

Technology Access for Social Development (TASDA)

Computer For Every Child Project 2006 - 2010

SUMMARY REPORT



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Computer For Every Child
22 November 2010**

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EXECUTIVE SUMMARY

Access at a young age to computer and internet technology has become a critical requirement for every child to fulfil their true potential. Developed economies, such as Australia's, are increasingly becoming knowledge-based economies in which information in all its forms plays a crucial role in economic processes, including growth and job creation. Particular groups of people in Australian society are at high risk of poverty. These groups have limited or no access to computers or the internet. Having no access creates a "digital divide" between children that have access, and those that do not. This in turn places additional barriers to their ability to improve their lives.

The Computer For Every Child's (CFEC) mission was to target exactly that "digital divide" - those children, and their families, who had no access to either computer or internet technology. As a result, the CFEC pilot project ran from November 2006 to March 2010 providing eligible children with a computer for use in their home with internet connection. The package included software, internet connection and access to a Help Desk. Basic computer training was provided to a family member, with the final CFEC model consisting of six weeks training, two hours once a week at a local community centre with a CFEC trainer. This in turn engaged the family member with the community centre and introduced them to other courses available.

The CFEC project has made a major difference to the future of the children in our society who most need it. We have empowered them to compete in our modern economy equipped with the computer and internet literacy they will require to succeed. It is our hope that an organisation who has extensive relationships with communities across Australia, will distribute the project on a national level, commencing in Victoria.

Eligible families who participated in the pilot project were from selected Government Primary Schools located within the Western Suburbs of Melbourne and rural Victoria. At the conclusion of each roll-out the process and operations were reviewed and amended accordingly so as to continuously improve the model.

This document outlines the various stages of the pilot, the problems encountered and solutions sought - resulting in a model which has been continuously improved over the life of the project.

By sharing the evaluation outcomes and learnings from the project, it will assist any future organisation in developing a process for national distribution.

Components include

- Various models – continuous improvement
- Eligibility criteria
- Schools, selection process & literature distributed
- Training – duration, venues, trainers & training material
- ICT - Internet connection, computers distributed, ongoing assistance provided

TASDA

Technology Access for Social Development (Australia) (TASDA) is a not for profit entity and classified as a public benevolent institution and was formed to administer the “Computer for Every Child” Pilot Project.

Directors:

Bruce Mildenhall (Chairman)
Alan Dash
Murray Chapman
Geoff Bentley

ABN: 63 113 605 324

ABN Status : active from 31 March 2005

ASIC - Certificate of Registration of a Company – limited by guarantee; public company.
Date of commencement of registration 31 March 2005

ASIC – Corporate Key Identification Number: 11740675

ASIC – Registered office of TASDA as at 8/12/2006 – Allan Page & Associates Pty Ltd
ASIC registered agent number: 10235

ATO - Endorsed as Deductible Gift Recipient – 4.1.1 Public Benevolent Institution

ABN: 63 113 605 324

Endorsement date effective 31 March 2005

Endorsed for Charity Tax Concessions
- Income tax exempt from 30 May 2005
- GST concession from 1 July 2005
- FBT exemption from 1 July 2005

Costings listed are excluding GST

Providers

Project Manager:

Victoria Cole – M3 Approach (25 hours per week; 2010 reduced to 10 hrs wk max)

Technology Manager

Alex Webb – Office Resource Consulting (8 hours per week; 2010 reduced to 6 hrs wk max)

Computer & internet delivery/set-up, Helpdesk Support

Quick Knowledge Pty Ltd (“QK”) (previously known as Virtual Communities Pty Ltd)

Internet Service Provider & provision of modems:

ONEtelecom (previously known as ispONE Pty Ltd)

Desk-top Computers

Hewlett-Packard Australia Pty Ltd (“HP”)

Imaging and Configuration

Trident Computer Services Pty Ltd

CFEC

The “Computer for Every Child” pilot project has been modelled on a project in Israel of the same name. That pilot began in 1995 and was supported by a number of leading businessmen from Israel and Australia. The Israel project now has the support and endorsement of the Israeli Prime Minister’s Office.

The Australian CFEC pilot, commenced in November 2006 (Phase 1 Stage 1) with Infoxchange Australia (IXA) being the initial equipment and training provider. A total of 222 families received three hours of training, dial up internet connected and recycled computers in their homes during Stage 1. For the balance of the pilot roll out (originally 400), the Board was keen to retain the strengths of the current program - together with taking into consideration recommendations provided by Victoria University through their Evaluations. In October 2007, the project commenced a “pause, assess and review” phase.

Stage 2 commenced in May 2008 with the provision of new HP computers (with 2GB USB), revised training delivery, and, where possible broadband connection. In March 2009 the final evaluation was provided by Victoria University together with summary documentation.

