARDS A DIGITAL INCLUSION ROADMAP



NOVEMBER 2011

Dr Tim Williams



INDUSTRY PARTNER



COMMUNITY PARTNER



WEBCAST PARTNER



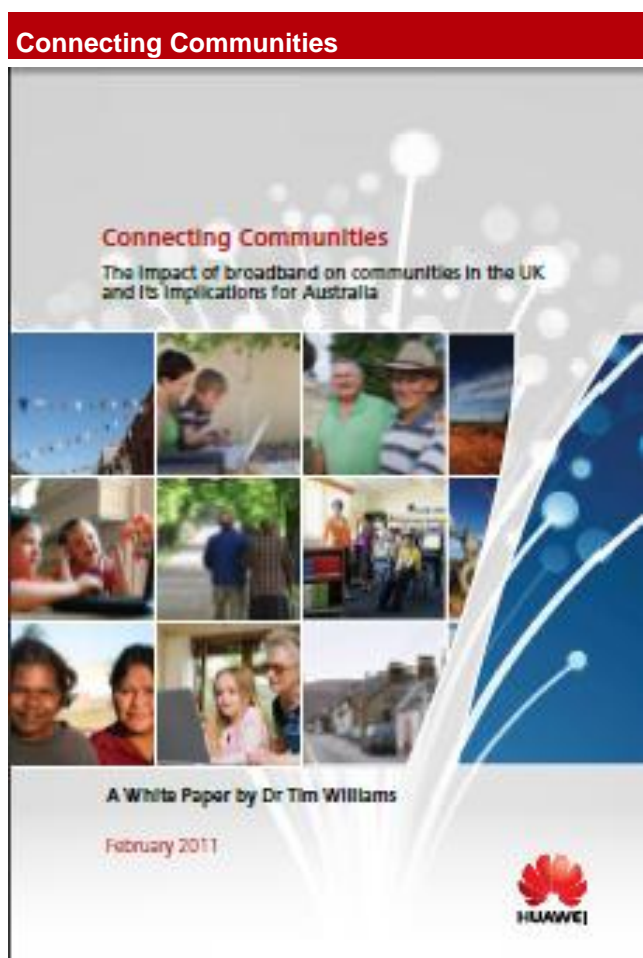
Contents

1. From ‘Connecting Communities’ to the Digital Summit: how we got here	3
1.1 Connecting Communities	3
1.2 The public benefits	4
1.3 The benefits to individuals	4
1.4 Ensuring no community is left behind: towards the networked society	4
1.5 Getting all Australians online	5
2. Responding to this challenge: the first National Digital Inclusion Summit	6
2.1 The summit	6
2.2 Digital inclusion: identifying the problem – and setting out an agenda for action	6
3. Highlights from the summit	8
3.1 The challenge of digital inclusion	8
3.2 But also agreement on the benefits of digitisation	9
3.3 Who are the potentially digitally excluded – and where?	9
3.4 High speed broadband for an ageing society	10
3.5 Connected, but not at any price? Cost of accessing the internet	10
3.6 A social enterprise response?	10
4. Some emerging answers: towards a digital roadmap?	12
4.1 National programs supported locally	12
4.2 Government role in driving up demand and inclusion	12
4.3 Importance of imaginative marketing	12
4.4 Evolving importance of libraries	12
4.5 Engaging with government	13
4.6 Communication, the key to driving up demand	13
4.7 Don’t wait – do it yourself	13
5. Some guiding principles for digitising NFPs themselves	14
6. Key actions from the summit	15
7. A final thought from the Chair	16

1. From 'Connecting Communities' to the Digital Summit: how we got here

1.1 Connecting Communities

In February 2011, the Huawei-commissioned report 'Connecting Communities: the impact of broadband on communities in the UK and its implications for Australia' was launched at the National Press Club.



Although based on the UK experience, the report was essentially about how, following the NBN, Australia could move from being a digital follower to a global digital leader in exploiting the beneficial outcomes from the deployment of high speed broadband.

Connecting Communities was discussed positively by both Government and Opposition in debates in the Federal Parliament. It was cited 11 times in the recently published Federal House of Representatives Inquiry into broadband. It has been seized on by those who had been making the case for high speed broadband's potential in Australia as offering something new to the debate. It may or may not have been a game-changer, but it is clear it influenced the discussion and that since the publication of the report, the debate has moved from pipes and costs to outcomes for people and places. Such was the emphasis of the report.



