

THIS EDITION:

A new dawn for telcos?

Kill CAPTCHA: ACCAN campaign goes global

Scam watch: Outsmart the hackers

Lifeline: How homeless youth and families stay connected



ACCAN: our story

ACCAN is the peak organisation representing all consumers on communications issues including telecommunications, broadband and emerging new services. Our mission is to ensure the availability, accessibility and affordability of communications services for all Australians.

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Our CEO: Teresa Corbin

Who's better at treating their customers well, the telcos or the banks? If you compare the amount of customer complaints to their respective ombudsman services over the past few years, the banks are clear winners. But is that all set to change? Are telcos finally listening to consumers?

Our feature article (page 8) looks at the progress made since Adam Brimo's Vodafone campaign in 2011 through to Optus CEO Kevin Russell recently stating bill shock is "immoral". Is the new emphasis on customer service truly a new dawn for telcos? We suggest a path the telcos could take to really improve customer satisfaction.

In August, ACCAN launched a change.org petition to "kill CAPTCHA" – CAPTCHAs are those squiggly letters and numbers you need to decipher in order to sign up to a new online account, post comments on websites or even access some government services. Find out why

we started the campaign and how the petition spread as far as Canada and Cambodia (page 6).

When discussing the "digital divide", we often talk about the "haves" and the "have nots". Our grants article (page 13) turns this theory on its head, with University of Sydney researcher Dr Justine Humphry conducting research on the surprisingly high rate of mobile phone ownership among Australia's homeless population.

And finally, we speak with Daniel Featherstone from the Indigenous Remote Communications Association who is committed to digitising the dusty roads of remote Australia (page 7).

As always, if you have any comments, suggestions or feedback, please email ceo@accan.org.au or call me on 02 9288 4000 / TTY 02 9281 5322. An accessible version of this magazine can be found at accan.org.au/magazine.

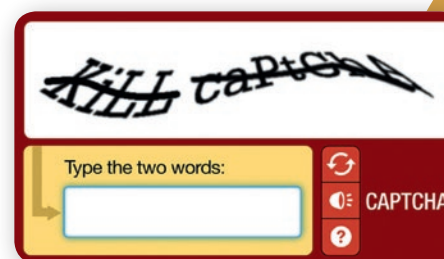
Warm regards,
Teresa Corbin
ACCAN CEO

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ACCAN wants to end online CAPTCHA tests which exclude millions from the web.



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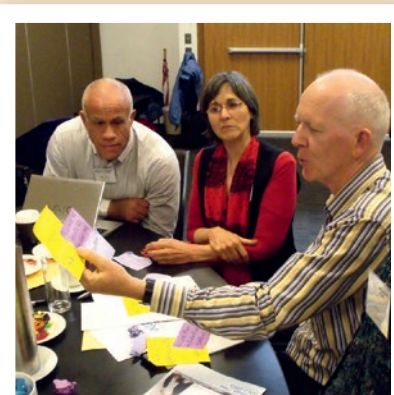
The Isolated Children's Parents' Association are helping Australia's most remote kids get an education.



Rules of engagement

Coinciding with ACCAN's 5th birthday was our inaugural Strategic Engagement Review. The workshop brought together staff, Board members and representatives of our diverse membership to come up with fresh ideas for meeting our key stakeholders' needs.

The participants in the workshop were asked to think about and discuss the rapid technological, regulatory and business changes that have taken place and the impact on consumers. Also considered were the strategic initiatives we could implement to continue to surprise and delight our stakeholders and ensure success into the future.



Clamouring for coverage

Lacklustre mobile coverage continues to rank among the most complained about issues to the TIO, so it is no surprise that ACCAN struck a chord when discussing the issue at the ACMA mobile network performance forum held in Melbourne in November.

Consumers experience drop outs in so many parts of Australia. The problem is not limited to consumers in rural and remote areas, who are accustomed to patchy or no mobile coverage, but also many urban and regional consumers.

Independent testing by the Digital Economy Group found that coverage maps published by some major telco providers including Optus and Telstra could be significantly improved.

ACCAN encouraged providers to aim for a gold standard for customer information on coverage which would include transparency around real-world indoor/outdoor coverage, the



number of base stations and coverage information specific to the consumer's handset.

The government has committed \$100 million to improving mobile blackspots. ACCAN hopes this is complemented by regular monitoring of coverage by the communications regulator, while the NBN infrastructure should also be harnessed to improve coverage.

Surge in mobiles but mind the age gap

ACCAN's second annual national survey revealed that landline ownership decreased from 89% to 83% since 2012. At the same time, mobile devices are surging with smartphone ownership increasing from 57% to 64% of respondents in a year and tablets increasing from 25% to 32%.

More than half of the 800 respondents used their smartphone as their main communications service.