As a result of many families no longer having landlines but rather only mobiles, “landline connection” was deleted from the eligible criteria. Broadband and wireless internet access was introduced in the June 2009 roll-out with no families receiving dial-up.

Due to the short school terms and drop off in attendance levels in the final two weeks of computer training, training sessions were condensed to cover a six week period of training (rather than 8). Three Primary Schools in rural Victoria were also introduced to the project being Tallarook in 2008, Seymour & Seymour East Primary Schools in 2009 which highlighted some of the complexities involved in the roll-out in “remote” locations (outside Melbourne).

As a result of sponsorship received from Corporate and Philanthropic organisations and allocated funds from the Victorian Government (Department of Planning and Community Development), the pilot was able to be extended beyond the initial pilot roll-out of 400 to assist a further 30 – 40 families.

The final training sessions commenced Term 1 2010 with computers rolling out to the final 33 families in March 2010 with internet connection paid through until September 2010. TASDA will continue until March 2011 when the one year Help Desk Support will conclude for the March 2010 participants. By April 2011 TASDA will cease operations.

Primary Objectives

- To enable participants to develop computer literacy skills;
- To enable adult-child engagement, family, schools and community engagement and related social benefits;
- To achieve improved educational engagement and educational outcomes for participating students and their families;
- To increase access to ICT in the targeted communities for the pilot project.

Today’s world is one in which information technology is extremely common in most western communities. The early relevant intervention to provide access to this technology is important for not only today but; for preparation of transition to adulthood.

The computer literacy skills that have been gained by participants in the CFEC pilot project will be extremely beneficial. The following benefits have been identified:

- Greater access to knowledge and information
- Adult-child engagement/interaction
- Group/social informal learning networks with fellow participants, schools and community groups
- Social pursuits – time away from ‘negative’ activities
- Enhance employment potential
- Increased engagement into the community
- Assist in the advancement of Australian youth
- Assist in the improvement of the quality of the future workforce
- Assist marginalised communities
- Partnering with other corporations, not-for-profit’s and government
- Enhancing the building of social cohesion and social capital

Secondary Objectives

- To develop CFEC into a strong, well respected, credible and sustainable brand;
- To make a positive impact towards bridging the digital divide in Australia;

- To obtain funding through additional activities to ensure the sustainability of CFEC.

Target Audience

- School aged children in Grades 1 – 6.
- Parents/guardians who attended training “Introduction to Computers” with children who attended the participating Government Primary Schools.
- Teachers and schools;
- Community Houses and the General community.

A high proportion of students and families who participated, English was their second language (ESL).

The rationale behind the development of this pilot project was to contribute to bridging the digital divide so as to ensure Australia is fostering future generations of people who have solid ICT skills. As our world both personally and professionally is becoming increasingly dominated by information technology, it is crucial to educate both children and adults in the use and benefits of technology.

Final Model:

- New HP Computers with 19” flat screen
- 2GB USB stick
- 6 months internet connection paid by CFEC (with families having the opportunity to continue at same rate)
 - ADSL – 12GB slows down when close to maximum
 - OR
 - Wireless– 4GB connection (paid by CFEC for a six month period)
- No additional fees were incurred by participants.
- 6 weeks of training (2 hrs per week) “CFEC Introduction to Computers” training model at local Community Centres close to participating schools
- Parent only attend training
- Interpreters provided at training sessions
- After 1st week of training arrangements commenced for Computer delivery/set up and internet activation
- Following 3rd week of training computer and internet connected in the home to assist with parent learning and children’s homework.
- 12 months helpdesk assistance
- online additional training “E Learning” provided by QK for 1 year

This final model has a holistic approach – incorporating the family, the school and the community.

The 9 stages of the pilot project are outlined in *Attachment 1* identifying the processes, learnings and amendments made to each phase as a result of Victoria University’s evaluations and recommendations; together with the learnings obtained from each roll-out.

Final Pilot Eligibility criteria

- EMA Status
- Child at participating Government Primary school in Grades 1-6 (pilot primarily located in Melbourne's Western Suburbs, with 3 Rural schools participating)
- The household is unable to afford a new computer
- Family does not currently have internet connection or computer in home able to run Windows 2000
- Household has connected land telephone line OR Mobile able to receive internet
- The parent/guardian of the student resides with the child and agrees to attend the 6 x 2hr training sessions conducted at local community centre (or designated school if rural location) Family agreement signed.
- Family agrees to make payment of \$50 to the school (retained by the school)

Participating Family Receives

- Parent or guardian - 12 hours of basic computer training at local Community Centre over a six week period (or school if rural location). A Certificate of Completion was presented at the final training session.
- Computer & internet connection (broadband or wireless) following 3rd training session. A QK technician visited the home to set-up computer & internet connection and one hour personal training.
- New HP desk-top computer
- Software + XP & Microsoft Office
- Flat Screen 19" monitor
- 2GB USB
- 6 months wireless/ADSL internet connection (4GB/12GB)
- 3 Year warranty
- 12 months help-desk support