1.2 The public benefits

The report set out to show in a non-technical way what benefits high speed broadband can bring in terms of outcomes for people, their communities, and public services and their businesses. Its argument that high speed broadband was 'far too important to leave to the geeks and engineers' touched a chord.

This is because high speed broadband is not simply a 'techy computer thing' or an end in itself. It is a means of furthering national objectives: in the economy, health, education, environment, transport, community development and regional vitality. It's part of – and helps deliver – the ongoing shift in Australia towards the digitisation of services and increased online engagement with the public.

The real value proposition behind fast broadband thus does not reside in the construction alone of this digital highway. It resides in the applications enabled by it, catalysing its potential, transforming public and private sector business models, maximizing its impact.

1.3 The benefits to individuals

It also brings benefits to individuals. There is a personal premium for access to and expertise in digital media and online activity. These include:

- financial savings and greater consumer choice
- more opportunities to stay in touch and form part of online communities
- improved access to health and wellbeing information
- more support for independent living
- more involvement in civic and democratic activity
- more opportunities for learning and developing social capital
- greater employment opportunities.

1.4 Ensuring no community is left behind: towards the networked society

So palpable are these benefits that it has been estimated that for every 10% extra of the population who are enabled to get online, a 1% uplift in GDP results. There is thus a significant premium from digital inclusion and getting all in the nation in the network.

The corollary is also true. As Connecting Communities says: 'Communities and citizens that lack high speed broadband access are at a deficit in comparison to their peers'. Furthermore, 'the inequality in access, use and application of digital technologies is a new driver of social exclusion which risks accelerating existing social divides and creating new ones'.

As a result, in the UK, where public services are going 'digital by default', a major effort is under way to ensure that no community, as the British Prime Minister has put it, 'is left behind'. This is a key message from the UK experience, where 90% of public services are online but where ten million people have yet to access the internet. The aim must be more than to physically build communications infrastructure. It must be to get mass use of it. This is stressed in Connecting Communities:

'The end-point of my report is that the true destination of public policy, where the really big prizes lie, is not just the building of a high speed fibre optic broadband network, advantageous though that is. The destination must be a networked society in which all participate for this is what equal citizenship will require in the era of high speed broadband.'

To create that networked society means that alongside and supporting the physical roll-out of the NBN – now picking up pace, with recent NBN Co announcements extending the number of test sites and premises covered and with added confidence the project will be delivered following the Telstra shareholders' vote – we must see major national and local campaigns to ensure digital inclusion for all, wherever they live.

Australian mainland NBN rollout



RBBP priority location	First release sites	Second release sites	Cities / Towns
WA: Geraldton	SA: Willunga	ACT: Gungahlin	WA: Perth
NT: Darwin	QLD: Townsville	NSW: Riverstone (western Sydney)	Port Denison
SA: Victor Harbor	NSW: Armidale	Coffs Harbour	Bluff Point
QLD: Emerald	NT: Kiama Downs	NT: Casuarina	Katherine
Longreach	VIC: Brunswick	QLD: Brisbane (inner north)	Tennant Creek
NSW/ACT: Broken Hill		Springfield Lakes	SA: Adelaide
VIC: Sale		Toowoomba	QLD: Mount Isa
Wonthaggi		SA: Modbury	Brisbane
		Prospect	Toowoomba
		VIC: Bacchus Marsh	NSW/ACT: Sydney
		South Morang	Canberra
		WA: Geraldton	VIC: Mildura
		Mandurah	Shepparton
		Victoria Park (Perth)	Melbourne

Source: NBN website

1.5 Getting all Australians online

Connecting Communities is full of case studies on successful digital inclusion work and the key role played by national government, other public services, local government, the voluntary and not-for-profit sectors and community housing providers in overcoming the digital divide with their client groups, members and citizens. A major national effort is under way in the UK, under the aegis of Britain's 'National Digital Champion', Martha Lane Fox, to get 'everyone online by 2012'.