But the data is more nuanced when you start to look at the age bracket breakdown. Only around half of people aged 18-34 have a landline phone whereas it's 93% of those who

are 55 and older. Smartphone adoption is 85% among the young and only 39% among 55+.

Of the people who were surveyed it was clear that older people were much less likely to be active consumers – they're used to communications as a utility service and don't shop around.

Almost two thirds of older consumers signed up to their main communications service more than five years ago.

Younger generations are much more active, with 1 in 3 signing a contract within the last 12 months, and they are particularly willing to change mobile providers to get better deals.

Free to roam

The Abbott Government indicated in October that it would support efforts to reduce global roaming charges between Australia and New Zealand following the release of revealing ACCAN research.

The previous Labor government was unable to legislate the changes outlined in the Trans-Tasman roaming agreement with New Zealand before it lost office at the September election.

ACCAN research into roaming costs for Australians found that, despite efforts to reduce charges by the major providers, there were still extraordinary price differences both across and within carriers.

For instance at the time of the research, text messages ranged from \$0.38 to \$3.50 while data costs went from 50 cents per megabyte up to \$51.20/MB.

"The recent changes are a step in the right direction but there is now a confusing array of roaming offers from data packs, to pay as you go to \$5/\$10 a day deals," ACCAN CEO



Teresa Corbin said.

Consumers need to ensure they are on the best value plan for their usage and when travelling should also consider buying a local SIM at the destination country.

On the day of the release of ACCAN's research a spokesman for Communications Minister Malcolm Turnbull told AAP that he supported

the Trans-Tasman roaming agreement, while New Zealand said it was preparing legislation for early 2014.

Separately, the Trans-Pacific Partnership trade agreement is expected to pave the way for further roaming rate reductions in the 12 member countries including Australia, Brunei, Canada, Chile, Japan, Malaysia, Mexico, New Zealand, Peru, Singapore, the US and Vietnam.



Ruslan Kogan, CEO Kogan Technologies

Budget carriers collapse

The Mobile Virtual Network Operator (MVNO) market has been particularly volatile in the last year, with Telstra, Vodafone and Optus all cutting ties to low-cost resellers. It started with Redbull Mobile (a Vodafone reseller) switching off to new customers in July. Since then the collapse of Telstra reseller ispONE meant Kogan Mobile was left without a network, while Aldi Mobile battled on, albeit with a reduced data offering. Most recently Woolworths Mobile has been in

search of a new network as Optus has not renewed its contract.

While MVNOs were useful to the three network owners in the 'land grab' that has occurred over the last decade, once market saturation was reached, and even passed, it left some speculating on the future of the resellers. Macquarie Telecom has called on the ACCC to consider new regulation in the mobile market to ensure wholesale access to mobile networks, as there is on fixed lines.

Bid to **kill CAPTCHA** goes global

The final straw for ACCAN disability policy officer Wayne Hawkins came when he was blocked from creating a new Skype account after trying for almost an hour to pass the CAPTCHA test – the random string of often illegible letters and numbers web users are commonly forced to enter to prove they are not a malicious bot.

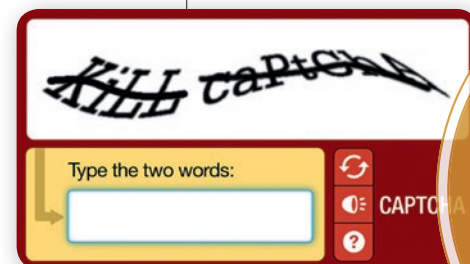
CAPTCHA – which stands for Completely Automated Public Turing test to tell Computers and Humans Apart – is frustrating for everyone but particularly people with disability such as Mr Hawkins, who is blind. His screen reading software is unable to recognise CAPTCHA while the audio CAPTCHA function is simply inaudible in most cases.

Despite the inaccessibility, CAPTCHA has become ubiquitous across the web and effectively erects barriers for people who are simply trying to make transactions on the web, post online messages, sign up to internet services like Skype and Gmail and even access online government services or contact elected officials.

Adding insult to injury is the fact that even the official standards body, the World Wide Web Consortium, has said CAPTCHA excludes people with disability and suggested several alternative methods of proving web users are human. These include a simple email activation link or a basic logic question such as “what colour is a white house?”



Wayne Hawkins



“**CAPTCHAs fundamentally fail to recognise people with disability as human**”

In August Mr Hawkins and ACCAN launched a Kill CAPTCHA campaign seeking to pressure website operators, particularly web giants like Google and Microsoft, to show leadership and phase out the exclusionary technology. The campaign was supported by Blind Citizens Australia, Media Access Australia, Able Australia and the Australian Deafblind Council.

“I’m constantly frustrated when trying to book concert tickets online, contribute to online forums and email

politicians through the contact forms on their websites – all because CAPTCHA is so inaccessible,” Mr Hawkins said.