WHAT CFEC DEVELOPED

The CFEC Pilot project -

- rolled out a total of 439 computers to eligible families. Initial roll-out in 2006-7 reconstituted computers; and in 2008 + new HP desk top computers.
 - internet connection consisted initially of dial-up in 2006-7 and then expanded to broadband and wireless connections only.
 - 42 training programs were delivered over six or eight weeks, two hours per week;
 - training conducted at 7 Community Centres (and 1 Computer Room within a Rural School).
 - the initial pilot model consisted of 4 hours of training at the primary school with students translating for their parent/s.
 - rolled- out to families from 23 participating Government Primary Schools, (including three rural primary schools and the Victorian College of Koorie Education)
- over a 3 year period commencing November 2006.

It developed -

- A continuous improvement model (9 models in total)
- CFEC Introduction to Computers training material for distribution in class and Trainer's Guidelines.
- Location of suitable trainers who were subsequently sub-contracted through local community centres (total of 10 Trainers used in the three year period).
- Selection of internet service provider (ONEtelecom Pty Ltd) and 6 months internet connection. Opportunity to continue post pilot
- Host Domain name "cfec.org.au" renewed to 15 November 2011 with a licence for 450 users. Melbourne IT have agreed to continue hosting the website and domain name free of charge for a further three years.
- HP computers delivered to family home and technician to set-up and connect internet, with one hour private tuition. Installation Checklist for technician and Important Things to Remember sheet left with family relevant to ADSL or wireless connections.
- Sought training venue close to participating school/s
- Interpreters (through All Graduates) at Training sessions with costs covered by CFEC as we did not meet DEECD's interpreting and translating guidelines.
- Selected participating schools through DPCD recommendations, Principal's dedication and The Smith Family.

At the commencement of the pilot project families received dial-up connection only through IXA - November 2006 to September 2007.

Review of model October 2007 to April 2008 resulted in considerable costings saved through diversifying providers.

Providers as specified in page 5 were used for the remaining 8 stages of the pilot project commencing April 2008 and concluding in March 2011

TRAINING PROCESS

Information session:

Schools ascertained, through their database, eligible families on Education Maintenance Allowance (EMA). Flyers were sent home with children to eligible families encouraging a parent to attend an informal information session. The School completed and returned the MOU prior to information session date. A 1.5 hour information session was conducted at the school 1 to 2 weeks before training commenced. The school arranged interpreters where required for information session only (CFEC provided interpreters for duration of training course). A Family Agreement was completed by each prospective participant to confirm eligibility and a Computer Knowledge Questionnaire completed. It was at the Principal's discretion if there selected to participate a family outside the guidelines who they believed would benefit from the program. Training times, dates and venues were allocated at the information session in collaboration with parents and letters were sent by CFEC confirming arrangements.

Training:

Training occurred predominantly at local Community Centres with CFEC trainers and training literature. Handouts were distributed on a weekly basis to participants to form a manual at the end of training.

Teachers were provided with a CFEC training outline for each session.

As well as covering parts of computer, internet, e-mails etc, the following was incorporated in training sessions:

1. CFEC covers first 6 months of internet, then letter sent by ONEtelecom offering continued service at same rate with opportunity for direct debit from CentreLink Payment on a fortnightly basis. Participants can change providers if they wish post pilot period.
2. Importance of maintaining phone connection and payment of phone bill and internet bill, otherwise disconnection occurs and costly exercise for reconnection.
3. Reiterate to families they are to retain same phone number for duration of 6 months and if move house, to take phone number with them to new home. If not, there will be a cost in reconnecting internet connection.
4. Highlight download sizes and how quickly they reach the monthly limit of 4GB for wireless connections (ie. downloads only for school purposes – not for movies, music etc).
5. Internet security and “safe sites”. All venues/teachers received the NetAlert “Parents Guide to Internet Safety” and on-forwarded to participants via e-mail.

Prior to the introduction of internet learning with the class, participants were required to read and sign CFEC’s “Acceptable Use of E-mail and Internet Facilities” policy.

So as to continuously improve the pilot model, during the 5th training session, participants were requested to complete a Course Questionnaire.

Childcare:

Some childcare was provided but due to Community Centre’s restricted hours of providing childcare, this was limited to daytime classes only. Cost averaged to \$96 per child per session.

Interpreting Service:

As the CFEC pilot project did not meet DEECD’s interpreting and translating guidelines, all interpreting costs were covered by CFEC through All Graduates Interpreting Service at a cost of \$96.00 per session per person.