So important was this work that Connecting Communities called for a similar effort around digital inclusion in Australia, identifying possible initiatives such as:

- the appointment by the federal government of a National Digital Champion drawn from outside politics to help galvanise the campaign for digital participation
- a national committee to be established supporting the National Champion, drawn from representatives of key target groups (such as the elderly, disabled people, young people, indigenous communities, rural communities) and specialisms (educators, health specialists, social housing providers, e-democracy advocates, those working with the jobless)
- each tier of government to identify state or local level digital champions to help enthuse and involve local communities, with the potential for further private sector sponsorship for local digital champions
- establishment of a national digital action plan with targets to get all Australians online by 2021
- the need for all public service providers to have a duty to draw up a digital participation plan targeted at their users and clients – and to review how new broadband capacity can transform the design of services
- a national digital summit of third sector/not-for-profit organisations to share best practice on digital inclusion and agree on a plan of action within their own organisations and areas of operation.

Connecting Communities



2. Responding to this challenge: the first National Digital Inclusion Summit

2.1 The summit

Responding to this last challenge Huawei, community sector partners Community Sector Banking, industry partners Australian Information Industry Association and webcast partners Viacorp came together to sponsor and promote the first National Digital Inclusion Summit held in Parliament House, Canberra on 17 August 2011.

Showing the importance of the issue and the cross-party nature of support for the cause, both Communications Minister Senator Stephen Conroy and Shadow Minister Malcolm Turnbull agreed to provide keynote speeches at the event, which was attended by a wide range of Not for Profit and governmental organisations and an array of committed and highly knowledgeable speakers. Many of these, like Melbourne-based InfoXchange, have been active for some time in successfully overcoming the digital divide.

The summit



2.2 Digital inclusion: identifying the problem – and setting out an agenda for action

The two main challenges set for the summit were: what is the challenge of digital inclusion in Australia as the NBN arrives, and how can we overcome it?

The 'we' was a deliberate emphasis – the summit didn't just want to know what the Commonwealth or governments were going to do about digital inclusion as the NBN rolled out. Participants were keen to stress that digital inclusion activity should be an obligation on society as much as on government. At the summit itself it became clear that the challenge was thus also about the use not-for-profit organisations themselves could make of high speed broadband applications in the running of their own enterprises and in serving their own client groups.

The concept of 'digital inclusion' has been defined in many ways, as the summit heard. The one with most resonance on the day was this:

Digital Inclusion is a process which seeks to ensure greater equality of access to the potential benefits of ICT for those groups which might otherwise be excluded for economic, social, spatial or cultural reasons and to go further by using ICT as a way of empowering people to transform their lives.

So the answer is getting hold of PCs and broadband access, right? The correct answer is 'Yes and No'. Having no physical access to a network, perhaps because of the lack of kit or geographical remoteness

or indeed the cost, is a serious form of exclusion. While the summit attendees were clear that the cost of NBN services needed to be pitched right to attract use from all income levels, there was also agreement that as a recent study on the link between social housing and digital exclusion noted, 'While the provision of technology is a necessary condition for tackling digital exclusion, it is not sufficient in its own ... Digital exclusion is a multifaceted phenomenon'.

The issue is thus not just differential access to kit or connections. It is also about familiarity and use.

The understanding brought to this analysis was greatly assisted by the work of the Queensland University of Technology academics who wrote that 'a pre requisite for inclusion is access but the use and exploitation of networks also requires specific skills, literacies, information and knowledge'.

'Access alone does not equal Digital Inclusion'

It's the take-up and use of technology which matters. This requires access *plus motivation, skills and confidence* to be promoted among those potential users and communities who are least likely to get online without intervention, support and encouragement. As Minister Conroy put it at the summit, it's

'not enough to just provide access to the internet in the home – there must also be high quality broadband enabled services and the skills and resources to access them'.

So what do we do about ensuring the benefits of digital inclusion accrue to the whole community so that social cohesion is strengthened in this process of creating the networked nation?

Even more positively, can we actually use greater digital literacy to ensure that significant groups who can often suffer from various forms of social exclusion and isolation achieve economic and broader wellbeing outcomes by accessing new digital and social media? Essentially, is high speed broadband not just a source of potential digital exclusion but also of social inclusion, particularly for groups such as the disabled, the elderly, and the vulnerable who might find ICT more enabling, accessible and transformative and less alienating than face-to-face communication?