The campaign shot to global prominence with extensive media coverage, and about 3500 people from countries such as Canada, the US, Germany and Cambodia have signed the associated petition on Change.org so far.

Google, whose stated mission is “to organize the world’s information and make it universally accessible and useful” has so far failed to live up to its promise of universal accessibility. The company uses CAPTCHA for people signing up to some of its services and even owns a commonly used version of CAPTCHA, called reCAPTCHA. Despite updating the system in late October Google failed to fix the accessibility issues.

Other organisations have released modified versions of CAPTCHA that are designed to be more compelling – adding interactive features such as small video games – but these are arguably even more inaccessible.

ACCAN continues to fight for the phasing out of CAPTCHA to ensure people with disability are not locked out of the digital revolution. There are 4.2 million people with disability in Australia alone, according to the ABS.

“CAPTCHAs fundamentally fail to properly recognise people with disability as human,” said ACCAN CEO Teresa Corbin.

The Australian Disability Discrimination Commissioner, Graeme Innes echoed these remarks in comments made to Fairfax newspapers. “There needs to be an alternative for people who are blind or have low vision,” he said.

Digitising the dusty roads

ACCAN chats with the Indigenous Remote Communications Association’s general manager **Daniel Featherstone**.

In many remote Indigenous communities, getting mobile reception is about as common as a decent day of rain. And for Daniel Featherstone, if communications services aren’t improved, it will be the death knell for many of these communities.

Having spent 9 years working for Ngaanyatjarra Media in remote WA and in his current role as general manager of the Indigenous Remote Communications Association, Featherstone knows how crucial it is for these communities to be connected like the rest of the country.

“Communications underpins everything in remote Australia – education, employment, health, government services, social lives, tourism, exporting, importing. Our future sustainability relies on having decent communications services,” says Featherstone.

However, he’s all too familiar with low-income communities who don’t even have access to a basic home telephone, let alone mobile coverage or fixed internet.

“There are communities who have to rely on a single public payphone. So when someone calls the payphone, you have to walk around the whole



Daniel Featherstone

“**There are communities who have to rely on a single public payphone ... It’s really difficult.**”

community trying to find the person they’re trying to call. It’s really difficult.”

Telstra is required, under the Universal Service Obligation, to provide a home phone to anyone who asks for it. However a home phone service is billed monthly and this type of billing isn’t appropriate for low-income Indigenous communities. “Think about the trouble people have when they try to explain to Telstra that they can’t afford to pay their bill because their house is shared with multiple families and people have come in and out using their phone. It’s like speaking another language.”

It’s for this reason that mobiles are considered so important for remote Australia – people can have their own number, take it wherever they go, use it for the net and for calling, and it can be a pre-paid service so there’s no risk of

running up huge bills.

Unfortunately, it’s just not commercially viable for telcos to extend coverage to these remote areas. Yet Featherstone believes a range of initiatives could improve coverage and affordability:

- Encourage local, state and federal partnerships to fund coverage rollouts
- Allow mobile providers to use the NBN Satellite as backhaul
- Introduce fixed call rates for mobiles, as pre-paid calls currently cost over \$2 a minute
- Use a mix of existing infrastructure so there’s lower costs to rollout coverage
- Utilise the unsold 700mhz spectrum band, which would provide better coverage than Wi-Fi.

“Once people have a connection, they take it up so quickly, they’re so excited by it. We just need the access. In many developing African and Asian countries they’ve got better reception than we do. So we need to look at remote Australia with a development focus. Because as we head toward the information super highway, it’ll be the dusty dirt roads of remote Australia that get left behind unless we do something to fill the gaps.”

A new dawn for telcos?

After hanging up on consumers' concerns for years, are telcos finally answering the call for improved customer service? ACCAN investigates.

Adam Brimo never intended to start a revolution. In November 2010, having just signed up for a Vodafone mobile plan, Brimo began experiencing regular dropped calls, an intermittent data connection and text messages that never reached their destination. He waited on hold with the carrier for hours only to be told that there were no network issues and that the problem was his handset.

When a replacement phone did nothing to fix the problem "it was pretty frustrating", says Brimo, "so after a few weeks I just wanted to get out of my contract". But Vodafone refused to let him out of the contract without a financial penalty, and its executives were telling media that the issues were related to software bugs rather than underlying network problems.

So Brimo took matters into his own hands and launched Vodafail.com as a platform for frustrated customers to make themselves heard.

"I sent it to everyone who had reported problems on Vodafone's Facebook page – I thought if they're not going to listen to me, maybe they will listen to 1000 customers," says Brimo.

Vodafail caught fire on social media and was soon amplified by the mainstream press, leading to a whopping 19,206 complaints from consumers out of over a million visits to the [Vodafail](http://Vodafail.com) site.