Stages 2 – 9 participants who required interpreters = 64 of 217 participants

204 training sessions with the following interpreters:

Vietnamese – 29

Dinka - 16

Somali – 3

Arabic – 3

Swahili – 2
 Amharic – 2
 Turkish – 2
 Chin – 2
 Hakka/Indonesian - 1
 Lau Tie Chiu – 1
 Zotung – 1
 Spanish – 1
 Tigrina - 1

TRAINING MODELS

42 training courses were conducted from November 2006 to March 2010:

Nov 2006 – Oct 2007 – IXA PHASE 1 STAGE 1		222	Training , (4 hrs @ school) Dial Up internet 12 mths; 2nd hand computers, managed, computers & and internet IXA
P1001	Sunvale PS	30	3/11/06
P1002	St Albans PS	54	14/11/06 to 9/3/07
P1003	Sunshine North PS	11	26/3/07
P1004	Dinjerra PS	33	23/4/07 to 31/5/07
P1005	Victorian College of Koori Education - Mildura	17	27/6/07to 15/8/07
P1006	VCKE – Payika Campus (Swan Hill)	22	28/6/07 to 16/8/07
P1007	VCKE – Woolum Bellum (Morwell)	11	5/9/07 to 17/10/07
P1008	VCKE – Glenroy	5	11/10/07
P1009	Braybrook PS	11	6/9/07
P1010	Sunshine East PS	14	14/9/07 to 19/9/07
P1011	Sunshine PS	14	18/9/07
May 2008 (Term 2) PHASE 2 STAGE 2		19	ADSL & Dial-up, ONEtelecom internet provider; QK (Virtual Communities) delivery & helpdesk support; Trident configure new HP computers (8 weeks Community Centre 2 hr class 1ce a week)
P1012	Sunvale PS		DSCH 4-6pm Glenn Lilly 6 May 08 to 24 June 08
P1013			DSCH 4-6pm Debra Tan 7 May to 25 June 08
P1014			DSCH 9.30 – 11.30 Liz Gardiner 9 May to 27 June

July 2008 (Term 3) STAGE 3		47 6 16 13 3 9	
P1015	Dinjerra & Footscray West & St Albans		Maidstone 4-6pm Peter McRostie - Mon 21 July – 8 Sept
P1016	Sunshine East		DSCH 4-6 Glenn Lilly - Tue 22 July – 9 Sept
P1017	Sunshine North		BMNH 4-6pm Jasmine – Tue 22 July – 9 Sept
P1018			BMNH 4-6pm Jasmine – Wed 23 July – 10 Sept
P1019			BMNH 9.30am – 11.30am - Thurs 24 July – 11 Sept
P1020			DSCH – 4-6pm Debra Tan – Thurs 24 July – 11 Sept
P1021			BMNH – 9.30 – 11.30 Jasmine – Fri 25 July – 12 Sept
P1022			DSCH 9.30 – 11.30am Antony Skipper – Fri 25 July – 12 Sept
P1023			DSCH 12.30 – 2.30pm Antony Skipper – Fri 25 July – 12 Sept
September 2008 (Term 4) STAGE 4		14 6 6	
P1026	Sunshine & Braybrook PSs		1
P1027	Sunshine East St Albans		DSCH – 9.30 – 11.30am Elizabeth Gardiner - 17 Oct - 5 Dec
September 2008 (Term 4) STAGE 5		14	Rural Victoria – some satellite connections & splitters due to work from home businesses (computer for work only children not use)
P1024	Tallarook PS		Broadford Community Centre 11am – 1pm - Lynette Hines Mon 13 Oct – 1 Dec
P1025			Broadford Community Centre 7-9pm - Lynette Hines - Mon 13 Oct – 1 Dec
March 2009 (Term 1-2) STAGE 6		36 15 21	Term break no classes Computer delivery during school holidays
P1028	Glengala & Stevensville		Delahey CC 1pm – 3pm Ivanca Varvodic – Wed 11 March – 13 May
P1029			Delahey CC 4-6pm Ivanca Varvodic – Wed 11 March – 13 May
P1030			West Sunshine CC 1-3pm Elizabeth Gardiner – Wed 11 March – 13 May
P1031			West Sunshine CC 4-6pm Elizabeth Gardiner – Wed 11 March – 13 May
P1032			Delahey CC 1-3pm Ivanca Varvodic Thurs 12 March – 14 May
P1033			Delahey CC 4-6pm Ivanca Varvodic Thurs 12 March – 14 May