The summit was imbued with a determination that groups such as older people, the unemployed, the indigenous community, vulnerable youth and refugees would indeed not be left behind in the wake of the rollout of the NBN, the digitisation of public services and the creation of a digital economy in Australia.

This key question agitated those at the digital summit – and they came up with some answers. These answers reflected hands-on experience in the sectors they represented and their vision for the future in a world with high speed broadband.

Although there were calls for further government focus on the issue and some key interventions, their answers were as much about what not-for-profit organisations, local councils, and communities can do – have to do – for themselves if given the right incentives and tools.

There was a strong sense at the summit of Australia's tradition of community activism and social enterprise needing to find a new expression in this digital era – and optimism that it could do so.

The 'ask' of government from the summit was thus not simply for more resources for work on digital inclusion. It was also for government to involve the not-for-profit sector more in understanding the challenges together and in shaping effective policy interventions.

As Peter Quarmby of Community Sector Banking put it in his keynote speech, addressing the Minister on behalf of the not-for-profit sector:

'We can provide the support and innovation to enable you to deliver more'

That desire, demand, to be involved in shaping policy is symbolic of the power which modern interactive ICT and social media can place in the hands of citizens and customers. In the Web 2.0 era such technology can empower people to generate their own content and be more directly involved in service design and delivery. As a pioneer of aboriginal radio Brett Levy put it at the summit, high speed broadband will encourage interactive dialogue with communities no matter where you live – and he has '183 communities who want to become part of a two-way communication'.

3. Highlights from the summit

3.1 The challenge of digital inclusion

'Digital inclusion is vital because it is people not pipes that will transform our economy.'

Carolyn Anderson, South Australian Government

Senator Conroy



Speaking at the National Digital Inclusion Summit

'The online world is a gateway to a vast range of opportunities and engagement... We need to avoid digital exclusion being added to social exclusion... We want all Australians no matter what their age, location or personal circumstance to share in the benefits of the digital economy to participate and prosper online.'

Senator Stephen Conroy, Minister for Broadband, Communications and the Digital Economy

'We are spending too much time talking about the pipes instead of having the technological imagination to make the infrastructure more accessible. Lowest income earners are eight times less likely to have the internet at home than high incomes. People over 65 are over 2.5 times more likely not to use the internet once a week than the rest of the community. Markets do not always work for actors or participants at the same speed.'

Malcolm Turnbull MP, Shadow Minister for Broadband and Communications

Malcolm Turnbull



Speaking at the National Digital Inclusion Summit

'Universal access to the internet is now a fundamental infrastructure requirement of any civil society that espouses to equal opportunity, equality and a fair go.'

Andrew Mahr, InfoXchange

3.2 But also agreement on the benefits of digitisation

While the worries around digital inclusion animated the conference, there was also common endorsement of the opportunity for Australia of the advent of high speed broadband, whether in the form of the NBN or alternative channels. Whether it is telehealth and telecare, teleconferencing, the design, delivery and costs of public services, e-democracy, opportunities for employment, skills development, home-working opportunities for those with a disability or new markets for SMEs, the summit was in agreement as to the potential benefits for Australia, particularly given its scale and dispersed population, of the shift to digitisation and online engagement.

The Minister himself stressed: 'The online world is a gateway to a vast range of opportunities and engagement including broadening workforce participation and productivity.'

David Thompson of Jobs Australia talked in relation to his clients of the opportunity online for more 'effective job search, access to education and skills development programs together with new teleworking opportunities'.

Malcolm Turnbull talked of how digitisation can drive improvements in service provision, 'saving a fortune for government while making society's interaction with government more efficient'.

Jenny May, a doctor working in remote areas, pointed out the benefits of telehealth and remote monitoring but also stressed that digitisation of medical records enables effective information sharing between health and social care professionals to a degree not witnessed before – to the benefits of patients.

Craig Wallace, editorial commentator for ABC's 'Ramp it up' among other things, wondered how the debate on something so interesting as high speed broadband and its impact on society had become quite so dull, and talked powerfully of the liberating aspects of the technology for those with disability which offered them 'access to world class education and training at home'. The challenge he thought was not to convince the disabled of what this technology could do. It was actually to 'educate the educators and employers that high speed broadband is reliable and won't let them down and therefore that disabled

people working from home can be reliable workers too'.