By February 2011 and with a class action lawsuit in the offing, Vodafone's then chief executive made a grovelling video apology to his customers and promised to fix the issues that his executives had previously

declined to acknowledge.

Vodafone is still paying for its failure to provide an adequate service, having reportedly lost more than 1.3 million customers since the outcry began.

But telco complaints had been skyrocketing since long before [Vodafail](http://Vodafail.com). The Telecommunications Industry Ombudsman's 2008-09 annual report revealed a massive 50% jump in new complaints from the previous year, rising from 119,249 to 175,946.

Then Communications Minister Stephen Conroy described the result as "an absolute shocker" and said "all of the companies in the sector are guilty of treating their customers cavalierly". By April 2010 the Australian Communications and Media Authority had put the telcos on notice to lift their game and announced an inquiry into customer service dubbed *Reconnecting the Customer*.

TIO complaints continued to rise, with 197,682 new complaints in 2010-11 and 193,702 in 2011-12.

But following the implementation of a new industry code and customer service improvements recommended by ACMA's inquiry, new TIO complaints have dropped significantly to 158,652 in 2012-13.

More importantly, the entire tone of the industry has changed. Despite the recent drop in complaints, the telcos have gone from denying there are issues to declaring that there is still more work to do.

"These are welcome results, but telecommunications providers acknowledge there is more work to be done and are determined to drive customer satisfaction

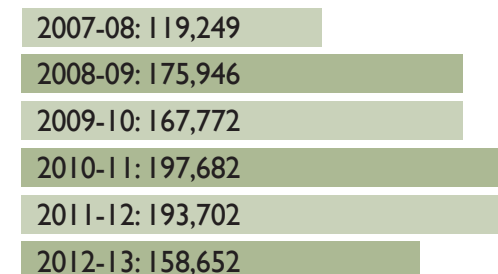
higher and complaint volumes lower over the coming year," said John Stanton, CEO of industry body Communications Alliance following the release of the latest TIO report in October.

Now, with mobile phone penetration at saturation point, treating customers well is the key competitive driver in the industry. The major telcos announced significant reductions in previously exorbitant global roaming fees, as well as major efforts to reduce bill shock.

Optus in particular launched a major campaign around customer service improvements including billboards asking people to "say no to mobile bill shock". Optus chief Kevin Russell said in June this year that "the industry in Australia in my view has gone backwards over the last five or six years in terms of how it treats its customers". He doubled down at the company's end of year media party in late November, with Fairfax reporting him saying: "Data breakage and voice breakage is a shocker. The idea that your

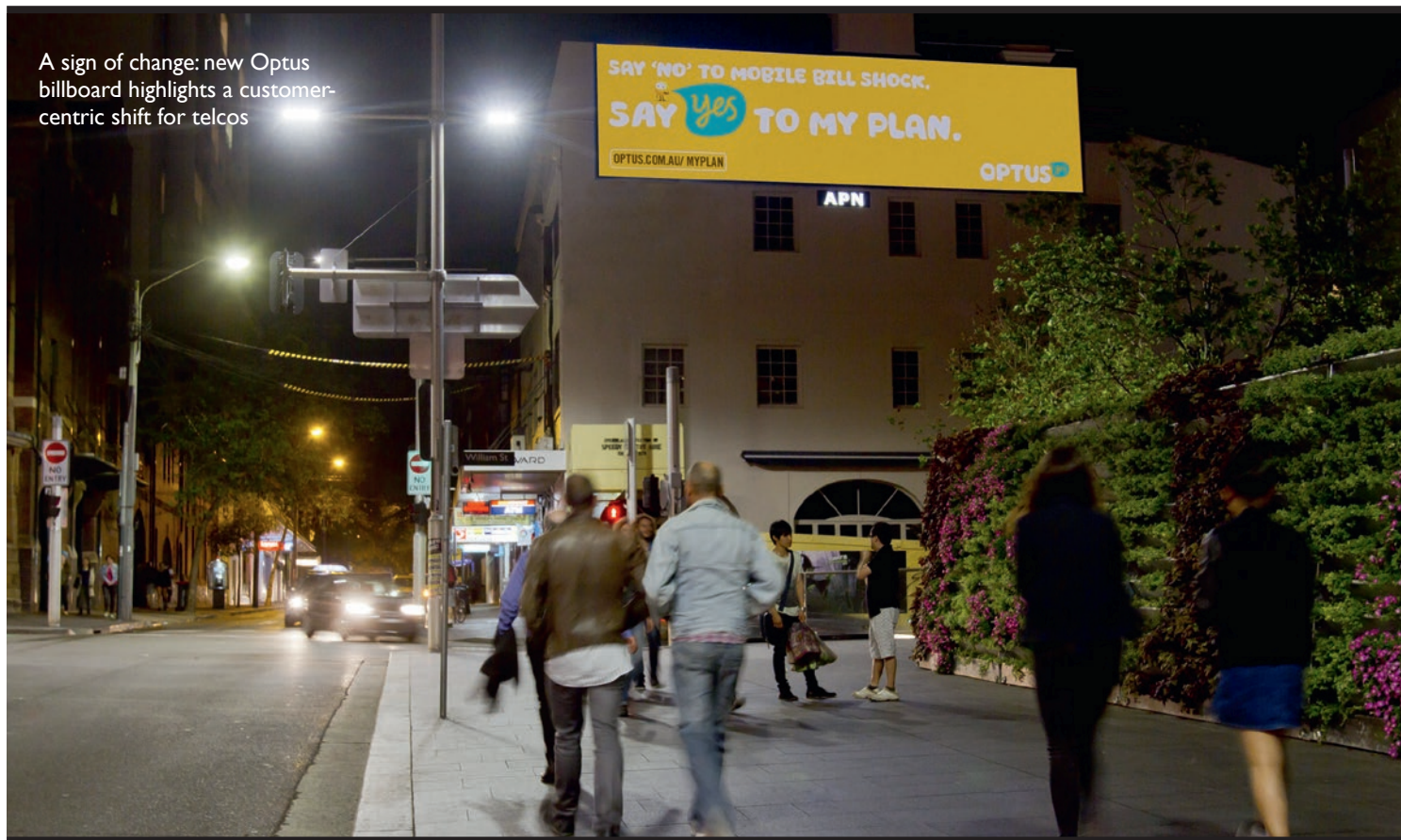
“
A 2013 Roy Morgan report, commissioned by Communications Alliance, showed more than 1 in 4 consumers who complained in the last six months were not satisfied with how their complaint was handled.
”