June 2009 (Term 2 – 3) STAGE 7		34 9 9 16	Term break no classes Inclusion of Wireless – NO dial-up Computer delivery after 3rd week during school holidays
P1034	Albion North & Ardeer Sunshine Heights PSs		West Sunshine CC 1-3pm Elizabeth Gardiner Tue 2 June – 4 August
P1035			West Sunshine CC 4-6pm Elizabeth Gardiner Tue 2 June – 4 August
P1036			West Sunshine CC 1-3pm Elizabeth Gardiner Wed 3 June – 5 August
P1037			West Sunshine CC 4-6pm Elizabeth Gardiner Wed 3 June – 5 August
October 2009 – Term 4 STAGE 8		20	Rural Victoria – at Seymour PS (Lisa teacher aid) reduced to 6 week course
P1038	Seymour & Seymour East PSs	8	Seymour PS 3.30pm – 5.30pm Lisa Read - Wed 28 October – 2 December 09
P1039		12	Seymour PS 6.30 – 8.30pm Lisa Read – Wed 28 October – 2 December 09
February 2010 – Term 1 STAGE 9		33 22 4 7	
P1040	Kings Park Albion Sunshine Harvester		WSCC 1-3pm Elizabeth Gardiner – Mon 8 February – 22 March
P1041			Community West 5.30- 7.30pm Elizabeth Gardiner – Wed 17 February – 24 March
P1042			DSCH 5.30-7.30-m Elizabeth Gardiner – Thurs 18 February – 25 March

BMNH = Braybrook & Maidstone Neighbourhood House
 WSCC = West Sunshine Community Centre
 DSCH = Duke Street Community House

A total of 439 participated in the pilot project from the original 478 registrations received at the Information Session (39 not participated - no show at training; had left the school or were not eligible).

Note: Mixed distribution of training - 400 original roll-out figure received Microsoft Office XP with remaining 39 computers fitted with Microsoft Office 2007 (reimaged) – training literature amended to show screen dumps of 2007 version.

INTERNET

Broadband connectivity:

23% of families participating in the pilot project received ADSL broadband connectivity. Ongoing support post pilot will be provided to families at reduced rate of \$27.23 per month with 12 GM download. No additional costs to be incurred by the families as when they are close to maximum download, the system will slow down. Each family will have the ability to receive an SMS alert when near maximum monthly usage.

Wireless connection:

16% of families participating in the pilot project received wireless connectivity. It became evident in early 2009 that many families were not been able to participate in the pilot as they had no home phone connection. Instead, families tended to have 3 + mobiles within the family unit and no land-line. Wireless connection was incorporated in June 2009. This enabled families without a land-line connection to participate in the project using wireless modems. Any participating family unable to access ADSL connection due to no landline, geographic location, non copper wiring, not compatible with our ISP provider (eg Optus connection) - received wireless connection.

The initial 2GB wireless connection at a rate of \$28.90 per month was increased to 4GB in May 2010 with all families past and present receiving the additional 2GB.

Wireless modems were double the cost of ADSL modems.

As a legal requirement by our ISP, date of births were required for the signing up of Wireless Broadband – this information was collected within the sign up agreement from the participant.

Dial-up connection:

50% dial-up with IXA (being Phase 1 Stage 1) and 11% dial-up with ONEtelecom 268 families participating in the pilot project received dial-up connection. This was predominantly used in Phase 1 Stage 1 of the pilot conducted by IXA. June 2009 – No families received dial-up as introduction of wireless.

Penalty costs:

Early disconnection fees \$75.00

Download limit:

No families incurred additional expenses if they reached their download limit but rather

- Broadband –download speed reduced when 75% used for the month
- Wireless - suspended until the beginning of the next month. Originally 2GB, this was increased to 4GB to all participating families in May 2010. If the monthly limit was reached during download connection, the service was suspended at disconnection. This incurred an additional cost to CFEC. As a result, and to ensure families understood additional costs incurred if they continued with the internet connection post pilot period, additional literature was prepared for QK to explain during the set up and connection of the computer. This was then left with the family. (“Things to Remember ADSL Broadband / Wireless connection”)

CFEC was able to view usage per family through ONEtelecom’s “Aspire” System.

Families with wireless connections were not able to be stopped going over the 2GB threshold until the internet download at the time of reaching the cap was disconnected. Suspension of service then occurred until 1st day of the next month – CFEC was charged additional download cost. **Note 2GB increased to 4GB May 2010 to overcome some of these issues.**

There is a ONEtelecom website that families can use post pilot to review their usage during the month and also receive SMS alerts when near maximum usage. This information has been incorporated within the letter sent to CFEC families detailing internet options post 6 month connection.

Internet overview

The majority of schools participating in the pilot project were in the Western suburbs of Melbourne, however this was extended to some rural schools to ascertain complexities which exist in country locations. Tallarook Primary School participated in October 2008 and proved to have difficulty in obtaining internet due to mountainous terrain and satellite connections. Many families participating had home based businesses and/or satellite connections. To avoid damage to business data, home based business parents did not allow their children on the computer as this could prove disastrous to business activities if computer contents were deleted in error. Therefore, these families were eligible to participate in the pilot project as the home based office was treated completely separate to home, thus enabling children access to a computer and internet for school work. Routers, wireless PCI cards or wireless ADSL2+ modem were installed where home businesses were operating.

In October 2009 two further rural schools were introduced to the pilot project – Seymour and Seymour East Primary Schools resulting in 80% wireless and 20% ADSL connections.