Craig Wallace and Jenny May



Speaking at the National Digital Inclusion Summit

3.3 Who are the potentially digitally excluded – and where?

Andrew Mahr felt that the excluded group was potentially large and 'may include people from non-English-speaking backgrounds, new settlers, people with physical and sensory issues, drug and alcohol problems, mental health, single parent families, low income, vulnerable people and the aged, aboriginal and Torres Strait Islanders'.

However, there was also a geography to such exclusion, with concentrations in social housing estates, fringes of towns and cities, rural and remote areas.



Source: InfoXchange

Others pointed out that some areas like Cape York for example have no electricity at some times and are so remote that it is difficult to get servicing and other support for computers and applications.

Another category that some felt in danger of being forgotten in this discussion were the homeless and people in care perhaps with no fixed address.

3.4 High speed broadband for an ageing society

Pointing out that there were already 400,000 people 85 and over, that by 2050 there would be 1.8 million and that more and more of these wanted to 'age in place', Paul spoke to the need to take services out to the community and the role high speed broadband would play both in enabling that positive outcome and in reducing costs. People not going into institutional care will save money but also case management would improve: 'High speed broadband allows more frequent contact after initial face-to-face consultation.' Interestingly, not only would this lead to 'professionals being able to prescribe care at home which includes high speed broadband', but it would also 'generate demand for services'.

3.5 Connected, but not at any price? Cost of accessing the internet

The summit, while agreeing that there was more to digital exclusion than access to kit, felt that there were issues around access to affordable equipment. The cost of internet services, hardware, programs and cost of support were all issues. Some kind of intervention was called for – but again, not just from governments. Both governments and not-for-profits had to be resourceful to overcome the digital divide around costs. Andrew Mahr, again: 'For many disadvantaged people, affordability is the ultimate barrier – equitable, universal access will not be achieved by the market without deliberate intervention.'

Part of that 'intervention' involved summit participants asking Senator Conroy to commit to ensuring that in disposing of government ICT hardware, the first port of call should be the not-for-profits and their clients in danger of digital exclusion – to which call the Minister

seemed positive and assured participants he would explore the matter further.

Another intervention sought also elicited a positive response. Senator Conroy stressed that those already receiving an existing subsidy via Telstra will continue to receive a subsidy.



Source: <http://www.infoxchange.net.au/image-galleries/2010-1>

3.6 A social enterprise response?

A third intervention was more interesting still and evoked the tradition of innovative social enterprise represented by the not-for-profits at the summit. Participants wanted to explore the establishment of a not-for-profit company – perhaps based on community housing providers and their tenants but potentially going beyond these – to provide internet access for disadvantaged and lower socio-economic groups. This could take the form of not-for-profits aggregating their purchasing power in some form of purchasing or procurement club to buy services more cost effectively from ISPs and indeed NBN Co. Another kind of purchasing club might also involve local governments coming together to purchase collectively from ISPs/NBN Co for their own uses or more widely.

The context for these scenarios is affordability of broadband as a potential barrier. Indeed, many present at the Digital Inclusion Summit noted that affordability of internet services can play a significant role as a contributor to digital exclusion.

When communities do not like the services they are offered, the spirit of the summit was this: they could take matters into their own hands. Imagine a com-

munity ISP that offered full speed at the lowest entry level price. It is possible and it would be transformational. With the tap turned on full across all plans, it would be different from other ISPs and open up innovation in a big way. What makes that possible is charging for traffic; either per GB or according to the chosen data-cap as is most common today. Social

enterprise by not-for-profits who have created enterprise-based solutions before can overcome much of the digital divide was the view of the summit, as long as they understand the opportunity of high speed broadband and what access to it means for their own operations as well as in serving their client groups.

4. Some emerging answers: towards a digital roadmap?

4.1 National programs supported locally

All agreed that new national programs and curricula around digital literacy and skills development were needed: something of a national-led campaign of information, enthusing and upskilling people with the NBN as a catalyst, but would be insufficient without supporting programs. Local programs can fill in the gaps.