New complaints to the TIO



Adam Brimo





A sign of change: new Optus billboard highlights a customer-centric shift for telcos

kids can do something and you end up with a \$500 bill is crap. I think it's a bit immoral."

In an interview with the Australian Financial Review, Mr Russell said customer service would prove more important than mobile network quality.

Telstra CEO David Thodey said earlier in the year: "I think this [improving customer service] is definitely a marathon and I have got through the first 10km. It is a big job."

At the CommsDay Summit in Melbourne in October, ACCAN CEO Teresa Corbin praised providers for their customer service efforts but called on them to set their own complaint reduction targets and be transparent with internal complaint data.

The TIO remains the busiest ombudsman in Australia and complaints still have some way to go before reaching 2007-08 levels or even that of the big banks. The more than 158,000 new TIO complaints for 2012-13 are particularly high when compared to the

Financial Ombudsman Service, which recorded 32,307 new disputes for the same year.

Telcos continue to resist revealing more about their internal complaint numbers, also known as customer service metrics, which was a recommendation of ACMA's inquiry. ACCAN believes these metrics, similar to data already published by British energy companies, are essential to building a better relationship with consumers. This information would provide consumers with the right tools to compare providers and make an informed choice.

There is evidence that providers are beginning to realise that this transparency can also be good for business. Optus took a small step in this direction in October by revealing its internal complaints per 1000 customers had dropped 54 per cent in a year.

In his Charles Todd Oration this year, iiNet CEO Michael Malone said that while the industry was now focused

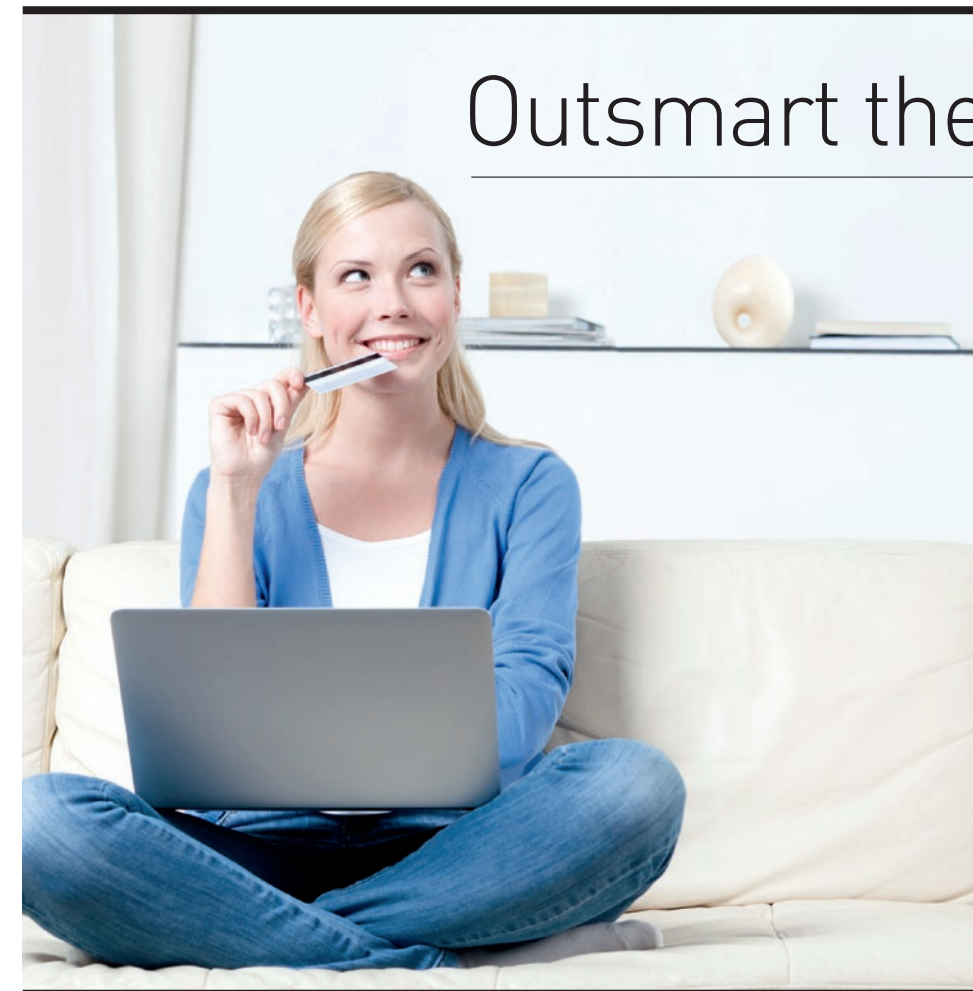
2013 KPMG mystery shopper survey. Australian telcos rank 19th out of 25 for over-the-phone customer service