CFEC were able to view CFEC pilot family data usage within the pilot period (6 months) through ONEtelecom's "Aspire" System at www.ONEtelecom.com.au. Information obtained included - if families reached their wireless 2GB or ADSL 12 GB threshold, wireless broadband or ADSL status, if the service had been suspended for wireless connections, date of shipment of modems, mobile numbers associated with wireless broadband etc.

Letters were sent direct to families four to five months after their installation, offering continued internet connection through ONEtelecom at the same rate. At this time, families were required to complete necessary paperwork before the six month completion date to ensure connection was maintained with the opportunity to direct debit from CentreLink their internet Payments.

Participating School Principals were sent a list of families with ADSL or Wireless connection status requesting them to reiterate to parents the importance of renewing with ONEtelecom before the expiry date, otherwise disconnection with substantial reconnection fees apply. Alternatively, they can explore and connect with another internet provider which will incur connection costs.

Post 6 month internet:

CFEC Families who continue with ONEtelecom after the initial six months are able to access on the web their data usage.

The url <https://unite.onetelecom.com.au/accountmanage/login.html>
They then need to enter their account number and password.

Due to confidentiality laws, CFEC are not able to view post pilot customers who are being billed directly by ONEtelecom post 6 month period.

COMPUTER SET-UP, DELIVERY AND HELP DESK SUPPORT

Quick Knowledge Pty Ltd:

Language issues were an ongoing barrier in relation to help desk assistance. Monthly reports were provided to CFEC incorporating roll-out; cost and help desk calls. QK worked directly with ONEtelecom and managed internet deliverables, modems and isp special requirements.

The process took 12-15 days for computer and internet to be installed and operating in the home. This included the process of checking phone compatibility (broadband or wireless), arranging with customer computer delivery date and technical visit.

The 12-15 days did not include the lead time required to purchase the computers from Hewlett-Packard and have then imaged with software.

The Technician visited the day after delivery to set up the computer and internet connection and provided one hour further training/refresher course to parent and/or family members. A 24/7 Help support sheet was left with each family for reference.

A parent or guardian must be at home at the time the computer was delivered to sign for same. Under no circumstances were computers to be left at front door.

This process commenced following the first week of training when telephone numbers had been confirmed with participants and on-forwarded to QK to ascertain compatibility.

Families received computer & internet connection following 3rd week of training.

The process commenced quickly with wireless broadband connections as the process of ascertaining landline compatibility was not required.

QK were to ensure they did not arrange the computer delivery date or technician set up date to clash with the CFEC computer training days.

Software:

The installation of software was completed by Trident Computer Services. Software imaged was XP, Microsoft Office XP and Kahootz. Other software such as anti virus was completed during the installation process in the CFEC family's home by the QK technician.

There was an initial donation by Microsoft of 400 Microsoft Office XP CDs. Individual disks were provided to families when a technician visited family homes to set up the computers.

The remaining 39 families received Microsoft Office 2007 Home and Student as no Microsoft Office XP was available (exceeded initial 400 roll-out due to increased funding).

WARRANTY & REPAIRS

Computers:

Hewlett-Packard (HP) Desktop computers come with three year next day on site warranty.

If there is a problem with the actual computer, families will require the HP computer serial number located on the back or bottom of their computer to log a support call. The serial number is a ten-digit, alphanumeric number that is unique to each product.

Families need to be very clear in stating what the problem is with the computer when they make a support call to ensure that it is a warranty issue. Otherwise they will be charged for the site visit. HP Technical Support phone 131047 with certain options to follow on this number. For rural families, HP have a service agent in Benalla details are: Cross Country Computers (72kms from Seymour will travel up to 80kms) 03) 5762 666

Software recovery:

If a computer problem occurs in the first year - families go through QK helpdesk 1300 730 908 and they do the recovery on the pc for the family. There is no payment for a site visit in the first year, this comes under the Support Desk arrangement with CFEC.

Post 1 year of help desk support - whoever fixes the computer can download the recovery from the HP website. If QK fixes the issue they will have the image of the computer but there will be the cost for a site visit.

2010 Roll-out - 36 computers each had a recovery disk and this was provided to the families with the computer – families will need to take this disk to whoever is repairing their computer.

The families prior to Microsoft Office 2007 have the details of the Microsoft Office XP license on the CD that was given to them when the computer was installed. However for Microsoft Office 2007 installations this information is held on the QK spreadsheet (due to the 3 licenses being on one CD). Families can contact QK for this information via help desk support. There is an Microsoft XP Operating System sticker on the computer with the license code for their operating system .