4.2 Government role in driving up demand and inclusion

It was felt that governments at all tiers had a key role in driving up demand for high speed broadband by actively shifting communication and engagement with citizens more online. But this also required that they involve themselves in digital inclusion activity in their areas to ensure no one was left behind as services went online: a fundamental issue in a fast-digitising Australian public sector.

4.3 Importance of imaginative marketing

Real imagination and modern marketing techniques were called for in engaging with people to address their needs, demonstrating how high speed broadband can serve them in anything from online banking to communicating with family. Create online content to support learners. Learning about this should be fun, not overly academic though academic – and leading to gateway skills programs and accreditation where appropriate. Participants asked were universities, TAFEs, community colleges, schools and indeed state and local governments animated by enough enthusiasm and ambition around this agenda?

Following is simple but effective marketing material developed by InfoXchange.

ICTservices
Making information communication technology easy
to use in your enterprise

Just how
ICTsavvy ▶
is your organisation?
www.ictservices.infoxchange.net.au

Measure IT.
It's an ICT
health check

Measure IT: technology audits to assess levels of digital proficiency.
Call InfoXchange on 9418 7400 to find out how.

Source: InfoXchange

4.4 Evolving importance of libraries

In this context, the summit heard from Sue Hutley (Executive Director of the Australian Library and Information Association), amongst others, of the renewed importance of libraries – particularly for those who have no access to kit or support at home. Libraries have traditionally been a focus of information within the community and a meeting place. But the role of libraries is evolving.

Libraries are currently performing an important role in providing access to the internet and resources to assist people. It was pointed out that there were no libraries in the first NBN test site 'footprints' though the association representing libraries is lobbying hard to ensure that they are within the 'footprint' when the NBN is rolled out.

As Sue stressed:

'The library network is here to help with digital inclusion. However, at the moment only 39% of public libraries have high speed broadband. There is a long way to go. Libraries and other public or community buildings must be in the NBN test sites and roll-out.'

No one dissented from this proposition and all felt this was a key message for NBN Co and the Commonwealth.

4.5 Engaging with government

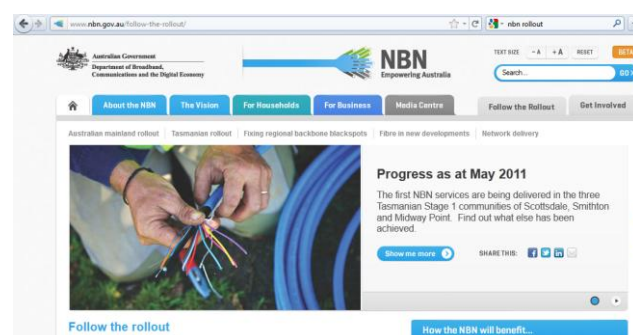
This returned participants to a key issue: the habit of well meaning federal government initiatives meant to benefit the community to be designed without the involvement of the community sector, local government or indeed the community.

Again, the spirit of social enterprise asserted itself in the summit which did not pause to whinge about this but called for the sector to proactively engage in responding to the recently issued guidelines for community-based Digital Hubs. Let's not just respond to the consultation, was the view: let's help shape and drive better digital hub-type programs in future. The call was not just for funding from federal government on the digital inclusion agenda. It was for dialogue with the community sector in the development of such programs to ensure better outcomes and more 'bang for the public buck'.

4.6 Communication, the key to driving up demand

Dialogue and information sharing – the latter being quite a challenge with NBN being at the beginning of its roll-out. This makes it difficult to plan interventions around digital inclusion and in effect help government and NBN Co drive up demand for high speed broadband. The summit called for better information on where and when the NBN is being delivered so that not-for-profits and local government can maximize uptake and enable their communities to benefit.

It has been noted that more recently the NBN website has been updated and includes new and helpful content.



Source: <http://www.nbn.gov.au/follow-the-rollout/>

4.7 Don't wait – do it yourself

However, one of the progressive local governments present, Coffs Harbour City Council, where there will be 90% coverage of the NBN in a few years, also stressed that not-for-profits and local government should not just look to federal government for either resources or permission to innovate around digital inclusion or organising so as to maximize the benefits of high speed broadband. Coffs had designed its own digital strategy which has at its core partnership working with not-for-profits to ensure no one was left behind in the community as the council digitises its services.