1. China
2. Portugal
3. Poland
7. Nigeria
14. Philippines
19. Australia
20. United Arab Emirates

squarely on customer service, "we have a long way to go", citing Ms Corbin's CommsDay Summit remarks.

As for Brimo, who proved a single angry customer with a website can almost destroy a brand, he offers a final word of advice for the telcos: "I hope they've now realised that it's probably better to under-promise and over-deliver, as opposed to ignoring issues and hoping they will somehow get better".

Outsmart the scammers



How these scams work

Some scams try to convince you to send money or buy a dodgy product. More modern scams will try to convince you to hand over your passwords or other security details. This could include your address, date of birth or other information that you can use to prove your identity to genuine companies like your telco. Some scams take advantage of technical tricks:

- Emails and websites can include links that say they'll take you to one page, but in fact take you to a different page.
- Some scam websites are designed to look like genuine websites by using copies of the genuine logos, colours, and text – this is called 'spoofing'.
- Some scammers will deliberately leave a 'missed call' on your phone. When you return the call, there may be a message telling you about a prize or offer and it will give you a number to call to claim it. This new number is often a premium rate ('190') number so that you get charged a high call cost, with part of the money being paid to the scammer.

What to do

The simplest and best way to deal with a call that you think is a scam is to hang up. If you think an email is a scam, simply delete it. If you receive an unwanted text message, text 'STOP' to the number. If you are unsure whether a call or message is genuine, try calling the person or organisation on a number that you know is the right one. The ultimate advice is to use common sense – if it sounds too good to be true, it most likely is.

Scams are an unfortunate hazard consumers are likely to encounter when using the internet and mobile phones. For example, the highly-publicised 'Microsoft imposter' scam – where victims were tricked into handing over cash by callers pretending to be from Microsoft – generated almost 10,000 complaints in Australia in just two years. Although there are ongoing efforts to shut down scammers, it's important for you to be aware of possible traps so that you can avoid falling victim.

Types of scams

There are a lot of scams out there – with your money, personal information and access to your computer potentially at risk. A few examples include:

- You get an email from an overseas relative you may not know you had asking for you to provide money, bank details, an address, or other piece of information.
- You get a call from someone claiming to be from your bank, phone company or other service provider asking you for your account details, passwords, or personal information like your date of birth.
- A website pops up telling you that your computer has been infected with a virus and that you should click a particular button to clean it.
- You get an SMS telling you that you've won a prize with a link or phone number to let you claim it.
- You get a friend request on a social network like Facebook from someone you don't know.



Michael Dalli

Disadvantaged & Disconnected

PHOTO: ANGELA WYLIE, THE AGE

Fast broadband is a modern day necessity but many on low incomes do without, writes **Xavier O'Halloran**.

In the NBN debate it is easy to get excited about the possibilities of broadband and ultrafast speeds, but what will the rollout do for those Australians living on the margins?

Research by Anglicare Victoria, funded by ACCAN, found almost half of those on low incomes can't afford home internet and 57.4% don't have internet access on their mobiles.

Michael Dalli is a single parent who has multiple sclerosis and is on a disability pension. The expense of home internet means it "is a luxury that I can't really afford".