COMPUTERS AND INTERNET INSTALLATION

Computer and software

<p><u>1 x Personal Computer (1GB memory)* including:</u></p> <ul style="list-style-type: none"> • 19" Monitor • Keyboard and wired optical mouse • Stereo Speakers • DVD/CD RW & software • 2GB USB Memory Stick • 3 year warranty • 1 year helpdesk assistance (QK) • 6 months broadband/ wireless internet with ONEtelecom • Modem 	<p><u>Software:</u></p> <ul style="list-style-type: none"> • Microsoft Windows XP Professional • Microsoft Office XP/2007 • Kahootz 3 • Anti Virus AVG • Adobe Reader, Adaware
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Stage 1 : Infoxchange Australia – reconstituted computers

Stages 2 – 9 : Hewlett-Packard Australia Pty Ltd desk top

Final model configuration: Compaq DC5800SFF

HP Compaq dc5800 Small Form Factor PC
 HP dc5800 Country Kit
 Australia - English localization
 dc58x0 SFF Chassis w/ 85% PSU
 Intel Pentium E5300 processor
 Windows Vista Custom Downgrade to XP Pro
 1GB PC2-6400 (DDR2-800) Memory
 160GB SATA 3.5 1st Hard Drive
 SuperMulti LS #1
 HP USB Standard Keyboard
 HP USB Optical Mouse
 3/3/3 SFF Warranty
 HP LE1901wm 19-Inch wide LCD Monitor

Virus protection:

Issues were raised with families receiving viruses on their computers. As a result, AVG was installed on the computers and set up to automatically receive updates for the software (not upgrades). The profiles on the anti virus software are updated with the version initially installed on their computers. This should protect the computers for up to two years. If families choose to upgrade AVG they need to download this from the web (approx 70MBfile). These details are provided in training by the technician when setting up the computer and internet connection.

Providers:

Hewlett-Packard Australia Pty Ltd (HP) – desktop computers and 19” screens
 Trident Computer Services Pty Ltd – software download & imaging (new image of Microsoft Office 2007 for the additional 39 computers)
 Quick Knowledge Pty Ltd (QK) – management of ONEtelecom deliverables; help desk support; computer delivery and installation; “e-learning” (on line computer learning)
 ONEtelecom Pty Ltd (ispONE) – Internet Service Provider
 Melbourne IT – host domain name licence *cfec.org.au* and CFEC website
 Kahootz - disks provided at installation for families for future recovery process
 QK documented Microsoft Office 2007 license numbers on “Participant’s History Spreadsheet” (3 licenses per disk). If recovery required, families have access to the License Number.
 1 hour additional training on e-learning provided by QK technician at internet installation
 ADSL and Wireless modems purchased as required by ONEtelecom and couriered to QK
 Dial up modems purchased from QK
 QK Technicians delivered modems on day of installation (not delivered separately to homes due to “gone missing”)
 Computers warehoused at QK for the duration of the project.

Community Assist Helpdesk activity

Language issues continued to be a problem throughout the pilot, with technicians and help desk support staff finding it difficult to understand some family members and visa versa. Monthly reports were provided by QK detailing roll-out details; license numbers; help desk enquiries.
 A history spreadsheet was prepared by QK detailing participating families; phone numbers; address; license numbers; serial numbers; passwords etc. Due to privacy reasons, this document is not incorporated in the report.

PROJECT EVALUATION COORDINATION ACTIVITIES

Victoria University provided Final evaluation of the project in March 2009 together with Summary Document (*Attachment 2*).

A final presentation was made at Victoria University, Sunshine Campus in May 2010 (as specified in Grant Agreement Variation dated April 2009) to the CFEC sponsors, supporters, corporate, philanthropic, government organisations and participants which outlined the project learnings, outcomes and recommendations – CFEC’s presentation “What We Did” (*Attachment 3*).

POST PILOT

Consistent with the goals and philosophy of CFEC and making a difference for children and families, the 7 excess computer hardware and software were delivered to Sunshine Harvester Primary School (Principal Alan Dash, TASDA Director) in August 2010. The computers have been set up as part of a homework club that operates from 8 am Tuesday and Thursday mornings for the many refugee or refugee like students at the school. Rules are 15 minutes reading practise to a volunteer teacher or peer mentor then they use computers for “Mathletics”, research, etc. Average attendance at Sunshine Harvester Primary School homework club is over 30 children. Children are given a healthy snack (usually fruit) at 8.50am.

Under the Constitution we are able to pass on any remaining moneys to a like minded organisation, with the TASDA board nominating TSF. The Smith Family assisted us greatly in the later part of the project in identifying schools most in need and Principal interest. As Agreed with DPCD, any remaining moneys in TASDA account upon wind up of business, will be forwarded to TSF (approx \$15,000 to 20,000). Upon notification to ASIC and final audit in April 2011, remaining funds will be forwarded to TSF.