5. Some guiding principles for digitising NFPs themselves

- There is a need to always consider the three Cs when developing public ICT programs – connectivity, capability and content.
- The agenda of high speed broadband for communication and service provision should become standard practice, internalised by departments and organisations: by internalising high speed broadband in business plans, business models and the design and delivery of services, the public sector will drive up demand for high speed broadband and improve outcomes.
- As a quid pro quo, the public sector needs to support and fund digital inclusion projects to leave no citizen behind – and work with not-for-profits on their design.
- By the same logic, NFPs need now to review what ‘digital’ means for their own enterprises, operations, business models and clients.
- For NFPs contact with clients should rarely be solely via the internet. Face-to-face contact with clients will always be important but ‘digital’ is an opportunity to reduce the cost, time and burden of travel.
- All online material must be accessible.
- End users should be involved in development of services – a principle which applies to NFPs as much as to the public sector. Crowd-sourcing policy will increasingly be used by all.
- True innovation and creativity will come from bringing together the service providers, clients and the industry – co-designing services (bureaucrats are not the best people to design services and content and to get the best out of the technology, etc).
- For NFPs, as for any public or private enterprise, resource will be required to reflect on digital innovation and program development.
- It is vital to identify a baseline when introducing digital infrastructure and service to clients and to measure benefits which will assist with attracting funding and improving appraisal of success. Independent evaluation of benefits should be sought relating to greater productivity, innovation, improved production and using networks for co-operation across networks.
- It is then vital to communicate benefits to partners, funders, other NFPs and communities of the digital projects and programs.
- Given resource constraints, consideration should be given to how NFPs can collaborate to reduce the costs of digitisation, improve outcomes for clients and initiate shared digital inclusion programs; larger organisations may be able to help capacity build the smaller NFPs in this process.

6. Key actions from the summit

‘The challenge for us all is to ensure that our digital future is one of benefit for all and ensure that no Australian is left behind. There needs to be a vision and a plan of action.’

Senator Stephen Conroy, Minister for Broadband, Communications and the Digital Economy

The summit supported:

All with Federal Government

- The establishment of a national digital action plan with targets to get all Australians online by 2020
- A national digital inclusion and information campaign targeting key target groups – such as the elderly, disabled, young people, indigenous communities and rural communities.
- That consideration be given by NFPs, local government, federal and state government and the private sector to a shared simple, big, inexpensive community and neighbourhood campaign for organisations or individuals to give one hour to enabling a neighbour, colleague, friend or client to ‘get online’. Under the slogan ‘Go On Get Online’, such a campaign has enabled hundreds of thousands of people in the UK to become digitally literate. It could be even more successful here.
- That the Commonwealth and other governments work with relevant not-for-profit organisations in the shaping and development of digital inclusion programs.

Federal Government

- The appointment by the federal government of a National Digital Champion drawn from outside politics to help galvanise the campaign for digital participation; and the equivalent at state level.
- That the disposal of ICT equipment by the Commonwealth be diverted to digital inclusion programs.

Not for Profit organisations

- That each NFP organisation should appoint its own digital champion focused on the needs of its own client group – and identify the implications of high speed broadband for its own organisation and approach to delivery of services.
- That NFPs collaborate on implementing the digital agenda and on potentially creating ‘demand aggregation’ procurement clubs or social enterprises to enable their organisations and client groups to access lower cost internet services from ISPs or NBN Co.

All public service providers

- The need for all public service providers to have a duty to draw up a digital participation plan targeted as their users and clients – and to review how new broadband capacity can transform the design of services.

Local Government

- The need for local government to take a leadership role in promoting both digitisation of services/engagement with their citizens and work with local NFPs on developing shared approaches to the challenge of digital inclusion.
- The need for libraries and perhaps other community hubs to be a greater focus of the NBN roll-out.

Huawei

- That Huawei be asked to collate the findings of the summit and publish this record online – and that all participants to and supporters of the summit be asked to distribute it within their organisations.
- That a copy of the report be sent to Senator Conroy and Malcolm Turnbull, and to the chairs of all relevant parliamentary committees; and indeed to the Premiers of all state governments.

7. A final thought from the Chair

“More important than any specific thing is a mindset. A way of thinking, an aspiration and a determination to create a digitally one speed nation – a fast one – which leaves no community behind.”

Dr Tim Williams