The gap in access is worrying given the importance of the internet as a rung on the ladder of opportunity. Almost two

thirds of survey respondents believed home internet had the potential to improve their standard of living. This point is backed up by a recent Ericsson study which found that better internet access helps drive economic growth, with internet speeds from 4Mbps to 8Mbps increasing monthly incomes by \$120 a month.

"Job ads are on the internet these days; it's not about going down the road and buying the newspaper."

While libraries often provide free internet access, there are limitations. For example "they don't offer storage devices or anything like that."

It is also difficult explaining the situation to his daughter: "When I have my daughter it feels like she's missing out on everything that her friends have and I feel less of a parent. She asks me all the time and I just tell her the truth, we can't afford it."

While the study found the rate of

internet access was higher among respondents with children, those without is still a staggering 39.4%, which is more than five times the national level.

With the most basic NBN packages costing anywhere between \$30-\$50 per month and the requirement of a device to access them, home internet remains out of reach for these Australians.

"I've got a mobile phone but it's not connected to the internet at all, it's one of those... basic phones and what I do is pay \$50 and that lasts me for a year."

ACCAN will use this latest research to engage with industry and policy makers and start a discussion about options to address the problems that this and other research is revealing.

"It is time for a serious conversation about whether new low-income measures are required that go beyond the existing scheme which only helps people get a fixed phone line," says ACCAN CEO Teresa Corbin.

Homeless... but not phoneless

Mobiles are helping poverty stricken families and youth stay connected, writes **Katerina Pavlidis**.

Families and young people are two of the fastest growing homeless groups. Sixty per cent of people experiencing homelessness in Australia are under 35, and 26 per cent are families with children (ABS 2006, 2011). What's more, these two groups are typically neglected in studies of homelessness because they don't fit a stereotyped image of homelessness – they neither sleep rough nor in improvised dwellings. Instead, families and young people are often escaping unsafe homes or communities and 'couch surf', moving between refuges and other types of emergency and sub-standard accommodation.

This year, one of the projects funded under the ACCAN Grants Scheme is investigating the patterns of mobile phone use among young people and families that are experiencing homelessness.

Led by University of Sydney researcher, Dr Justine Humphry, the project will interview between 50 and 100 homeless families and young people to gather evidence on their specific needs and circumstances.

The project is moving beyond the concept of the 'digital divide' which has historically assumed that technology is unequally distributed between the so-called 'haves' and 'have nots'.

The data shows that there is in fact a high level of phone ownership among homeless Australians – a group generally cast as the 'have nots'.

In September this year, Dr Humphry visited the UK to speak about the project at two university seminars. She also travelled to South Yorkshire, to find out about a pilot project which has provided

the city's homeless with a smartphone and a money card that can be used to receive and spend money, keep track of transactions and to access local public services through digital channels.

The project looked at the efficiency of digital transactions, but also measured the relationship between digital literacy and social inclusion. It is this relationship which is at the heart of Dr Humphry's project. As Dr Humphry explains, "for some social groups, mobile communication does not simply complement, add to or replace existing communication services. For some, it may be their only form of communication and social connection."

Dr Humphry's research overseas and consultations with the homelessness support sector in

Australia so far suggest that the mobile phone is already playing a key role in contacting support services, staying safe, keeping in touch with friends and family, and for exiting homelessness. Although, a lot more needs to be done to make mobile internet accessible and affordable. There also needs to be more collaboration with telcos and third parties such as banks, housing providers and financial institutions.

Keep a look out for Dr Humphry's final report which will be released in June next year.

It will document her first-hand research with people experiencing homelessness and with homelessness service providers.



Not-so splendid isolation

What it's like to get an education in some of Australia's most isolated areas, writes **Mark Callender**

For kids in the city, the word "isolation" often means sitting by themselves having misbehaved in class. But for kids who are members of the Isolated Children's Parent's Association (ICPA), isolation can sometimes mean a 6-hour journey on dirt roads to the closest school.

It's this geographic disadvantage which has led to generally poorer education levels among rural and remote students compared to their city counterparts – something which the ICPA has been striving to reverse for over 40 years.

ICPA NSW Vice President Caroline McDonald, whose children all studied at some point via distance education, says one major hurdle for remote kids is poor telecommunications services. "Most kids connect to their class via satellite with very small bandwidth. So you can imagine the troubles when someone has a problem with their connection...and it may take 30 minutes to resolve the issue. It just slows down everything."

And it's not just affecting students. "It's hard attracting teachers to come and live in these areas for an extended period if there's no mobile coverage and poor internet."

Professional development is extremely important for teachers, but is something that is almost impossible to deliver from remote areas. "If you're teaching in a rural town, you can't just access your professional development online, you need to take 4 days off and travel to Sydney. Who then teaches your kids?"

McDonald believes creative partnerships between communities, industry and government is key to improving education standards – pointing to the success of a learning centre in Cooma which is decked out with computers and teleconferencing rooms and is open to any university student for just \$90 a term.