The Smith Family will utilize the surplus funds from CFEC to support distribution of the Tech Pack program – a venture similar to CFEC in that it provides computers, internet access and training to Low SES families. The funds will be used to support the rollout of the Tech Pack package in various sites in Victoria, metro and regional, in 2011. The outcome of the Tech Pack program is to improve the digital literacy of families who are otherwise unable to access a computer in the home or not trained to use the internet. National and international research has shown that digital literacy is a key component of engaging individuals in lifelong learning and contributing to social inclusion.

The remaining 34 Microsoft Office Home and Student 2007 licenses which were donated to the project have been forwarded to TSF as kindly agreed with Paul Clark, Manager Citizenship & Community Affairs Microsoft.

MAJOR SPONSORS, SUPPORTERS

Major sponsors:

Major sponsors of \$50K + being:

- Victorian State Government – Department of Planning and Community Development
- Gandel Charitable Trust
- Pratt Foundation
- Smorgan Steel Group
- Helen Macpherson Trust
- Myer Foundation
- Tattersalls George Adams' Foundation
- Victoria University

In Kind assistance

In kind assistance was provided by:

- Educreations – initial web development and hosting
- Melbourne IT – revised website design, maintenance and hosting, domain name
- Microsoft donation of Software Office XP & Office 2007
- Infoxchange (2006 – June 2008) reduced computer costs
- Victoria University
- Kahootz software
- Corrs Pro Bono – development of TASDA Constitution and legal advice.
- Next Brand Futures (L Selsick) - Marketing
- ITS Centre (NEC) – Board meeting venue
- ONEtelecom –waiver of \$85 activation fee x 217 connections
- Trident @ discount of \$35 per configuration x 217 computers
- Quick Knowledge - in kind support of \$289 pp x 217 computers

Final model individual Computer costs are detailed below.

Trident Computer Services	2GB USB Stick	\$20.90
	Image Load	\$30
	Special Configuration allowance	\$5
Note: rebate to CFEC of \$20 per computer		
Hewlett-Australia Pty Ltd	HP Compaq DC5800 Small Form Factor PC, keyboard, optical mouse + 19" screen	\$770.00
Quick Knowledge Pty Ltd (previously known as "Virtual Communities Pty Ltd")	Dial-up modems	
	56K Internal PCI Modems	\$12.73
	Modem brackets	\$2.20
	Port routers	\$62.73
	Wireless-G Router (incl 3 yr warranty)	\$90.00
	Wireless PCI Card	\$35.45
	Wireless ADSL2+ modem	\$113.64
	Roll-out – registration, delivery, installation, 2 hr training & 12 months helpdesk	\$289
All Graduates Interpreting & Translating Services	2 hour session	\$96.00
Venue	6 week training session (2 hr per session)	
	\$70 tutor fee per session (2 hrs)	\$420.00
	\$6.73 Room hire per hour	\$80.76
	\$32.00 Photocopying	\$32.00
	\$60.00 Childcare if required	
ONEtelecom Pty Ltd	ADSL service cancellation charge if family disconnect before 6 month period	\$69.00
	ADSL connection 12GB per month fixed rate	\$27.23
	Wireless 4GB restricted download	\$28.90

RECOMMENDATIONS/CONSIDERATIONS:

Together with recommendations provided by Victoria University as outlined in their report, the following is recommended by the CFEC Project Manager –

Interpreters:

The present system of interpreters attending training sessions proved somewhat disruptive due to teachers having to stop regularly to enable interpretation (one interpreter per two/three participants.)

Recommendations:

- Train-the-Trainer system developed and implemented. This would provide employment for men and women who speak languages other than English. An understanding of other cultures and trust would be developed in the training sessions and minimum disruption to class flow.
- Training material written in variety of languages. Many participants did not have a clear understanding of English. Where possible, literature to be depicted with visuals rather than words.
- Implementation of Training Courses at dedicated Community Centres close to schools. Classes to be language specific (depending on socio-economic break-up within the local community).
- Childcare available at training venues to care for pre school children and after school care also for pm classes.
- Dedicated Help desk support phone number with technicians fluent in variety of languages. Possibility of different language support available varying times of day.

Computers/Internet:

- Complexities involved in obtaining one organisation who is able to distribute and set up computers throughout Australia and provide on site visits.
- Remote locations throughout Australia where internet connection will be difficult (satellite is the only option)

Recommendations:

- Maintain where possible the same configuration of new computers at various stages of the roll out for easier support and therefore reduction in costs.

- For future roll outs do not use freeware Anti virus software. Ensure commercial grade anti virus software is used. Too many problems are caused by users struggling with free anti virus with no support.

Distribution:

- Staged program with distribution State by State commencing with Victoria and Tasmania.

Recommendations:

- If possible employ own technical resources to install computers in homes.

ATTACHMENTS:

1	9 stages of the pilot project conducted November 2006 – March 2010
2	Victoria University Summary Report of Evaluation
3	CFEC Seminar Presentation March 2010 "What we did"



Victoria Cole
Project Manager
22 November 2010