

CAPACITY BUILDING INQUIRY
Submission No.4.....

Australian Communications Authority input to Parliamentary Inquiry into Capacity Building in Indigenous Communities

Mr Allan Horsley, member of the ACA has advised that in the Telecommunications area the key precursor to influencing the delivery of services (refer Terms of Reference – (b) is to comprehensively identify NEED and to communicate this to policy makers, regulators and providers. Historically, Mr Horsley considers this has not been well done. He advises that more often than not those seeking to exert influence have not had an appreciation of what was possible, ie they had little understanding of the capabilities and characteristics of the basic service or the underlying infrastructure. As a consequence they (policy makers, regulators and providers) did not understand to what extent a service could be tailored to suit the NEEDS of a particular group of end users and were therefore unable to effectively influence a provider.

He considers work is needed to inform people of the capabilities of modern communications services and to developing a NEEDS profile which reflects reality. As a consequence infrastructure and service packages can be provided and will be used. Also, a positive commercial rate of return may then be possible.

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