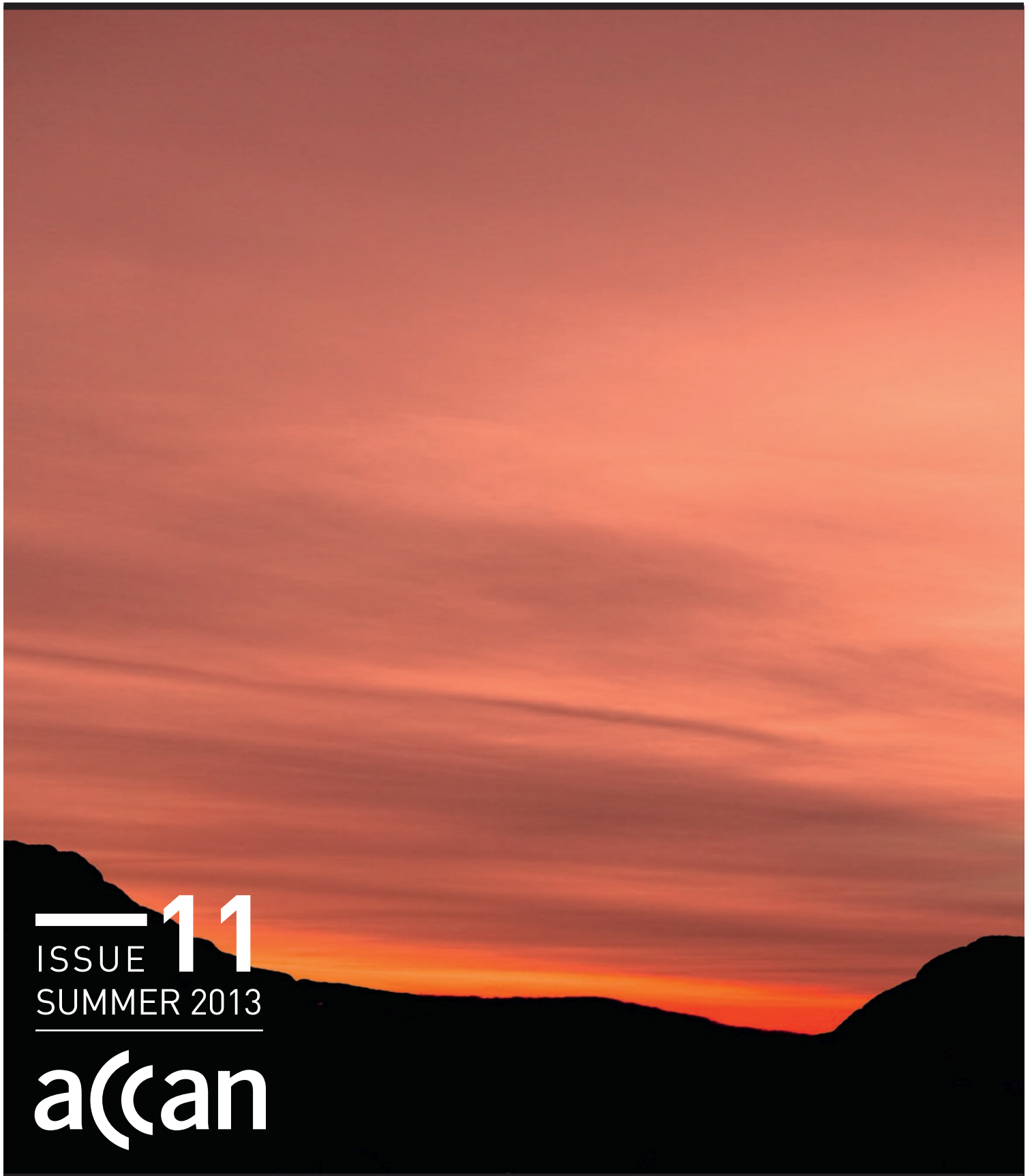
She's also encouraged that ICPA is part of a group advising the government on a recent \$80 million funding boost for rural and remote schools announced by NSW Minister for Education Adrian Piccoli. And there were also the recent comments from the minister himself, delivering a brutally honest assessment on the state of rural NSW schools, declaring "some of the teaching and learning that goes in those schools [in western NSW]...is not acceptable and wouldn't be acceptable anywhere else in NSW and it just angers me that over the years we've let that occur in these schools..."

For McDonald, education is the basis for the whole community and for any regional development that's going to happen. "If there are no schools the community will fall apart," – something ICPA's entirely voluntary workforce is a testament to, with volunteers ranging from farmers to paramedics to real-estate agents. "The people who live there know what needs to be done. When governments listen to us, it works."

“
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”

NSW Education Minister
Adrian Piccoli





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